

Transcript: Justin

Mills-4520744092385280-4973027854860288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Freda. Um, I'm a Ford consultant. I have, I have benefit in card. Uh, I enrolled, um, I think in August with my son. Now I want to include my husband into my plan, and I have a question regarding my, uh, coverage, plan coverage. Yeah. Yeah. Let me try pulling your file. So Oxford Global you said? Yes. What's the last four of your social? 2423. And for security purposes, could you verify the home address, including city, state and zip codes of the- Yes. My address is 13007 Willow Forest Drive, Louisville, Kentucky. ZIP code is 40245. And confirm your date of birth. 11/3/1966. And a good telephone number has 502-797-3867? Correct. Mm-hmm. And the email I have is your first, uh, name, middle initial, last name at Gmail? Correct. Okay. Um, yes. So let's see here. And you said you had a question regarding your coverage? Yes. First I, I wonder how... What happens if I add my husband into the plan? Okay. Um, so let's see here. How much will be the cover, um, the, will be the cost? Okay. So your current deductions right now with employee plus child coverage for insure plus enhance and dental was \$46.42. Mm-hmm. However, switching it to employee plus family, uh, would make your new total deduction \$68.79. Mm-hmm. Okay. This is per week, right? That's the- How... What was that again? I'm sorry. This is the weekly rate, right? Correct. Weekly deduction, yes. Mm-hmm. Okay. Okay. Do you authorize, uh, Oxford Global to make that deduction for you? Um, I just want to know the coverage because one time my son needed a medi- Medicare, medi-medical, uh, assistant and it wasn't covered. So I don't know. Um, the brochure that I received is not really, um, clearly explained. Um, so all of them are not included. Okay. So if you explain to me a little bit more, that would be great. Yeah. Um, so I do know that that insure plus enhance covers hospital visits, doctor visits and medications. Mm-hmm. However, I do know that you do have to stay in network for the insurance carrier to pay. Um, quick question. Did you go to a provider that was in network or no? No. No. Okay. I was- So that's- Mm-hmm. Okay. So that's probably what happened, um, why you didn't have... Okay. It happened. My husband was not... No. Yeah. Okay. But can I- Um- Which insure, like which doctors are included? Like... Yeah. I can provide you with Multiplan's telephone number, and if you provide them- Mm-hmm. ... with your ZIP code, they can provide you with a list of providers that do accept the insurance in that location. Oh. Will that be on a PDF document or something? Maybe? Uh. Would it be possible to email? Yeah. I can email that information to you. Yeah. That would be great. Also, I don't have a card. Um. I can email those, uh, to you as well if need be. Yeah. I have a dental card. Um, but I don't have medical card. Okay. Um, well, here. Let me place you on a brief hold for a little bit. I'll email you your medical ID card just so you have it. Okay. Um, the provider's list and I'll email the insurance carrier to send out new physical ID cards for you. Okay? Okay. Okay. Do you mind if I place you on a brief hold? No.

No. You can. Yeah. Please. Okay. I'll be right back for you. Okay? Thank you. You're welcome. Hello. Are you still there? Yeah, I'm here. Awesome. Thank you so much for holding. Oh, no problem. I received your- Um, so- ... email but I'm not able to open it. Okay. The file is not opening. The, the PDF file is not opening? Yeah. Let me see. Let me try resending that. Mm-hmm. Keep. Okay. Um, but I also went ahead and emailed the medical ID card to you, um, as well, email that you should be looking out for, same email, ju- uh, info@benefitsandcard.com, okay? Mm-hmm. And then, do you wanna go ahead and add your spouse to the coverage? Yes. Okay, so let me go ahead and make that change for you. There, so I just resent that benefit guide, so you should be receiving it here momentarily. Okay. Okay. Um, so let's see here. Insured Plus Enhanced and dental for Employee Plus Family. Did you wanna add anything else, or no? Um, I think that's good. I'm not sure how much- Okay. ... ?????? but, um, I think that's good right now. Okay. Okay, switching to Employee Plus Family for dental and the Insured Plus Enhanced will make your new total deduction \$68.79 per week. Mm-hmm. Do you authorize Oxford Global to make the deduction for you? Yes, but I'm on hold right now. My paycheck will start, um, January 7th. Oh, that's okay. Um, so let's see here. And let me add your spouse's information. What's your spouse's first name? Mustafa, M-U-S-T-A-F-A. The same last name, Aslan. Aslan. Do you have a social? Uh, I can s- I can ask him. He's here. Just a minute. What should I use? One, one-nine-three. One-nine-three. Sure. Seven-four-nine-two-eight-six. Two-eight-six, okay. And his date of birth? 09/10/1965. 1965, okay. Let's see here. Okay, so I do wanna let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll reduction of the \$68.79 come off your paycheck, that's how you know your spouse- Mm-hmm. ... was added to the coverage. Um, seven to 10 business days later, you'll receive new policy and ID card information in the mail. Um, but other than that, is there anything else I can help you out with today? I think that's it. Thank you so much. I really appreciate it. You're welcome. You have a great day, okay? You too. You too. All right. Bye-bye. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Freda. Um, I'm a Ford consultant. I have, I have benefit in card. Uh, I enrolled, um, I think in August with my son. Now I want to include my husband into my plan, and I have a question regarding my, uh, coverage, plan coverage.

Speaker speaker_1: Yeah. Yeah. Let me try pulling your file. So Oxford Global you said?

Speaker speaker_2: Yes.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 2423.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip codes of the-

Speaker speaker_2: Yes. My address is 13007 Willow Forest Drive, Louisville, Kentucky. ZIP code is 40245.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 11/3/1966.

