

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, my name's David LaCroix. Um, I c- I currently work for Oxford Global, and I believe I'm supposed to have, um, access to enroll some, uh, coverage. Okay. Um, let's see here. What is the last four of your Social so I can locate your file, sir? 7257. Thank you. One moment, Mr. LaCroix. Can you verify your address and date of birth for me please? Uh, yes. Uh, 10 Braemore Woods Road, uh, number 102, Salem, New Hampshire 03079. And the birthdate is 9/18/67. Okay, thank you. We have a phone number on file of 458-1698. Is that correct? Yes. Okay. Let's see here. Home number. It's a landline. Okay. All right then. I show it looks like... We do see that you previously were enrolled, it looks like, sometime early last year, but that's, uh, that rolled off due, probably due to a, a- A layoff. ... termination of contract or a layoff, or anything like that. Yep. Um, let's see here. Now are you just wanting to re-enroll into the plans that you previously had? The medical, dental- Well- ... vision, and short-term disability? So that was, um, that was, um, uh, yeah. Uh, dental, vision and, um, yeah, so that's what I had before, right? What was it again? You had medical, dental, vision and short-term disability. Actually I'm not gonna have the medical. Okay. You just want the dental, vision and disability? Um... Uh, let's see. Doo, doo, doo. Or just the dental and vision? I think I can do without the disability. Okay. All right. So, um, yeah, 'cause our system shows, uh, th- while we have the recent, a recent hire date from, looks like last week, um- Yeah. ... just because of the existence of the old hire date, normally an eligibility check would be required. But since all you're wanting to do is re-enroll into the dental and vision you previously had, that doesn't require any sort of, uh, any sort of review or wait, or anything like that. Great. I can just go ahead and set that up. Um, so dental and vision, and for just yourself. Correct? That's right. All right. Dental is \$3.64 per week. Vision is \$2.15 per week. This is a total of \$5.79 per week. Do we authorize Oxford to make these deductions? Yes. All right. Now it's gonna take about a week or two for this, uh, reinstatement, the process for those two plans. Uh, once reinstatement is fully done, you will start seeing that \$5.79 coming out of your checks. Yep. The Monday after that is when the policies will become effective. And you should receive ID cards about a week or two after that, okay? All right. Okay. S- um, so, uh, thanks. Can I ask you questions about, um, regards, with regard to how the insurance works? Um, do I actually just present the card at, at the, um, at the office of the, the vision or dental office? Yes, sir. You would just show the card. They would run to see what coverage you have, and work with the actual insurance carrier to, uh, to go ahead and get, apply any coverage you may have. Can you tell me which, what the insurance carriers are for those two? Yeah. Dental is gonna be through a company called American Public Life. Okay. And v- and vision is gonna be through MetLife. MetLife Vision, okay. All right. Uh, let me just jot that down. MetLife Vision. Just a second. MetLife Vision. Dental is, is what again? Uh, dental is through American Public

Life. American Public Life, Life Insurance. Okay. All right, that's very good. Um, is, is there any, uh, options other than that? Or those are the only options I have for those three? For dental... Yeah, for dental and vision, those are the only options. Okay. All right, very good. I'll, uh, appreciate that. And I will, um, I look forward to having that next, next couple weeks. All right then. Uh, was there anything else I could help you with? No, thank you. You're very welcome. Thanks again for calling, and have a wonderful day. Okay, good night. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, my name's David LaCroix. Um, I c- I currently work for Oxford Global, and I believe I'm supposed to have, um, access to enroll some, uh, coverage.

Speaker speaker_0: Okay. Um, let's see here. What is the last four of your Social so I can locate your file, sir?

Speaker speaker_1: 7257.

Speaker speaker_0: Thank you. One moment, Mr. LaCroix. Can you verify your address and date of birth for me please?

Speaker speaker_1: Uh, yes. Uh, 10 Braemore Woods Road, uh, number 102, Salem, New Hampshire 03079. And the birthdate is 9/18/67.

