

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Um, I, um, work for, um, a company called Oxford, uh, and, um, I'm, uh, looking at, uh, your webpage, uh, to, to determine, or to see if I want to, um, select the, any of the, uh, health insurance options that are here. Um, Oxford told me that I had 30 days from my first paycheck, which would have been, uh, on the 1st of November, to sign it for coverage, um, but on the first page it says, there's an alert message, it says, "Enroll- enrollment not allowed. Please call our contact center," which is what I'm doing. Okay. Yes, ma'am. I can help you. Um, what are the last four of your social? 0748. And then your first and last name, please. Uh, Meredith Shanahan. For security purposes, could I please get you to verify your address as well as your date of birth? 3955 Vineyard Avenue, Apartment 37, Pleasanton, California 94566, 121065. Thank you. And then is 925-577-5909 your phone number? Yes. And I have your first name, I'm sorry, no, your last name@duck.com? Yes. Okay. All right, let's see. Okay, so your last day to enroll would be, um, Wednesday, okay? So- But I can go ahead... Mm-hmm. No, I'm sorry. Finish your thought. I was gonna tell you that if you wish, I can go over the plans with you and enroll if you wish. Um, it, it was just, uh, this looks like very basic coverage to me. Is that correct? W- yeah. Yeah, w- we don't have a major medical plan. So yeah. Okay. We, we, they have, they offer a prevent plan which is, would be the MEC TeleRx. That one would cover, like, your annuals, um, some vaccines, some cancer screenings, some STD screenings, but only for preventative services. So that's the MEC TeleRx. And then they also offer the IntraPlus Basic and then the IntraPlus Enhanced. Those would be your hospital indemnity, so those would cover, like, your doctor visits at sick, hospital visits of injured, urgent care, emergency room, um, but it doesn't cover the preventative side. So it wouldn't cover ... Okay, yeah. R- ... stuff. O- okay. My, my only concern at this juncture since I have until W- Wednesday to finish is the fact that, um, I would kind of like to look at it myself before I make that decision, um, and the website's simply not allowing me to do it. Okay. So if you want, I can go, I can go ahead and send you the, um, benefit guide. That benefit guide has all the they offer and their prices. Okay, okay. That, that would be good. Uh, if you could do that for me, I would really appreciate it. Okay. Yeah. I can go ahead and send it to you. And, uh- And it'll go, it'll go to the email, correct? Yes, ma'am. Um, before I let you go- Okay. ... I'll get you to verify to see if you have received it. Okay, that's a good idea. Yes, ma'am. Okay, let me go ahead and send you that. And then, do you want to go over them by yourself or do you want me to go over them with you, because I can do that too. Um, that, that's okay. That's okay. Um, I'll, uh, I'll read it and I'll make a decision. Um, if I can't, uh, if I dis- if I elect to take coverage, uh, and I can't to do it, um, via the website, I'll simply call you guys back. Okay, that's fine. All right. I'm... send that. Okay, I just now sent it. It should come from an email that says

info@benefitsinacard.com. Okay. If you don't see it right away when you open your email, I would check your spam and the junk file, because sometimes it sends it there. Okay. Okay, I have it. Okay, so that's the guide that shows you all the plans that they offer as well as the prices. And then if you're- Okay. ... having trouble enrolling, you're welcome to give us a call. Okay, terrific. Thank you very much. I appreciate it. You're welcome.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, I, um, work for, um, a company called Oxford, uh, and, um, I'm, uh, looking at, uh, your webpage, uh, to, to determine, or t- to see if I want to, um, select the, any of the, uh, health insurance options that are here. Um, Oxford told me that I had 30 days from my first paycheck, which would have been, uh, on the 1st of November, to sign it for coverage, um, but on the first page it says, there's an alert message, it says, "Enroll- enrollment not allowed. Please call our contact center," which is what I'm doing.

Speaker speaker_1: Okay. Yes, ma'am. I can help you. Um, what are the last four of your social?

Speaker speaker_2: 0748.

Speaker speaker_1: And then your first and last name, please.

Speaker speaker_2: Uh, Meredith Shanahan.

Speaker speaker_1: For security purposes, could I please get you to verify your address as well as your date of birth?

Speaker speaker_2: 3955 Vineyard Avenue, Apartment 37, Pleasanton, California 94566, 121065.

Speaker speaker_1: Thank you. And then is 925-577-5909 your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your first name, I'm sorry, no, your last name@duck.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, let's see. Okay, so your last day to enroll would be, um, Wednesday, okay?

Speaker speaker_2: So-

Speaker speaker_1: But I can go ahead... Mm-hmm.

Speaker speaker_2: No, I'm sorry. Finish your thought.

Speaker speaker_1: I was gonna tell you that if you wish, I can go over the plans with you and enroll if you wish.

Speaker speaker_2: Um, it, it was just, uh, this looks like very basic coverage to me. Is that correct?

Speaker speaker_1: W- yeah. Yeah, w- we don't have a major medical plan. So yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: We, we, they have, they offer a prevent plan which is, would be the MEC TeleRx. That one would cover, like, your annuals, um, some vaccines, some cancer screenings, some STD screenings, but only for preventative services. So that's the MEC TeleRx. And then they also offer the IntraPlus Basic and then the IntraPlus Enhanced. Those would be your hospital indemnity, so those would cover, like, your doctor visits at sick, hospital visits of injured, urgent care, emergency room, um, but it doesn't cover the preventative side. So it wouldn't cover ...

Speaker speaker_2: Okay, yeah. R-

Speaker speaker_1: ... stuff.

Speaker speaker_2: O- okay. My, my only concern at this juncture since I have until W- Wednesday to finish is the fact that, um, I would kind of like to look at it myself before I make that decision, um, and the website's simply not allowing me to do it.

Speaker speaker_1: Okay. So if you want, I can go, I can go ahead and send you the, um, benefit guide. That benefit guide has all the they offer and their prices.

Speaker speaker_2: Okay, okay. That, that would be good. Uh, if you could do that for me, I would really appreciate it.

Speaker speaker_1: Okay. Yeah. I can go ahead and send it to you. And, uh-

Speaker speaker_2: And it'll go, it'll go to the email, correct?

Speaker speaker_1: Yes, ma'am. Um, before I let you go-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I'll get you to verify to see if you have received it.

Speaker speaker_2: Okay, that's a good idea.

Speaker speaker_1: Yes, ma'am. Okay, let me go ahead and send you that. And then, do you want to go over them by yourself or do you want me to go over them with you, because I can do that too.

Speaker speaker_2: Um, that, that's okay. That's okay. Um, I'll, uh, I'll read it and I'll make a decision. Um, if I can't, uh, if I dis- if I ele- if I elect to take coverage, uh, and I can't to do it, um, via the website, I'll simply call you guys back.

Speaker speaker_1: Okay, that's fine. All right. I'm... send that. Okay, I just now sent it. It should come from an email that says info@benefitsinacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: If you don't see it right away when you open your email, I would check your spam and the junk file, because sometimes it sends it there.

Speaker speaker_2: Okay. Okay, I have it.

Speaker speaker_1: Okay, so that's the guide that shows you all the plans that they offer as well as the prices. And then if you're-

Speaker speaker_2: Okay.

Speaker speaker_1: ... having trouble enrolling, you're welcome to give us a call.

Speaker speaker_2: Okay, terrific. Thank you very much. I appreciate it.

Speaker speaker_1: You're welcome.