

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 in a Card. This is Chris. How can I help you today? Hi, Chris. My name's Roxanne. I'm calling from American Public Life. I have a potential, uh, insured on the phone that had some questions regarding the Stay Healthy portion of, um, of the, um, policy. He's not signed up yet, but he has some additional questions. Would you be able to assist him? Yeah, I should be able to. Um, what... Uh, did he mention what, um, what client he's, he's working through? I believe it's Terra Staffing. Terra Staffing. Okay. All right. Um, yeah, uh, go ahead and... You can go ahead and send him on through. I should be able to ask whatever questions I need to be able to make sure I give him the information he needs. Okay, thank you. Just give me one moment. Let me see if I can bring him on the call. Hello? Uh, yes, sir. Hi. This is Chris with Benefits in a Card. I understand that you have a couple of questions regarding the Stay Healthy be-, uh, benefits as offered by Terra Staffing. Is that correct? That is correct. Okay. Um, so the Stay Healthy plan, uh, covers preventative care services, so this would be, uh, for example, things like physicals, vaccinations, cancer screenings, um, like, things like colonoscopies, uh- Yeah, I understand that. I don't need to hear it again. But can I ask the question so kind of, like- Oh. Yeah, yeah. Okay. ... because I don't want to hear... I don't want you to repeat everything after I've been on the phone for the last two days listening to it over and over. The question I have is, if I sign up for the Stay Healthy program, can I add the VIP Standard and the VIP Plus later? Uh, as long as you're within your eligibility window, yes, sir. The eligibility window is, say, like Thursday or Friday of this week. Okay. So let me, let me see if I can pull your file up and see when exactly everyth-, uh, e- everything would go through. Let's see here. What, uh, what's the last four of your social, sir? 1816. 1816. Okay. And your first and last name? David Harada. Thank you. All right, Mr. Harada, um, just real quick, can you verify your address and date of birth for me? Oh, yeah. Um, address is... Hold on one second, I just moved. So, um, 8409 Southeast Cranapple Street, Beaverton, Oregon 97078. Thank you, and date of birth? 2/10/67. Thank you. We have a phone on file, it looks like 503-201-0331. Is that correct? Yeah, that's the one we're talking on right now. All right. Looks like... Yeah, from what I see here, it looks like the, um, your new hire window, your first 30 days after your first check, uh, that is this Friday, uh, November the 8th. However, Terra Staffing does, uh, hold open enrollment typically in December. Let me see if we've been given any information as to when that's going to be. Okay. One moment. I have another question- Okay. ... when you're done researching. Yeah, so, okay, so it looks like the, um, it looks like the, uh, they have not yet, uh, stated exactly when their open enrollment's going to be. But I do know it's typically, um, mid-December. So, um, once, once your new hire window ends, uh, you would have to wait until, until that, that open enrollment window in December to be able to make any further changes. Ah, okay. Well, that's good to know too. Thank you. Um- No

problem. ... I guess another question I have is, um... Dude, I just drew a blank. Uh, what was it? Man, I can't remember now. I had it on the tip of my head, head, and it was like... Um, dude, I can't remember. Uh, let's see, adding things... Oh, if I sign up for the wellness today, um, does that mean my policy starts today? Uh, no. Any enrollment typically takes one to two weeks to fully process. Um, once everything processes, you would start seeing the deductions for whatever plan you selected coming out of your checks. Your policy become, only becomes effective the Monday following that deduction. Um, so there would be a little bit of a waiting- Oh. ... period while everything processes and, and moves forward, um, but at most, uh, at, like at, well quickest it would be anywhere between two to four weeks. Two to four weeks? It takes a month? Because it takes one to two weeks for- I'm more sort of- Sorry, well, sorry, two to four weeks for any ID cards to arrive. Actual policy becoming effective, uh, would be anywhere after a one, uh, anytime after a one to two-week processing period. It does, the enrollment does have to fully process, not only through our system, but information to be sent over to Tara to start deductions. Oh, okay. I see. Um, interesting. I'm already out of medication though, it's, uh, that's interesting. Okay. Um, can I go ahead and enroll into the, the first here, I'm gonna pull up that email. Can I enroll in the Stay Healthy program and then that's the one for just me only that I don't have anybody else- Okay. ... I need to cover, so just independently me, that's the 17.96? Uh, correct, yes, 17.96 a week, yes sir. Okay. Um- Um- How does that work? Do I need to get an email verification or I can just do it over the phone since I'm with you right now? Yeah, we, we can go ahead and set that up over the phone right now, um, so the- Okay. So the Stay Healthy for employee only is 17.96 a week, um, at the moment. Is that, is that all you wanted to enroll into or did you want to, uh, sign up for anything else? Yes. No, I'm going to go ahead and enroll into that right now. Okay. All right, so I'll go ahead and set that up. Again, like I said, that's going to take about one to two weeks to fully process, um, once everything's processed- Right. ... you should start seeing those deductions coming out of your checks. Uh, Monday following first deduction is when policy is effective and usable. Um, now, as far as the ID card for the preventative care medical portion, that should arrive about a week or two after your effective date. Uh, you should also, because Stay Healthy includes a membership to FreeRX, you should also receive an email from them detailing how to, uh, how to sign up for, or set up the, uh, account on their online portal to be able to pull up your, pull up your ID card from them and set up any prescriptions, like any, any, uh, prescription pill you may need. Oh, okay, sounds cool. Cool, yeah, that works. All right then, um, so that's that as far as your enrollment for now, and then like I said, um, while I don't know exactly when it's going to start, I do know Tara should you, should advise you guys of whenever open enrollment is going to come up, um, from, from my understanding based on when it's been in the past, it should be sometime probably the second, I believe the second week of, second or third week of December, um, but once they've hashed all of that out and actually set it up properly, they should inform you, um, either through text message, email, or some signage up in their offices. Uh, during that time if you want to add anything else, you're more than welcome to give us a call to set that up, okay? Yeah, awesome, thank you. No problem. Uh, for right now, Mr. Hirada, was there anything else I can help with? No, so are we all good to go then? Uh, yes sir, as far as setting you up for the Stay Healthy plan, uh, that's, that's everything we needed to do for that. Cool. Thank you very much. Have a great day. Thank you. You as, you as well. Thanks again for calling. Bye now. All right, bye.

