

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you... Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Um, I have a, um, I have a contract with, um, Oxford and you guys are the, I don't know, the, the, uh, medical plan? You have offered that, and I wanted to check nothing else. Okay. Um, what's, uh, what's the last four of your Social so I can locate your file? 6852. Okay. And your first and last name? Julia Clarema. Thank you. Could you verify your address and date of birth, please? It's 119 Arbor Drive, um, Providence, Rhode Island, 02908. And what was the other question? You said my date of birth and what? My address and what? Uh, your date of birth. Um, it's July 7th, 1988. Thank you. Uh, we have a phone number on file for you at 649-1275, is that correct? Yes, sir. All right. And yes, we are the enrollment administrator for Oxford, for their, for their insurance benefits. Mm-hmm. Um, did, did you have an idea of what kind of insurance you were looking to enroll into? Um, the, um, the enhanced one looks the same as the basic one, to be honest, except for a big \$2,000 a day for something. So I'll just do the basic. Okay. Insure Plus Basic. Is that for just yourself or are you covering anyone else? For myself and my son. Um, he's 14. You and your son. Got it. Mm-hmm. And then, anything else? Um, I wanna say that's it, and when would it be active? Um, so any enrollments take about one to two weeks to fully process. Once processing is complete, you would start seeing the deductions for the plan coming out of your checks. Your policy is effective the Monday following the first deduction, with ID cards typically arriving about a week or two afterwards. Um- So if my... So if I, so if my son has an appointment on the 7th, he will not be, um... Um, on the 7th, it's most likely not, because it's not... It's, that's only about four, five days away and- Yeah. ... it takes about a week or two for everything to process. Okay. All right, that's good to know. Okay. Um, so Insure Plus Basic for you and child is going to be \$26.61 per week if you authorize Oxford to make those deductions. Yeah. And I have a question. Is that the best one so far? Like, I'm, I'm trying to compare it and you being someone who, who reads these every day probably, which is the best one? It, it looks to me about the same, right? So yeah. There... The only real differences between the basic and the enhanced are going to be specifically hospitalization-related benefits. So overnight hospital stay or hospital confinement, um, ICU, intensive care stays, um, and then surgeries. Other than that, yeah, as far as like ren- regular doctor visits, um, any, like any prescription benefits, everything else- Yeah. ... they're more or less the same plan. Okay. I don't see how I'm staying in the hospital. I may have to get some, like, like s- I don't know. I may have to get something else, but right now this is gonna be it. Yeah. Thank you. No problem. All right. We'll go ahead and set that up, and I've already gone over that timeline for you. So the only thing else I need is just your son's information. What's his name? Nathaniel. Julien. Nathaniel? Mm-hmm. Nathaniel Julien Laure. L-A-U-T-U-R-E. yeah. I'm s- I'm sorry, what was that last

name? It kind of... I kind of missed one of, one or two letters. Okay. Nathaniel Julien. J-U-L-I-E-N. Um, Laure. L-A-U-T-U-R-E. L-A-U-T-U-R-E. Got it. And then, uh, do you have a Social? Goddammit, I know that boy close to my heart. Hold on. Um, I can, I can look for it. I'm gonna go look for it. Okay. Uh, wh- while you're looking for that, let me at least get his, uh, date of birth. Okay. 7/14/2010. Got it. Let me see notes. I actually have it in my notes. Um, let me see. The way they changed the new iPhone, I don't know how to find anything I sent back in the day. This is ridiculous. I'm sorry. This is me complaining live. Um, Social. Nope, Social studies. Jesus. I'm just gonna type in Nate. Um, you know, nobody memorizes their kids' Socials, but I don't even know where to begin, so... Okay, Nate. That's great. Nope. Maybe this is it. Hmm. Nope. It's not in here. If it's, if it's, um, if it's easier, you can always give us a call back with his Social. Mm-hmm. I know, I had it. It's... Give me a minute. The pressure's on 'cause I, 'cause my phone's gonna die too. So like I had like the pressure to get it and also charge my phone quick enough. I think it's oh, 014. 014. Let's see. Oh yeah, here we are. 011- Okay. ... 94- Okay. ... 7064. I wasn't even close. So 011-947064. Got it. All right. And that is everything I needed to set up your enrollment and again, gone over that timeline for you. Made that, made that expectation. Uh, you are good to go as far as your enrollment. If you wish to make any further changes, you still have some time. You've got until, uh, January 10th. So until next Friday. Um, so if you do... If you want to add anything else or make any further changes, you've got between now and then to do so. Otherwise, is there anything else I can help you with? That's all. Thank you. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you... Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I have a, um, I have a contract with, um, Oxford and you guys are the, I don't know, the, the, uh, medical plan? You have offered that, and I wanted to check nothing else.

Speaker speaker_1: Okay. Um, what's, uh, what's the last four of your Social so I can locate your file?

Speaker speaker_2: 6852.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Julia Clarema.

Speaker speaker_1: Thank you. Could you verify your address and date of birth, please?

