

## **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? Yeah. Good morning, Chris. How are you? I'm doing well, sir. And yourself? Yeah. I'm doing good. This is Abu Bakr speaking. Uh, actually I called yesterday about, uh, BIC card, uh, for Oxford Global. And it, it should be open by today, right? Uh, yes. Oxford open enrollment is going on at this time. Yes, sir. Yeah. So I got email about the option that you do have, and I want to see the best, uh, health care for me and my family. Okay. Well, uh, let me pull your file up so I can be able to, like, set up any enrollment for you. What's the last four of your Social? Uh, 2-8-3-7. Okay. And what was the last name again? Ibnous. I-B-N-O-U-S. All right. Thank you. Can you verify your address and your date of birth for me, please? It's 11017 Four Points Drive, Austin, Texas 78726. Okay. And- And date of birth is, uh, January 10th, 1981. Thank you. Uh, we have a phone on file for you at, looks like, 512-987-4881. Is that correct? Correct. Yeah. Okay. All right. And then... Enroll in... All right. And you said you wanted to enroll into medical coverage for yourself and your family? Yes. Okay. Which medical plan did you want to enroll into? Well, actually I'm confusing about the option that you have. If you have a good idea then just propose- Okay. So unfortunately I'm not- ... that you have. I'm not allowed to provide any sort of recommendations. Um, so the policies available, there's the StayHealthy TeleRX Plan. This is a preventative care policy. Uh, this will cover things like physicals, vaccines, cancer screenings, um, services like that, along with providing a membership to the FreeRx program, uh, for prescription benefit coverage. Uh, but standard doctor's visits and hospital visits and things like that are not covered by this plan. Um, the other plan available, there's the InSure Plus plan, and there's two levels to this plan, uh, Basic and Enhanced. Uh, these plans will cover, like, those doctor's visits and those hospital visits and things like that. Um, but by themselves, they do not cover preventative care services. So those physicals and vaccines and things are not covered by InSure Plus either level. Um, if you feel like you need both types of benefit, you can enroll into both StayHealthy and InSure Plus at the same time. You would just be seeing, um, you would just be seeing both the \$23.54 for the StayHealthy plus the \$37.64 for InSure Plus Basic or the \$54.30 for InSure Plus Enhanced. Okay. So what about BIC? Because- BIC is, BIC is just the name of our company, Benefits in a Card. That's just the acronym. That's all that is. This is the name only? Yeah. It's, BIC is literally just the acronym for the, for our company name, Benefits in a Card. Okay. Um, there is any, like, promotion or incentive offer for Oxford Global employee? Hmm. Like, do you have any contribution from the company? No, sir. Oxford does not contribute towards any of these policies. Okay. So why, why they link their benefit, uh, BIC on... What is the reason that I wait, like, three months get this benefit open? So these are the health insurance benefits offered by Oxford. We're just the enrollment administrator to help you enroll into those plans. That- that's

what- Okay. That's what we are. So the... And open enrollment, you had to wait for this time because you were not eligible maybe at the time that you originally wanted to enroll, and you had to wait until open enrollment to be eligible. Now, as far as, like, why Oxford doesn't contribute towards any of the insurance premiums, that's not a question for anyone here at Benefits in a Card to answer because that's Oxford's decision. Okay. What, what I'm going to do, uh, I will review the list that I have right now. Okay. And, uh, I think you are working up to 8:00 right, 8:00 PM? Yeah. We are here Monday through Friday, 8:00 AM to 8:00 PM. Okay. So probably I will give you a call back before 8:00 PM when I finalize my decision. All right, sir. Was there anything else? No. I... Thank you. You're welcome. Thanks for calling. Appreciate it. And have a good day. Yes, sir. Bye now. You too. Thank you.

## 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: Yeah. Good morning, Chris. How are you?

Speaker speaker\_1: I'm doing well, sir. And yourself?

Speaker speaker\_2: Yeah. I'm doing good. This is Abu Bakr speaking. Uh, actually I called yesterday about, uh, BIC card, uh, for Oxford Global. And it, it should be open by today, right?

Speaker speaker\_1: Uh, yes. Oxford open enrollment is going on at this time. Yes, sir.

Speaker speaker\_2: Yeah. So I got email about the option that you do have, and I want to see the best, uh, health care for me and my family.