Conversation Format

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

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

Speaker speaker_2: Hi, Chris. My name's Roxanne. I'm calling from American Public Life. I have a potential, uh, insured on the phone that had some questions regarding the Stay Healthy portion of, um, of the, um, policy. He's not signed up yet, but he has some additional questions. Would you be able to assist him?

Speaker speaker_1: Yeah, I should be able to. Um, what... Uh, did he mention what, um, what client he's, he's working through?

Speaker speaker_2: I believe it's Terra Staffing.

Speaker speaker_1: Terra Staffing. Okay. All right. Um, yeah, uh, go ahead and... You can go ahead and send him on through. I should be able to ask whatever questions I need to be able to make sure I give him the information he needs.

Speaker speaker_2: Okay, thank you. Just give me one moment. Let me see if I can bring him on the call.

Speaker speaker_3: Hello?

Speaker speaker_1: Uh, yes, sir. Hi. This is Chris with Benefits in a Card. I understand that you have a couple of questions regarding the Stay Healthy be-, uh, benefits as offered by Terra Staffing. Is that correct?

Speaker speaker_3: That is correct.

Speaker speaker_1: Okay. Um, so the Stay Healthy plan, uh, covers preventative care services, so this would be, uh, for example, things like physicals, vaccinations, cancer screenings, um, like, things like colonoscopies, uh-

Speaker speaker_3: Yeah, I understand that. I don't need to hear it again. But can I ask the question so kind of, like-

Speaker speaker_1: Oh. Yeah, yeah. Okay.

Speaker speaker_3: ... because I don't want to hear... I don't want you to repeat everything after I've been on the phone for the last two days listening to it over and over. The question I have is, if I sign up for the Stay Healthy program, can I add the VIP Standard and the VIP Plus later?

Speaker speaker_1: Uh, as long as you're within your eligibility window, yes, sir.

Speaker speaker_3: The eligibility window is, say, like Thursday or Friday of this week.

Speaker speaker_1: Okay. So let me, let me see if I can pull your file up and see when exactly everyth-, uh, e- everything would go through. Let's see here. What, uh, what's the last four of

your social, sir?

Speaker speaker_3: 1816.

Speaker speaker_1: 1816. Okay. And your first and last name?

Speaker speaker_3: David Harada.

Speaker speaker_1: Thank you. All right, Mr. Harada, um, just real quick, can you verify your address and date of birth for me?

Speaker speaker_3: Oh, yeah. Um, address is... Hold on one second, I just moved. So, um, 8409 Southeast Cranapple Street, Beaverton, Oregon 97078.

Speaker speaker_1: Thank you, and date of birth?

Speaker speaker_3: 2/10/67.

Speaker speaker_1: Thank you. We have a phone on file, it looks like 503-201-0331. Is that correct?

Speaker speaker_3: Yeah, that's the one we're talking on right now.

Speaker speaker_1: All right. Looks like... Yeah, from what I see here, it looks like the, um, your new hire window, your first 30 days after your first check, uh, that is this Friday, uh, November the 8th. However, Terra Staffing does, uh, hold open enrollment typically in December. Let me see if we've been given any information as to when that's going to be.

Speaker speaker_3: Okay.

Speaker speaker_1: One moment.

Speaker speaker_3: I have another question-

Speaker speaker_1: Okay.