Speaker speaker_2: It's 119 Arbor Drive, um, Providence, Rhode Island, 02908. And what was the other question? You said my date of birth and what? My address and what?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_2: Um, it's July 7th, 1988.

Speaker speaker_1: Thank you. Uh, we have a phone number on file for you at 649-1275, is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. And yes, we are the enrollment administrator for Oxford, for their, for their insurance benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, did, did you have an idea of what kind of insurance you were looking to enroll into?

Speaker speaker_2: Um, the, um, the enhanced one looks the same as the basic one, to be honest, except for a big \$2,000 a day for something. So I'll just do the basic.

Speaker speaker_1: Okay. Insure Plus Basic. Is that for just yourself or are you covering anyone else?

Speaker speaker_2: For myself and my son. Um, he's 14.

Speaker speaker_1: You and your son. Got it.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then, anything else?

Speaker speaker_2: Um, I wanna say that's it, and when would it be active?

Speaker speaker_1: Um, so any enrollments take about one to two weeks to fully process. Once processing is complete, you would start seeing the deductions for the plan coming out of your checks. Your policy is effective the Monday following the first deduction, with ID cards typically arriving about a week or two afterwards. Um-

Speaker speaker_2: So if my... So if I, so if my son has an appointment on the 7th, he will not be, um...

Speaker speaker_1: Um, on the 7th, it's most likely not, because it's not... It's, that's only about four, five days away and-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... it takes about a week or two for everything to process.

Speaker speaker_2: Okay. All right, that's good to know.

Speaker speaker_1: Okay. Um, so Insure Plus Basic for you and child is going to be \$26.61 per week if you authorize Oxford to make those deductions.

Speaker speaker_2: Yeah. And I have a question. Is that the best one so far? Like, I'm, I'm trying to compare it and you being someone who, who reads these every day probably, which is the best one? It, it looks to me about the same, right?

Speaker speaker_1: So yeah. There... The only real differences between the basic and the enhanced are going to be specifically hospitalization-related benefits. So overnight hospital stay or hospital confinement, um, ICU, intensive care stays, um, and then surgeries. Other than that, yeah, as far as like ren- regular doctor visits, um, any, like any prescription benefits, everything else-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... they're more or less the same plan.

Speaker speaker_2: Okay. I don't see how I'm staying in the hospital. I may have to get some, like, like s- I don't know. I may have to get something else, but right now this is gonna be it. Yeah. Thank you.

Speaker speaker_1: No problem. All right. We'll go ahead and set that up, and I've already gone over that timeline for you. So the only thing else I need is just your son's information. What's his name?

Speaker speaker_2: Nathaniel. Julien.

Speaker speaker_1: Nathaniel?

Speaker speaker_2: Mm-hmm. Nathaniel Julien Laure. L-A-U-T-U-R-E. yeah.

Speaker speaker_1: I'm s- I'm sorry, what was that last name? It kind of... I kind of missed one of, one or two letters.

Speaker speaker_2: Okay. Nathaniel Julien. J-U-L-I-E-N. Um, Laure. L-A-U-T-U-R-E.

Speaker speaker_1: L-A-U-T-U-R-E. Got it. And then, uh, do you have a Social?

Speaker speaker_2: Goddammit, I know that boy close to my heart. Hold on. Um, I can, I can look for it. I'm gonna go look for it.

Speaker speaker_1: Okay. Uh, wh- while you're looking for that, let me at least get his, uh, date of birth.

Speaker speaker_2: Okay. 7/14/2010.

Speaker speaker_1: Got it.

Speaker speaker_2: Let me see notes. I actually have it in my notes. Um, let me see. The way they changed the new iPhone, I don't know how to find anything I sent back in the day. This is ridiculous. I'm sorry. This is me complaining live. Um, Social. Nope, Social studies. Jesus. I'm just gonna type in Nate. Um, you know, nobody memorizes their kids' Socials, but I don't even know where to begin, so... Okay, Nate. That's great. Nope. Maybe this is it. Hmm. Nope. It's not in here.

Speaker speaker_1: If it's, if it's, um, if it's easier, you can always give us a call back with his Social.

Speaker speaker_2: Mm-hmm. I know, I had it. It's... Give me a minute. The pressure's on 'cause I, 'cause my phone's gonna die too. So like I had like the pressure to get it and also charge my phone quick enough. I think it's oh, 014. 014. Let's see. Oh yeah, here we are. 011-

Speaker speaker_3: Okay.

Speaker speaker_2: ... 94-

Speaker speaker_1: Okay.

Speaker speaker_2: ... 7064. I wasn't even close. So 011-947064.

Speaker speaker_3: Got it. All right. And that is everything I needed to set up your enrollment and again, gone over that timeline for you. Made that, made that expectation. Uh, you are good to go as far as your enrollment. If you wish to make any further changes, you still have some time. You've got until, uh, January 10th. So until next Friday. Um, so if you do... If you want to add anything else or make any further changes, you've got between now and then to do so. Otherwise, is there anything else I can help you with?

Speaker speaker_2: That's all. Thank you.

Speaker speaker_3: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_2: You as well. Bye-bye.