Speaker speaker\_1: Okay. Well, uh, let me pull your file up so I can be able to, like, set up any enrollment for you. What's the last four of your Social?

Speaker speaker\_2: Uh, 2-8-3-7.

Speaker speaker\_1: Okay. And what was the last name again?

Speaker speaker\_2: Ibnous. I-B-N-O-U-S.

Speaker speaker\_1: All right. Thank you. Can you verify your address and your date of birth for me, please?

Speaker speaker\_2: It's 11017 Four Points Drive, Austin, Texas 78726.

Speaker speaker\_1: Okay. And-

Speaker speaker\_2: And date of birth is, uh, January 10th, 1981.

Speaker speaker\_1: Thank you. Uh, we have a phone on file for you at, looks like, 512-987-4881. Is that correct?

Speaker speaker\_2: Correct. Yeah.

Speaker speaker\_1: Okay. All right. And then... Enroll in... All right. And you said you wanted to enroll into medical coverage for yourself and your family?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Which medical plan did you want to enroll into?

Speaker speaker\_2: Well, actually I'm confusing about the option that you have. If you have a good idea then just propose-

Speaker speaker\_1: Okay. So unfortunately I'm not-

Speaker speaker\_2: ... that you have.

Speaker speaker\_1: I'm not allowed to provide any sort of recommendations. Um, so the policies available, there's the StayHealthy TeleRX Plan. Th- this is a preventative care policy. Uh, this will cover things like physicals, vaccines, cancer screenings, um, services like that, along with providing a membership to the FreeRx program, uh, for prescription benefit coverage. Uh, but standard doctor's visits and hospital visits and things like that are not covered by this plan. Um, the other plan available, there's the InSure Plus plan, and there's two levels to this plan, uh, Basic and Enhanced. Uh, these plans will cover, like, those doctor's visits and those hospital visits and things like that. Um, but by themselves, they do not cover preventative care services. So those physicals and vaccines and things are not covered by InSure Plus either level. Um, if you feel like you need both types of benefit, you can enroll into both StayHealthy and InSure Plus at the same time. You would just be seeing, um, you would just be seeing both the \$23.54 for the StayHealthy plus the \$37.64 for InSure Plus Basic or the \$54.30 for InSure Plus Enhanced.

Speaker speaker\_2: Okay. So what about BIC? Because-

Speaker speaker\_1: BIC is, BIC is just the name of our company, Benefits in a Card. That's just the acronym. That's all that is.

Speaker speaker\_2: This is the name only?

Speaker speaker\_1: Yeah. It's, BIC is literally just the acronym for the, for our company name, Benefits in a Card.

Speaker speaker\_2: Okay. Um, there is any, like, promotion or incentive offer for Oxford Global employee?

Speaker speaker\_1: Hmm.

Speaker speaker\_2: Like, do you have any contribution from the company?

Speaker speaker\_1: No, sir. Oxford does not contribute towards any of these policies.

Speaker speaker\_2: Okay. So why, why they link their benefit, uh, BIC on... What is the reason that I wait, like, three months get this benefit open?

Speaker speaker\_1: So these are the health insurance benefits offered by Oxford. We're just the enrollment administrator to help you enroll into those plans. That- that's what-

Speaker speaker\_2: Okay.

Speaker speaker\_1: That's what we are. So the... And open enrollment, you had to wait for this time because you were not eligible maybe at the time that you originally wanted to enroll, and you had to wait until open enrollment to be eligible. Now, as far as, like, why Oxford doesn't contribute towards any of the insurance premiums, that's not a question for anyone here at Benefits in a Card to answer because that's Oxford's decision.

Speaker speaker\_2: Okay. What, what I'm going to do, uh, I will review the list that I have right now.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And, uh, I think you are working up to 8:00 right, 8:00 PM?

Speaker speaker\_1: Yeah. We are here Monday through Friday, 8:00 AM to 8:00 PM.

Speaker speaker\_2: Okay. So probably I will give you a call back before 8:00 PM when I finalize my decision.

Speaker speaker\_1: All right, sir. Was there anything else?

Speaker speaker\_2: No. I... Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling.

Speaker speaker\_2: Appreciate it.

Speaker speaker\_1: And have a good day. Yes, sir. Bye now.

Speaker speaker\_2: You too. Thank you.