

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. I, uh, I talked about it a couple of minutes ago. Um, my name's ■ulner at Oxford. Uh, I had a couple of follow-up, follow-up questions about my benefits. Okay. Let me pull up your file, sir. What's the last four of your Social? It's 7225. And your last name? It's Karabulut. K-A-R-A-B-U-L-U-T as in Tom. Right. Thank you. Can you verify your address and your date of birth for me, please? 648 South Whitman Court Southeast, Ada, Michigan 49301. And the birthday is May 12th, 1977. Thank you. We have a phone number on file for you at 616-920-4275. Is that correct? Yes. Mm-hmm. All right. And what questions did you have, sir? Okay. So, so medical benefits, um, what... Is there a max, maximum amount that covers, um, my medical benefits? Like, for example, if I, uh, get involved in a traff- traffic accidents or, or whatever, and I go to, uh, go through a surgery, it could cost \$100,000. How much of it will be covered by, uh, this Benefits in a Card medical plan? Okay. So bet- so Benefits in a Card is not the insurance company. Mm-hmm. We are the enrollment administrator for Oxford. As such, we do not have the information to answer that kind of question. For that kind of question, you will need to speak to the insurance company, which is American Public Life. However, with your policy not being effective as of yet, uh, I'm unsure of if they'd be able to answer that kinda question. However, I can, I can still give you their phone number. You can, you can at least get in contact with them, and, and they may be able to help you out. Um, let me know when you're ready. Okay, I'm ready. Their number is 800- Mm-hmm. ... 256- Okay. ... 8606. 8606. And this American Public Life, you said? Yes, sir. Okay. Um, so any questions about the details of this, um, medical plan, I have to call this number, right? Correct. Okay. So what exactly do you help with then? I'm just curious to see like who... You know, when, when, when do I call you? Uh, when do I call them? Uh, fwhat does it- So we're the... Yeah, we're the enrollment administrator. If there's a problem with like the... if there's a problem with the enrollment itself, um, or if there's any issues with, like, if you wanna make any changes to your coverage, like if you want to remove any dependents or remove plans entirely, then that would be to get in contact with us. Any detailed coverage level, like coverage-specific questions would be, would be to, uh, you would get in contact with the insurance company. Okay. Okay, makes sense. Thanks so much. You're welcome. Thanks for calling and have a good day. You too. Bye. Bye. 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. I, uh, I talked about it a couple of minutes ago. Um, my name's ■ulner at Oxford. Uh, I had a couple of follow-up, follow-up questions about my benefits.

Speaker speaker_1: Okay. Let me pull up your file, sir. What's the last four of your Social?

Speaker speaker_2: It's 7225.

Speaker speaker_1: And your last name?

Speaker speaker_2: It's Karabulut. K-A-R-A-B-U-L-U-T as in Tom.

Speaker speaker_1: Right. Thank you. Can you verify your address and your date of birth for me, please?

Speaker speaker_2: 648 South Whitman Court Southeast, Ada, Michigan 49301. And the birthday is May 12th, 1977.

Speaker speaker_1: Thank you. We have a phone number on file for you at 616-920-4275. Is that correct?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: All right. And what questions did you have, sir?

Speaker speaker_2: Okay. So, so medical benefits, um, what... Is there a max, maximum amount that covers, um, my medical benefits? Like, for example, if I, uh, get involved in a traffic accidents or, or whatever, and I go to, uh, go through a surgery, it could cost \$100,000. How much of it will be covered by, uh, this Benefits in a Card medical plan?

Speaker speaker_1: Okay. So bet- so Benefits in a Card is not the insurance company.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We are the enrollment administrator for Oxford. As such, we do not have the information to answer that kind of question. For that kind of question, you will need to speak to the insurance company, which is American Public Life. However, with your policy not being effective as of yet, uh, I'm unsure of if they'd be able to answer that kinda question. However, I can, I can still give you their phone number. You can, you can at least get in contact with them, and, and they may be able to help you out. Um, let me know when you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: Their number is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 256-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 8606.

Speaker speaker_2: 8606. And this American Public Life, you said?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, so any questions about the details of this, um, medical plan, I have to call this number, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. So what exactly do you help with then? I'm just curious to see like who... You know, when, when, when do I call you? Uh, when do I call them? Uh, fwhat does it-

Speaker speaker_1: So we're the... Yeah, we're the enrollment administrator. If there's a problem with like the... if there's a problem with the enrollment itself, um, or if there's any issues with, like, if you wanna make any changes to your coverage, like if you want to remove any dependents or remove plans entirely, then that would be to get in contact with us. Any detailed coverage level, like coverage-specific questions would be, would be to, uh, you would get in contact with the insurance company.

Speaker speaker_2: Okay. Okay, makes sense. Thanks so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye. Bye.

Speaker speaker_1: Bye.