

Transcript: Chris Sofield

(deactivated)-6569987073327104-5436151224549376

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? Uh, hello, Chris. Um, my name is Valentine. Um, uh, I am an, an employee from Oxford. They sent to me an, a link and from a website that, um, I can, where I can enroll to the benefits I am interested in. But, um, every time when I try to enter to that website, eh, it show me that it's not possible to, to enroll. Um, I don't know if it is possible to enroll the different benefits by phone. Yes. You are, you are able to enroll over the phone. Yes, sir. Oh, okay. Um, let me pull your f- let me pull your file up and I can help you out with that. What's the last four of your Social? Um, my last four number of Social? Um, eight, eight, six, nine, seven. Okay. And your first and last name? Um, Valentine. My last name, Garcia. Okay. Are you a brand new hire with Oxford, Mr. Garcia? Yes. I am working as a contract in Parker Aerospace. Okay. So, but you're, you're a brand new hire? You have never worked with them before and you have not received, like, your first paycheck yet? Um... I, um, I didn't receive my first, um, um, come, sorry. So have you- I- Have you received- Yes. ... your first paycheck or not? The first month? No. N- your first paycheck, you have not received it? Okay. In order to enroll you into any insurance benefits, I will need to create a file on our system for you. To do that, I will need more information from you, starting with I will need your full Social Security number at this time. Okay. Okay. Uh, my S- number of Social Security is, um, let me check it. Let me check it. I am ready. Uh- Yes, sir. 4472-33-9687. Okay. So the last four of your Social is 9687? The last four? No. 99687. Okay. 'Cause earlier I had heard 8697. So that, that would be why I couldn't locate the file originally. Ah. Okay. All right. Can, uh, all right. Can you please verify your address and date of birth? Yes. Um, um, um, Morel- uh, I- let me check for it because I wrote it. Uh, N. Moreland Boulevard. Sorry, uh, 2563 N. Moreland Boulevard, Shaker Heights, Ohio. Okay. And your date of birth? I need that as well. My birth? Uh, um, August 9th, '97. Thank you. We have a phone number on file for you at 216-309-3352. Is that correct? Yes. Okay. It is same number. And, and okay. And did you have an idea of what insurance you wanted to enroll in too, sir? Um, let me open the document again because I want to, um, enroll to the basics and benefits. Um, w- wi- wait me a second. I have to open the... Why did you go on that tab? Uh, wait me a second. Um, well, there is a benefit about, um, vision that costs \$2.15 per week. Okay. So you want to enroll in the vision. Anything else? Uh, vision, dental, dental- Okay. ... is, uh, is, that cost \$3.... \$3.64. Yes, sir, so dental and vision. Anything else? Um, and the last one is the, the, the medic benefits, but I don't know the price per week because there are so much option and I want to apply the employee option, only for me. Okay. So- Uh- ... there are three- ... I don't know how much costs. Yes f3 medical. So there are... There are... So there are three options for medical. There's the Stay Healthy Plan, MEC TeleRx, which covers preventative care services only for \$16.11 per week. Then there's the InSure Plus Plan, which covers

doctors and hospitals for \$18 a week, and then the InSure Plus Enhanced Plan, which also covers doctors and hospitals but gives more coverage towards hospital visits, uh, for \$25.17 per week. The first one, h- how much is it? The first one- The S- ... you say? The Stay Healthy Plan is \$16.11 per week. Um... Okay. Um, well, um, let's, uh, let's, uh, enroll the first option, the medical benefits. All right. So the Stay Healthy Plan, dental and vision, all at employee only, this totals out to \$21.90 per week. Do you authorize Oxford to make those deductions? Um, y- yes. Sorry, can you repeat? So medical, so the \$16.11 for the Stay Healthy, \$3.64 for the dental, and \$2.15 for the vision. This totals out to \$21.90 per week. Do you authorize Oxford to make those deductions? Uh, are you asking if, if that works for me? Th- Yeah, I'm, I'm asking if you authorize Oxford to make those deductions. Do you want to move forward with this? Um, yes, yes. I, I feel okay with that, with- Okay. ... um, with \$21 per week. Yes. Yes. Okay. So it will take one to two weeks for this enrollment to process. Once processing is complete, you will start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies become effective, with ID cards typically arriving about one to two weeks after that effective date. Okay? Okay. All right. All right. Anything else? No, nothing more. All right. Well, if that- Good. ... is everything, thank you again for calling- Yeah. ... and have a wonderful day. You too. Thank you. Goodbye. You're welcome. 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: Uh, hello, Chris. Um, my name is Valentine. Um, uh, I am an, an employee from Oxford. They sent to me an, a link and from a website that, um, I can, where I can enroll to the benefits I am interested in. But, um, every time when I try to enter to that website, eh, it show me that it's not possible to, to enroll. Um, I don't know if it is possible to enroll the different benefits by phone.

Speaker speaker_1: Yes. You are, you are able to enroll over the phone. Yes, sir.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, let me pull your f- let me pull your file up and I can help you out with that. What's the last four of your Social?

Speaker speaker_2: Um, my last four number of Social? Um, eight, eight, six, nine, seven.

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

Speaker speaker_2: Um, Valentine. My last name, Garcia.

