

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hey, Chris. Um, my name's Adam. I, uh, am an employee of Oxford Consulting Group, um, but I don't know... I was trying to see what my health enrollment was and if there was other options or just how it kind of worked, to be honest with you. Okay. What's, what's the last four of your Social? 4377. And your last name? Roessler, R-O-E-F-F-L-E-R. All right, Mr. Roessler. Could you verify your address and your date of birth for me, please? 8052 Drive, Round Rock, Texas, and the date of birth is 3/21/1990. Thank you. We have a phone on file, a 254-721-0589. That's me. Okay. My sheet looks like you are currently enrolled into both the StayHealthy teleRX Preventative Care Plan, uh, for things like physicals, vaccines, cancer screenings, and the like, as well as the EnsurePlus plan for more, like, the doctor's visits and hospital visits for sickness or injury. Uh, both look to be at the employee and spouse level. Okay. Um, and those, those doctor's visits that you're referring to, is that, uh, that through APL or is that through MultiPlan? Uh, so MultiPlan is just the network. So MultiPlan is not going to be anything rel- relating to, like, c-coverage or anything like that. Um- Ah. ... your, your sickness visits, yes, the EnsurePlus plan is handled by APL, American Public Life. Your preventative care visits, um, through the other plan are handled by a different company called 90 Degree Benefits. Oh, okay. Um, okay. Well, I was on, I was on 90 Degree Benefits' website, but they made it... I don't know. They were asking for, like, different states and Texas wasn't listed on there. So I didn't know if- Okay. ... if Texas was on, uh, was allowed- Mm-hmm. ... through 90 Degrees or if that's a... That, that shouldn't be, that shouldn't be an issue because they still use the MultiPlan- Okay. ... network. So it's, um, it's just two dif- it's just different portions of the MultiPlan network. The 90 Degree Benefits Card is going to use, like, the preventative care benefits, whereas the EnsurePlus is going to use for the, uh, hospital indemnity benefits. Now, if you have any questions on exactly what that StayHealthy plan will cover through 90 Degrees, um, I can give you their phone number directly. That way, you can get in contact with one of their representatives. They might be able to explain it a little bit better. Uh, yeah. Well, I just... Yeah, I just kind of was looking more of like just, you know, coverage and deductibles and stuff like that. Um, I don't know if that's through 90 Degrees or if that's through something else or even if, you know, Oxford Gr- like, if you have other options when it comes to healthcare that I can sign up for- Um- ... or is this one for everybody? The only op- the only other option available is going to be the next level of the EnsurePlus plan. You're enrolled into the basic and then the, uh, the level up is the enhanced, which really all that does is give you more coverage for, um, like, surgeries and hospitalizations. But as far as actual, like, anything else related to the plan, it's more or less the same as what you already have. Um- I gotcha. Okay. At least... Yeah. "At least as far as the stuff that's, that's set up through us." Now, if Oxford has

a different administrator, um, that's going to be a question for them. I wouldn't know anything about that. And then as far as, um, like, actual coverage-related questions, um, more, more detailed and more in- informed than what I can give, um, because I've... We're just the enrollment admin for Oxford. Unfortunately, we're not going to have anything super detailed more than what I've already stated. Uh, so for anything- Yeah. Okay. ... for any... Sorry. Um, for anything more detailed, you would need to get in contact with the respective carrier. So yeah, 90 Degree and APL. Okay. I guess so. Okay. Um, all right. That sounds good. I'll, uh, I'll give 90 Degrees a call here. All right then. Uh, when you call them, make sure you press option one to speak with their representative. The o- any other option will take you to the wrong company entirely. Oh, great. Okay. That's funny. All right. I can do that. All right then. Anything else? Uh, nope, that should be good. All right. Thanks again for calling and have a wonderful day. Awesome. You too. All right. Bye now. Bye now.

Conversation Format

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

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

Speaker speaker_2: Hey, Chris. Um, my name's Adam. I, uh, am an employee of Oxford Consulting Group, um, but I don't know... I was trying to see what my health enrollment was and if there was other options or just how it kind of worked, to be honest with you.

Speaker speaker_1: Okay. What's, what's the last four of your Social?

