

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? Yeah, I'd like to enroll in a health plan. Okay, what staffing company do you work with? Oxford. Okay, and the last four of your Social? 5915. Thank you. And then your first and last name? Michael Andres. Okay. Hey, you said the last four of your Social was 5915? Yes. Okay. Mr. Andres, in, in order to get you enrolled into anything, we'll need to create a file on our system for you. Um, in order to get that done, I am gonna need to get a little bit of more information from you starting with I will need your full Social at this time. Okay, that, that works. Um, okay, so are you ready? Yes, sir. Okay. It's, uh, 565-65-5915. Thank you. What's your current mailing address, sir? It's, uh, 4178 Dunsinane and that's spelled D-U-N-S-I-N-A-N-E Court, Castle Rock, Colorado, 80104. Thank you. Your date of birth? 6/22/80. All right, and then, a good phone number for you? Yes, 970-880-0973. Thank you. All right, and did you have an idea of what you wanted to enroll into from Oxford? Uh, I don't have any visibility to the health plans. Actually, let me... I did get a document here that I just, just checked out. Um, okay, so there's three p- plans that look like there's a Stay Healthy, Insure Plus Basic, and then an Insure Plus Enhanced. Um... Yes, sir. Okay, what is... Okay, I see the monthly and the weekly. I, I, I wanna... So is the Insure Plus Enhanced, is that the best plan you have? So, the Insure Plus Enhanced is the higher level of the Insure Plus line of plans. Um, what that does is that covers, uh, any standard treatment services, so regular doctor's visits, hospital visits and things like that. Um, the only difference between that and Insure Plus Basic is that it covers a little bit more towards, um, hospitalizations and surgery specifically but all other, like, all other, uh, benefits between those two plans are pretty much the exact same. Um, the only thing about the Insure Plus plans is that neither, neither level of that plan will cover any preventative care services. So things like physicals, vaccines and cancer screenings are not covered by Insure Plus. If you wish to have coverage for those as well, you can... you are allowed to enroll into Insure Plus and Stay Healthy at the same time. Oh, okay. Gotcha. Um, this is Stay Healthy, that's just a, uh... Okay, so there's just telehealth visits, there's not actual, like, vis- So- ... I, um, coverage from the doctor? Stay Healthy, yeah, Stay Healthy will cover preventative care services, so specifically things like physicals, vaccinations, cancer screenings, um, colonoscopies, services like that. Any sort of doctor's visits if you are sick or injured or anything like that is not covered by Stay Healthy which is why you're allowed to enroll in the Stay Healthy and Insure Plus at the same time. They don't cover the same things so they cover the gaps that the other leaves. Gotcha. I see. Okay. Um, well, I'd like to enroll in the Stay Healthy and the Insure Plus Enhanced. Okay. And then did you want any of the additional benefit options, dental, vision, life or disability? Uh... I'm scrolling through this right now. I just, I just noticed I have this document. So okay, we have dental, vision... Yeah, let's

do, let's do dental and vision. Dental and vision? Okay. Yeah. And, uh, I'll... I won't go for short term or life. Okay. All right, now, um, is this gonna be for just yourself or are you covering anyone else? Just me. Just you, got it. All right, so this totals out for these four plans to \$47.07 per week. Do you authorize Oxford to make these deductions? Yes. All right. Now it's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies become effective. ID cards will typically arrive about one to two weeks after that effective date, okay? Okay. Sounds good. All right, anything else? Uh, that's it. All right. Well, if that's everything, thanks again for calling and have a wonderful day. Thank you. You too. Bye. Okay. 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: Yeah, I'd like to enroll in a health plan.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: Oxford.

Speaker speaker_1: Okay, and the last four of your Social?

Speaker speaker_2: 5915.

Speaker speaker_1: Thank you. And then your first and last name?

Speaker speaker_2: Michael Andres.

Speaker speaker_1: Okay. Hey, you said the last four of your Social was 5915?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Mr. Andres, in, in order to get you enrolled into anything, we'll need to create a file on our system for you. Um, in order to get that done, I am gonna need to get a little bit of more information from you starting with I will need your full Social at this time.

Speaker speaker_2: Okay, that, that works. Um, okay, so are you ready?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. It's, uh, 565-65-5915.

Speaker speaker_1: Thank you. What's your current mailing address, sir?

Speaker speaker_2: It's, uh, 4178 Dunsinane and that's spelled D-U-N-S-I-N-A-N-E Court, Castle Rock, Colorado, 80104.

Speaker speaker_1: Thank you. Your date of birth?

Speaker speaker_2: 6/22/80.

Speaker speaker_1: All right, and then, a good phone number for you?

Speaker speaker_2: Yes, 970-880-0973.

Speaker speaker_1: Thank you. All right, and did you have an idea of what you wanted to enroll into from Oxford?

Speaker speaker_2: Uh, I don't have any visibility to the health plans. Actually, let me... I did get a document here that I just, just checked out. Um, okay, so there's three p- plans that look like there's a Stay Healthy, Insure Plus Basic, and then an Insure Plus Enhanced. Um...

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, what is... Okay, I see the monthly and the weekly. I, I, I wanna... So is the Insure Plus Enhanced, is that the best plan you have?

Speaker speaker_1: So, the Insure Plus Enhanced is the higher level of the Insure Plus line of plans. Um, what that does is that covers, uh, any standard treatment services, so regular doctor's visits, hospital visits and things like that. Um, the only difference between that and Insure Plus Basic is that it covers a little bit more towards, um, hospitalizations and surgery specifically but all other, like, all other, uh, benefits between those two plans are pretty much the exact same. Um, the only thing about the Insure Plus plans is that neither, neither level of that plan will cover any preventative care services. So things like physicals, vaccines and cancer screenings are not covered by Insure Plus. If you wish to have coverage for those as well, you can... you are allowed to enroll into Insure Plus and Stay Healthy at the same time.

Speaker speaker_2: Oh, okay. Gotcha. Um, this is Stay Healthy, that's just a, uh... Okay, so there's just telehealth visits, there's not actual, like, vis-

Speaker speaker_1: So-

Speaker speaker_2: ... I, um, coverage from the doctor?

Speaker speaker_1: Stay Healthy, yeah, Stay Healthy will cover preventative care services, so specifically things like physicals, vaccinations, cancer screenings, um, colonoscopies, services like that. Any sort of doctor's visits if you are sick or injured or anything like that is not covered by Stay Healthy which is why you're allowed to enroll in the Stay Healthy and Insure Plus at the same time. They don't cover the same things so they cover the gaps that the other leaves.

Speaker speaker_2: Gotcha. I see. Okay. Um, well, I'd like to enroll in the Stay Healthy and the Insure Plus Enhanced.

Speaker speaker_1: Okay. And then did you want any of the additional benefit options, dental, vision, life or disability?

Speaker speaker_2: Uh... I'm scrolling through this right now. I just, I just noticed I have this document. So okay, we have dental, vision... Yeah, let's do, let's do dental and vision.

Speaker speaker_1: Dental and vision? Okay.

Speaker speaker_2: Yeah. And, uh, I'll... I won't go for short term or life.

Speaker speaker_1: Okay. All right, now, um, is this gonna be for just yourself or are you covering anyone else?

Speaker speaker_2: Just me.

Speaker speaker_1: Just you, got it. All right, so this totals out for these four plans to \$47.07 per week. Do you authorize Oxford to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Now it's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies become effective. ID cards will typically arrive about one to two weeks after that effective date, okay?

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: Uh, that's it.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you. You too. Bye.

Speaker speaker_1: Okay. Bye now.