Speaker speaker_0: Okay, thank you. We have a phone number on file of 458-1698. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see here.

Speaker speaker_1: Home number. It's a landline.

Speaker speaker_0: Okay. All right then. I show it looks like... We do see that you previously were enrolled, it looks like, sometime early last year, but that's, uh, that rolled off due, probably due to a, a-

Speaker speaker_1: A layoff.

Speaker speaker_0: ... termination of contract or a layoff, or anything like that.

Speaker speaker_1: Yep.

Speaker speaker_0: Um, let's see here. Now are you just wanting to re-enroll into the plans that you previously had? The medical, dental-

Speaker speaker_1: Well-

Speaker speaker_0: ... vision, and short-term disability?

Speaker speaker_1: So that was, um, that was, um, uh, yeah. Uh, dental, vision and, um, yeah, so that's what I had before, right? What was it again?

Speaker speaker_0: You had medical, dental, vision and short-term disability.

Speaker speaker_1: Actually I'm not gonna have the medical.

Speaker speaker_0: Okay. You just want the dental, vision and disability?

Speaker speaker_1: Um... Uh, let's see. Doo, doo, doo.

Speaker speaker_0: Or just the dental and vision?

Speaker speaker_1: I think I can do without the disability.

Speaker speaker_0: Okay. All right. So, um, yeah, 'cause our system shows, uh, th- while we have the recent, a recent hire date from, looks like last week, um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... just because of the existence of the old hire date, normally an eligibility check would be required. But since all you're wanting to do is re-enroll into the dental and vision you previously had, that doesn't require any sort of, uh, any sort of review or wait, or anything like that.

Speaker speaker_1: Great.

Speaker speaker_0: I can just go ahead and set that up. Um, so dental and vision, and for just yourself. Correct?

Speaker speaker_1: That's right.

Speaker speaker_0: All right. Dental is \$3.64 per week. Vision is \$2.15 per week. This is a total of \$5.79 per week. Do we authorize Oxford to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Now it's gonna take about a week or two for this, uh, reinstatement, the process for those two plans. Uh, once reinstatement is fully done, you will start seeing that \$5.79 coming out of your checks.

Speaker speaker_1: Yep.

Speaker speaker_0: The Monday after that is when the policies will become effective. And you should receive ID cards about a week or two after that, okay?

Speaker speaker_1: All right. Okay. S- um, so, uh, thanks. Can I ask you questions about, um, regards, with regard to how the insurance works? Um, do I actually just present the card at, at the, um, at the office of the, the vision or dental office?

Speaker speaker_0: Yes, sir. You would just show the card. They would run to see what coverage you have, and work with the actual insurance carrier to, uh, to go ahead and get, apply any coverage you may have.

Speaker speaker_1: Can you tell me which, what the insurance carriers are for those two?

Speaker speaker_0: Yeah. Dental is gonna be through a company called American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And v- and vision is gonna be through MetLife.

Speaker speaker_1: MetLife Vision, okay. All right. Uh, let me just jot that down. MetLife Vision. Just a second. MetLife Vision. Dental is, is what again?

Speaker speaker_0: Uh, dental is through American Public Life.

Speaker speaker_1: American Public Life, Life Insurance. Okay. All right, that's very good. Um, is, is there any, uh, options other than that? Or those are the only options I have for those three?

Speaker speaker_0: For dental... Yeah, for dental and vision, those are the only options.

Speaker speaker_1: Okay. All right, very good. I'll, uh, appreciate that. And I will, um, I look forward to having that next, next couple weeks.

Speaker speaker_0: All right then. Uh, was there anything else I could help you with?

Speaker speaker_1: No, thank you.

Speaker speaker_0: You're very welcome. Thanks again for calling, and have a wonderful day.

Speaker speaker_1: Okay, good night.

Speaker speaker_0: Bye now.