Speaker speaker_2: 4377.

Speaker speaker_1: And your last name?

Speaker speaker_2: Roessler, R-O-E-F-F-L-E-R.

Speaker speaker_1: All right, Mr. Roessler. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: 8052 Drive, Round Rock, Texas, and the date of birth is 3/21/1990.

Speaker speaker_1: Thank you. We have a phone on file, a 254-721-0589.

Speaker speaker_2: That's me.

Speaker speaker_1: Okay. My sheet looks like you are currently enrolled into both the StayHealthy teleRX Preventative Care Plan, uh, for things like physicals, vaccines, cancer screenings, and the like, as well as the EnsurePlus plan for more, like, the doctor's visits and hospital visits for sickness or injury. Uh, both look to be at the employee and spouse level.

Speaker speaker_2: Okay. Um, and those, those doctor's visits that you're referring to, is that, uh, that through APL or is that through MultiPlan?

Speaker speaker_1: Uh, so MultiPlan is just the network. So MultiPlan is not going to be anything rel- relating to, like, c- coverage or anything like that. Um-

Speaker speaker_2: Ah.

Speaker speaker_1: ... your, your sickness visits, yes, the EnsurePlus plan is handled by APL, American Public Life. Your preventative care visits, um, through the other plan are handled by a different company called 90 Degree Benefits.

Speaker speaker_2: Oh, okay. Um, okay. Well, I was on, I was on 90 Degree Benefits' website, but they made it... I don't know. They were asking for, like, different states and Texas wasn't listed on there . So I didn't know if-

Speaker speaker_1: Okay.

Speaker speaker_2: ... if Texas was on, uh, was allowed-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... through 90 Degrees or if that's a...

Speaker speaker_1: That, that shouldn't be, that shouldn't be an issue because they still use the MultiPlan-

Speaker speaker_2: Okay.

Speaker speaker_1: ... network. So it's, um, it's just two dif- it's just different portions of the MultiPlan network. The 90 Degree Benefits Card is going to use, like, the preventative care benefits, whereas the EnsurePlus is going to use for the, uh, hospital indemnity benefits. Now, if you have any questions on exactly what that StayHealthy plan will cover through 90 Degrees, um, I can give you their phone number directly. That way, you can get in contact with one of their representatives. They might be able to explain it a little bit better.

Speaker speaker_2: Uh, yeah. Well, I just... Yeah, I just kind of was looking more of like just, you know, coverage and deductibles and stuff like that. Um, I don't know if that's through 90 Degrees or if that's through something else or even if, you know, Oxford Gr- like, if you have other options when it comes to healthcare that I can sign up for-

Speaker speaker_1: Um-

Speaker speaker_2: ... or is this one for everybody?

Speaker speaker_1: The only op- the only other option available is going to be the next level of the EnsurePlus plan. You're enrolled into the basic and then the, uh, the level up is the enhanced, which really all that does is give you more coverage for, um, like, surgeries and hospitalizations. But as far as actual, like, anything else related to the plan, it's more or less the same as what you already have. Um-

Speaker speaker_2: I gotcha. Okay.

Speaker speaker_1: At least... Yeah. "At least as far as the stuff that's, that's set up through us." Now, if Oxford has a different administrator, um, that's going to be a question for them. I

wouldn't know anything about that. And then as far as, um, like, actual coverage-related questions, um, more, more detailed and more in- informed than what I can give, um, because I've... We're just the enrollment admin for Oxford. Unfortunately, we're not going to have anything super detailed more than what I've already stated. Uh, so for anything-

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: ... for any... Sorry. Um, for anything more detailed, you would need to get in contact with the respective carrier. So yeah, 90 Degree and APL.

Speaker speaker_2: Okay. I guess so. Okay. Um, all right. That sounds good. I'll, uh, I'll give 90 Degrees a call here.

Speaker speaker_1: All right then. Uh, when you call them, make sure you press option one to speak with their representative. The o- any other option will take you to the wrong company entirely.

Speaker speaker_2: Oh, great. Okay. That's funny. All right. I can do that.

Speaker speaker_1: All right then. Anything else?

Speaker speaker_2: Uh, nope, that should be good.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Awesome. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Bye now.