

## Transcript: Francesca

**Baez-5083707969847296-5912165297897472**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Good afternoon. My name is Francesca ... as an adoption officer. I'm looking to speak with Mr. Campos on behalf of Oxford Global Staffing. Mm-hmm. Yes. I was giving you a call, sir, in regards to your affidavit for your domestic partner's remission. We have received it and the front office has reviewed it. They have approved you to add your s- um, domestic partner into the policy. Oh, great. Let's take a look and see. For which plans did you want to have your spouse being added to? I mean, your, um, domestic partner being added to? Um, that, um, the enhanced one. Mm-hmm. Um, how much was that per paycheck, if you could remind me again? So if you put it as a family, the children's as well as her, it will be \$5,430 per paycheck. Okay, that's fine. Okay. Did you want to add her to dental, vision, and term life as well or just the medical? Um, yes, a- all of them. Okay. So with the policy being for just yourself and the child, it was \$5,786. By adding her on it, it will be \$8,354 per paycheck. Okay. What's the \$8,354 again? That will be adding her into the enhance, which is \$5,430 per paycheck per family, the dental which is \$1,449 per paycheck per family. The term life insurance, \$3.18 per paycheck per family, and the vision, \$7.62 per paycheck per family. And then- Okay. ... as you know, your selection for short-term disability is only available for the employee. Mm-hmm. Yeah, that's fine. Mm-hmm. All right, so you do authorize Oxford Global to make that deduction for you, correct? Yes, I do. All right, so allow one to two weeks for them to start making those deductions. When you see the very first deduction, following Monday will be when coverage becomes effective. That same day of activation, Friday will be when the carrier send out the benefit cards. Okay. Now, is Lee her middle name or her first last name? Sorry. I- It's her middle name. Middle name, okay. And by any chance, do you have her social? No. Okay. I'm just... Okay. It's uh, three, seven, nine, eight, six, four, eight, three, nine. All right, and then the birth certificate shows her date of birth as January 20th, 1980, correct? January 20th, 1980. Mm-hmm. Yes. All right, so you guys are all set. I have put in her information into the policy already. Um, the only thing I do want to mention is for that medical plan, the carrier, that InsurPlus Enhance, the carrier only sends out a digital copy for their medical plan, which is the same carrier for dental. That's American Public Life. So they're gonna- Okay. ... send it to the, your email that we have on your account. Now if you guys do want a hard copy, once you do become active, give us a call on that week of activation so that we can put in a request for them to go ahead and send you a hard copy to your house. Okay, great. But the- And- ... the, the card will be physical, right? The actual card, benefit card? Yes, sir. So once you call us in for us to put that mail order, it will be a physical card. Okay. But the dental and the vision will be a physical card sent to you without an additional request. It's- Okay. ... just for their medical plan. For some reason, APL only does a digital copy, unless they ask for a hard one. Okay, that's fine. But I still have to just wait for them to make the

deductions first? Yes, sir. Um, so if you- Okay. ... see the deduction, let's say, this Friday, you can call Monday following that Friday so that they can put in the request for the physical card. We might not- Okay. ... have access to the digital copy, but we can still put in that request for the hard copy at that point. Okay, that's good. All right. Was there anything else that we can assist you with today? No, sir. Thank you. No problem. It was my pleasure. Thank you for taking my call. I hope you enjoy the rest of your day. Okay, bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello.

Speaker speaker\_2: Good afternoon. My name is Francesca ... as an adoption officer. I'm looking to speak with Mr. Campos on behalf of Oxford Global Staffing.

Speaker speaker\_3: Mm-hmm. Yes.

Speaker speaker\_2: I was giving you a call, sir, in regards to your affidavit for your domestic partner's remission. We have received it and the front office has reviewed it. They have approved you to add your s- um, domestic partner into the policy.

Speaker speaker\_3: Oh, great.

Speaker speaker\_2: Let's take a look and see. For which plans did you want to have your spouse being added to? I mean, your, um, domestic partner being added to?

Speaker speaker\_3: Um, that, um, the enhanced one.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: Um, how much was that per paycheck, if you could remind me again?

Speaker speaker\_2: So if you put it as a family, the children's as well as her, it will be \$5,430 per paycheck.

Speaker speaker\_3: Okay, that's fine.

Speaker speaker\_2: Okay. Did you want to add her to dental, vision, and term life as well or just the medical?

Speaker speaker\_3: Um, yes, a- all of them.

Speaker speaker\_2: Okay. So with the policy being for just yourself and the child, it was \$5,786. By adding her on it, it will be \$8,354 per paycheck.

Speaker speaker\_3: Okay. What's the \$8,354 again?

Speaker speaker\_2: That will be adding her into the enhance, which is \$5,430 per paycheck per family, the dental which is \$1,449 per paycheck per family. The term life life insurance, \$3.18 per paycheck per family, and the vision, \$7.62 per paycheck per family. And then-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... as you know, your selection for short-term disability is only available for the employee.

Speaker speaker\_3: Mm-hmm. Yeah, that's fine. Mm-hmm.

Speaker speaker\_2: All right, so you do authorize Oxford Global to make that deduction for you, correct?

Speaker speaker\_3: Yes, I do.

Speaker speaker\_2: All right, so allow one to two weeks for them to start making those deductions. When you see the very first deduction, following Monday will be when coverage becomes effective. That same day of activation, Friday will be when the carrier send out the benefit cards.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Now, is Lee her middle name or her first last name? Sorry.

Speaker speaker\_3: I- It's her middle name.

Speaker speaker\_2: Middle name, okay. And by any chance, do you have her social?

Speaker speaker\_3: No.

Speaker speaker\_2: Okay. I'm just...

Speaker speaker\_3: Okay. It's uh, three, seven, nine, eight, six, four, eight, three, nine.

Speaker speaker\_2: All right, and then the birth certificate shows her date of birth as January 20th, 1980, correct?

Speaker speaker\_3: January 20th, 1980.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: Yes.

Speaker speaker\_2: All right, so you guys are all set. I have put in her information into the policy already. Um, the only thing I do want to mention is for that medical plan, the carrier, that InsurPlus Enhance, the carrier only sends out a digital copy for their medical plan, which is the same carrier for dental. That's American Public Life. So they're gonna-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... send it to the, your email that we have on your account. Now if you guys do want a hard copy, once you do become active, give us a call on that week of activation so that we can put in a request for them to go ahead and send you a hard copy to your house.

Speaker speaker\_3: Okay, great. But the-

Speaker speaker\_2: And-

Speaker speaker\_3: ... the, the card will be physical, right? The actual card, benefit card?

Speaker speaker\_2: Yes, sir. So once you call us in for us to put that mail order, it will be a physical card.

Speaker speaker\_3: Okay.

Speaker speaker\_2: But the dental and the vision will be a physical card sent to you without an additional request. It's-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... just for their medical plan. For some reason, APL only does a digital copy, unless they ask for a hard one.

Speaker speaker\_3: Okay, that's fine. But I still have to just wait for them to make the deductions first?

Speaker speaker\_2: Yes, sir. Um, so if you-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... see the deduction, let's say, this Friday, you can call Monday following that Friday so that they can put in the request for the physical card. We might not-

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... have access to the digital copy, but we can still put in that request for the hard copy at that point.

Speaker speaker\_3: Okay, that's good.

Speaker speaker\_2: All right. Was there anything else that we can assist you with today?

Speaker speaker\_3: No, sir. Thank you.

Speaker speaker\_2: No problem. It was my pleasure. Thank you for taking my call. I hope you enjoy the rest of your day.

Speaker speaker\_3: Okay, bye-bye.