Speaker speaker_1: Okay. Are you a brand new hire with Oxford, Mr. Garcia?

Speaker speaker_2: Yes. I am working as a contract in Parker Aerospace.

Speaker speaker_1: Okay. So, but you're, you're a brand new hire? You have never worked with them before and you have not received, like, your first paycheck yet?

Speaker speaker_2: Um... I, um, I didn't receive my first, um, um, come, sorry.

Speaker speaker_1: So have you-

Speaker speaker_2: I-

Speaker speaker_1: Have you received-

Speaker speaker_2: Yes.

Speaker speaker_1: ... your first paycheck or not?

Speaker speaker_2: The first month? No.

Speaker speaker_1: N- your first paycheck, you have not received it? Okay. In order to enroll you into any insurance benefits, I will need to create a file on our system for you. To do that, I will need more information from you, starting with I will need your full Social Security number at this time.

Speaker speaker_2: Okay. Okay. Uh, my S- num- number of Social Security is, um, let me check it.

Speaker speaker_1: Let me check it.

Speaker speaker_2: I am ready. Uh-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 4472-33-9687.

Speaker speaker_1: Okay. So the last four of your Social is 9687?

Speaker speaker_2: The last four? No. 99687.

Speaker speaker_1: Okay. 'Cause earlier I had heard 8697. So that, that would be why I couldn't locate the file originally.

Speaker speaker_2: Ah. Okay.

Speaker speaker_1: All right. Can, uh, all right. Can you please verify your address and date of birth?

Speaker speaker_2: Yes. Um, um, um, Morel- uh, I- let me check for it because I wrote it. Uh, N. Moreland Boulevard. Sorry, uh, 2563 N. Moreland Boulevard, Shaker Heights, Ohio.

Speaker speaker_1: Okay. And your date of birth? I need that as well.

Speaker speaker_2: My birth? Uh, um, August 9th, '97.

Speaker speaker_1: Thank you. We have a phone number on file for you at 216-309-3352. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: It is same number.

Speaker speaker_1: And, and okay. And did you have an idea of what insurance you wanted to enroll in too, sir?

Speaker speaker_2: Um, let me open the document again because I want to, um, enroll to the basics and benefits. Um, w- wi- wait me a second. I have to open the...

Speaker speaker_1: Why did you go on that tab?

Speaker speaker_2: Uh, wait me a second. Um, well, there is a benefit about, um, vision that costs \$2.15 per week.

Speaker speaker_1: Okay. So you want to enroll in the vision. Anything else?

Speaker speaker_2: Uh, vision, dental, dental-

Speaker speaker_1: Okay.

Speaker speaker_2: ... is, uh, is, that cost \$3.... \$3.64.

Speaker speaker_1: Yes, sir, so dental and vision. Anything else?

Speaker speaker_2: Um, and the last one is the, the, the medic benefits, but I don't know the price per week because there are so much option and I want to apply the employee option, only for me.

Speaker speaker_1: Okay. So-

Speaker speaker_2: Uh-

Speaker speaker_1: ... there are three-

Speaker speaker_2: ... I don't know how much costs. Yes f3 medical.

Speaker speaker_1: So there are... There are... So there are three options for medical. There's the Stay Healthy Plan, MEC TeleRx, which covers preventative care services only for \$16.11 per week. Then there's the InSure Plus Plan, which covers doctors and hospitals for \$18 a week, and then the InSure Plus Enhanced Plan, which also covers doctors and hospitals but gives more coverage towards hospital visits, uh, for \$25.17 per week.

Speaker speaker_2: The first one, h- how much is it? The first one-

Speaker speaker_1: The S-

Speaker speaker_2: ... you say?

Speaker speaker_1: The Stay Healthy Plan is \$16.11 per week.

Speaker speaker_2: Um... Okay. Um, well, um, let's, uh, let's, uh, enroll the first option, the medical benefits.

Speaker speaker_1: All right. So the Stay Healthy Plan, dental and vision, all at employee only, this totals out to \$21.90 per week. Do you authorize Oxford to make those deductions?

Speaker speaker_2: Um, y- yes. Sorry, can you repeat?

Speaker speaker_1: So medical, so the \$16.11 for the Stay Healthy, \$3.64 for the dental, and \$2.15 for the vision. This totals out to \$21.90 per week. Do you authorize Oxford to make those deductions?

Speaker speaker_2: Uh, are you asking if, if that works for me?

Speaker speaker_1: Th- Yeah, I'm, I'm asking if you authorize Oxford to make those deductions. Do you want to move forward with this?

Speaker speaker_2: Um, yes, yes. I, I feel okay with that, with-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, with \$21 per week. Yes. Yes.

Speaker speaker_1: Okay. So it will take one to two weeks for this enrollment to process. Once processing is complete, you will start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies become effective, with ID cards typically arriving about one to two weeks after that effective date. Okay?

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, nothing more.

Speaker speaker_1: All right. Well, if that-

Speaker speaker_2: Good.

Speaker speaker_1: ... is everything, thank you again for calling-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... and have a wonderful day.

Speaker speaker_2: You too. Thank you. Goodbye.

Speaker speaker_1: You're welcome. Bye now.