Speaker speaker_1: And a good telephone number has 502-797-3867?

Speaker speaker_2: Correct. Mm-hmm.

Speaker speaker_1: And the email I have is your first, uh, name, middle initial, last name at Gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, yes. So let's see here. And you said you had a question regarding your coverage?

Speaker speaker_2: Yes. First I, I wonder how... What happens if I add my husband into the plan?

Speaker speaker_1: Okay. Um, so let's see here.

Speaker speaker_2: How much will be the cover, um, the, will be the cost?

Speaker speaker_1: Okay. So your current deductions right now with employee plus child coverage for insure plus enhance and dental was \$46.42.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, switching it to employee plus family, uh, would make your new total deduction \$68.79.

Speaker speaker_2: Mm-hmm. Okay. This is per week, right? That's the-

Speaker speaker_1: How... What was that again? I'm sorry.

Speaker speaker_2: This is the weekly rate, right?

Speaker speaker_1: Correct. Weekly deduction, yes.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Okay. Do you authorize, uh, Oxford Global to make that deduction for you?

Speaker speaker_2: Um, I just want to know the coverage because one time my son needed a medi- Medicare, medi- medical, uh, assistant and it wasn't covered. So I don't know. Um,

the brochure that I received is not really, um, clearly explained. Um, so all of them are not included.

Speaker speaker_1: Okay.

Speaker speaker_2: So if you explain to me a little bit more, that would be great.

Speaker speaker_1: Yeah. Um, so I do know that that insure plus enhance covers hospital visits, doctor visits and medications.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, I do know that you do have to stay in network for the insurance carrier to pay. Um, quick question. Did you go to a provider that was in network or no?

Speaker speaker_2: No.

Speaker speaker_1: No. Okay.

Speaker speaker_2: I was-

Speaker speaker_1: So that's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So that's probably what happened, um, why you didn't have...

Speaker speaker_2: Okay.

Speaker speaker_1: It happened.

Speaker speaker_2: My husband was not... No. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: But can I-

Speaker speaker_1: Um-

Speaker speaker_2: Which insure, like which doctors are included? Like...

Speaker speaker_1: Yeah. I can provide you with Multiplan's telephone number, and if you provide them-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... with your ZIP code, they can provide you with a list of providers that do accept the insurance in that location.

Speaker speaker_2: Oh. Will that be on a PDF document or something? Maybe?

Speaker speaker_1: Uh.

Speaker speaker_2: Would it be possible to email?

Speaker speaker_1: Yeah. I can email that information to you.

Speaker speaker_2: Yeah. That would be great. Also, I don't have a card. Um.

Speaker speaker_1: I can email those, uh, to you as well if need be.

Speaker speaker_2: Yeah. I have a dental card. Um, but I don't have medical card.

Speaker speaker_1: Okay. Um, well, here. Let me place you on a brief hold for a little bit. I'll email you your medical ID card just so you have it.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the provider's list and I'll email the insurance carrier to send out new physical ID cards for you. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Do you mind if I place you on a brief hold?

Speaker speaker_2: No. No. You can. Yeah. Please.

Speaker speaker_1: Okay. I'll be right back for you. Okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Hello. Are you still there?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding.

Speaker speaker_2: Oh, no problem. I received your-

Speaker speaker_1: Um, so-

Speaker speaker_2: ... email but I'm not able to open it. Okay. The file is not opening.

Speaker speaker_1: The, the PDF file is not opening?

Speaker speaker_2: Yeah.

Speaker speaker_1: Let me see. Let me try resending that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Keep. Okay. Um, but I also went ahead and emailed the medical ID card to you, um, as well, email that you should be looking out for, same email, ju- uh, info@benefitsandcard.com, okay?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then, do you wanna go ahead and add your spouse to the coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let me go ahead and make that change for you. There, so I just resent that benefit guide, so you should be receiving it here momentarily.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, so let's see here. Insured Plus Enhanced and dental for Employee Plus Family. Did you wanna add anything else, or no?

Speaker speaker_2: Um, I think that's good. I'm not sure how much-

Speaker speaker_1: Okay.

Speaker speaker_2: ... ?????? but, um, I think that's good right now.

Speaker speaker_1: Okay. Okay, switching to Employee Plus Family for dental and the Insured Plus Enhanced will make your new total deduction \$68.79 per week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you authorize Oxford Global to make the deduction for you?

Speaker speaker_2: Yes, but I'm on hold right now. My paycheck will start, um, January 7th.

Speaker speaker_1: Oh, that's okay. Um, so let's see here. And let me add your spouse's information. What's your spouse's first name?

Speaker speaker_2: Mustafa, M-U-S-T-A-F-A. The same last name, Aslan.

Speaker speaker_1: Aslan. Do you have a social?

Speaker speaker_2: Uh, I can s- I can ask him. He's here. Just a minute. What should I use?

Speaker speaker_3: One, one-nine-three.

Speaker speaker_2: One-nine-three.

Speaker speaker_3: Sure.

Speaker speaker_2: Seven-four-nine-two-eight-six.

Speaker speaker_1: Two-eight-six, okay. And his date of birth?

Speaker speaker_2: 09/10/1965.

Speaker speaker_1: 1965, okay. Let's see here. Okay, so I do wanna let you know that this is future coverage, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll reduction of the \$68.79 come off your paycheck, that's how you know your spouse-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... was added to the coverage. Um, seven to 10 business days later, you'll receive new policy and ID card information in the mail. Um, but other than that, is there anything else I can help you out with today?

Speaker speaker_2: I think that's it. Thank you so much. I really appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. You too.

Speaker speaker_1: All right.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye-bye. Bye-bye.