Speaker speaker_3: ... when you're done researching.

Speaker speaker_1: Yeah, so, okay, so it looks like the, um, it looks like the, uh, they have not yet, uh, stated exactly when their open enrollment's going to be. But I do know it's typically, um, mid-December. So, um, once, once your new hire window ends, uh, you would have to wait until, until that, that open enrollment window in December to be able to make any further changes.

Speaker speaker_3: Ah, okay. Well, that's good to know too. Thank you. Um-

Speaker speaker_1: No problem.

Speaker speaker_3: ... I guess another question I have is, um... Dude, I just drew a blank. Uh, what was it? Man, I can't remember now. I had it on the tip of my head, head, and it was like... Um, dude, I can't remember. Uh, let's see, adding things... Oh, if I sign up for the wellness today, um, does that mean my policy starts today?

Speaker speaker_1: Uh, no. Any enrollment typically takes one to two weeks to fully process. Um, once everything processes, you would start seeing the deductions for whatever plan you selected coming out of your checks. Your policy become, only becomes effective the Monday following that deduction. Um, so there would be a little bit of a waiting-

Speaker speaker_3: Oh.

Speaker speaker_1: ... period while everything processes and, and moves forward, um, but at most, uh, at, like at, well quickest it would be anywhere between two to four weeks.

Speaker speaker_3: Two to four weeks? It takes a month?

Speaker speaker_1: Because it takes one to two weeks for-

Speaker speaker_3: I'm more sort of-

Speaker speaker_1: Sorry, well, sorry, two to four weeks for any ID cards to arrive. Actual policy becoming effective, uh, would be anywhere after a one, uh, anytime after a one to two-week processing period. It does, the enrollment does have to fully process, not only through our system, but information to be sent over to Tara to start deductions.

Speaker speaker_3: Oh, okay. I see. Um, interesting. I'm already out of medication though, it's, uh, that's interesting. Okay. Um, can I go ahead and enroll into the, the first here, I'm gonna pull up that email. Can I enroll in the Stay Healthy program and then that's the one for just me only that I don't have anybody else-

Speaker speaker_1: Okay.

Speaker speaker_3: ... I need to cover, so just independently me, that's the 17.96?

Speaker speaker_1: Uh, correct, yes, 17.96 a week, yes sir.

Speaker speaker_3: Okay. Um-

Speaker speaker_1: Um-

Speaker speaker_3: How does that work? Do I need to get an email verification or I can just do it over the phone since I'm with you right now?

Speaker speaker_1: Yeah, we, we can go ahead and set that up over the phone right now, um, so the-

Speaker speaker_3: Okay.

Speaker speaker_1: So the Stay Healthy for employee only is 17.96 a week, um, at the moment. Is that, is that all you wanted to enroll into or did you want to, uh, sign up for anything else?

Speaker speaker_3: Yes. No, I'm going to go ahead and enroll into that right now.

Speaker speaker_1: Okay. All right, so I'll go ahead and set that up. Again, like I said, that's going to take about one to two weeks to fully process, um, once everything's processed-

Speaker speaker_3: Right.

Speaker speaker_1: ... you should start seeing those deductions coming out of your checks. Uh, Monday following first deduction is when policy is effective and usable. Um, now, as far as the ID card for the preventative care medical portion, that should arrive about a week or two after your effective date. Uh, you should also, because Stay Healthy includes a membership to FreeRX, you should also receive an email from them detailing how to, uh, how to sign up for, or set up the, uh, account on their online portal to be able to pull up your, pull up your ID card from them and set up any prescriptions, like any, any, uh, prescription pill you may need.

Speaker speaker_3: Oh, okay, sounds cool. Cool, yeah, that works.

Speaker speaker_1: All right then, um, so that's that as far as your enrollment for now, and then like I said, um, while I don't know exactly when it's going to start, I do know Tara should you, should advise you guys of whenever open enrollment is going to come up, um, from, from my understanding based on when it's been in the past, it should be sometime probably the second, I believe the second week of, second or third week of December, um, but once they've hashed all of that out and actually set it up properly, they should inform you, um, either through text message, email, or some signage up in their offices. Uh, during that time if you want to add anything else, you're more than welcome to give us a call to set that up, okay?

Speaker speaker_3: Yeah, awesome, thank you.

Speaker speaker_1: No problem. Uh, for right now, Mr. Hirada, was there anything else I can help with?

Speaker speaker_3: No, so are we all good to go then?

Speaker speaker_1: Uh, yes sir, as far as setting you up for the Stay Healthy plan, uh, that's, that's everything we needed to do for that.

Speaker speaker_3: Cool. Thank you very much. Have a great day. Thank you.

Speaker speaker_1: You as, you as well. Thanks again for calling. Bye now.

Speaker speaker_3: All right, bye.