

## **Transcript: Justin**

**Mills-4571475293978624-5418309205835776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, Justin. Hi, this is William Gonzales speaking. How you doing? I'm doing pretty well. Yourself? Oh, good. I'm with Oxford Corporation. Okay. And I wanted to, uh, go over my plan. I could add, um, um, the accidental death and dismember package, right? Right, because- Or- ... Oxford is in their open enrollment. Yes, sir. Okay. So, 2018, would I need to verify it to get, get you in? Um, well, let me try pulling your file. So Oxford Global, what's the last four of your Social? 988585. And for security purposes, could you verify your home address, including city, state and zip code, William? 564 Sycamore Court, Wasco, California 93280. And confirm your date of birth. 09/11/24. And your telephone number I have is 949-664-1036. 1036, yep. And email I have as wigonzalez91214@me.com? That's good. Okay, so let's see here. So you wanted to add the group accident and term life, or, yeah, the term life- Yeah. ... accident as well? Yeah, I don't know why I don't have that on there. That's kind of dumb. Totally understand. Let's see. As well as keep the Insure Plus Enhanced Dental and Vision, correct? Yeah. Okay. Now, that's only for like, if there's an accident basically, right? Uh, what do you mean? The Insure Plus- I, I, I don't have the preventive one, the stay healthy one, but I don't ever go see the doctor anyway, so I don't think that's really necessary. Yeah, so the Insure Plus plans, those would cover, like, your hospital visits, doctor visits and medications. While the MEC TeleRX, that just covers your preventative healthcare services, like your physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Yeah, I don't ever go to the doctor unless I'm getting, I get injured. That's not the way I go to the doctor. So I got the, I got the, um, the higher one, right? So... Yes, sir. So let's see here. Okay. Good. So that's good. Okay. Let me just do that. I just need the... And I was thinking about the short term disability too. Okay. So you want to add the short term disability as well? Yeah. Okay. So your current deductions right now with just the medical, dental and vision was \$30.96. However, adding the term life and the short term disability would make your new total deductions \$37.02 per week. Do you authorize Oxford Global to make that deduction for you? Yes, sir. Okay. I don't see it missing right now. Yeah, I think I have everything. So I do want to let you know that this coverage won't actually begin until January. However- Okay. ... pending enrollment do take one to two weeks to go through. Then whenever you witness that first payroll reduction of the \$37.02 come off your paycheck, that's how you know, uh, short term disability and term life was added to the coverage. Um- Good. ... seven to 10 business days later, you'll receive new physical and policy ID card information in the mail. Um, other than that, William, is there anything else I could hopefully help with today? No, I think that's it. But I think that's the only thing I'm really missing from my plan, right? Um, yes. Other than that, is that's, uh, other... You pretty much have everything except that preventative healthcare service plan.

Yes, sir. All right. Sounds good. That's all I need. Thank you. You're welcome. You have a great day, okay? You too, bye. All right, 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 Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. Hi, this is William Gonzales speaking. How you doing?

Speaker speaker\_1: I'm doing pretty well. Yourself?

Speaker speaker\_2: Oh, good. I'm with Oxford Corporation.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I wanted to, uh, go over my plan. I could add, um, um, the accidental death and dismember package, right?

Speaker speaker\_1: Right, because-

Speaker speaker\_2: Or-

Speaker speaker\_1: ... Oxford is in their open enrollment. Yes, sir.

Speaker speaker\_2: Okay. So, 2018, would I need to verify it to get, get you in?

Speaker speaker\_1: Um, well, let me try pulling your file. So Oxford Global, what's the last four of your Social?

Speaker speaker\_2: 988585.

Speaker speaker\_1: And for security purposes, could you verify your home address, including city, state and zip code, William?

Speaker speaker\_2: 564 Sycamore Court, Wasco, California 93280.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 09/11/24.

Speaker speaker\_1: And your telephone number I have is 949-664-1036.

Speaker speaker\_2: 1036, yep.

Speaker speaker\_1: And email I have as wigonzalez91214@me.com?

Speaker speaker\_2: That's good.

Speaker speaker\_1: Okay, so let's see here. So you wanted to add the group accident and term life, or, yeah, the term life-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... accident as well?

Speaker speaker\_2: Yeah, I don't know why I don't have that on there. That's kind of dumb.

Speaker speaker\_1: Totally understand. Let's see. As well as keep the Insure Plus Enhanced Dental and Vision, correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Now, that's only for like, if there's an accident basically, right?

Speaker speaker\_1: Uh, what do you mean? The Insure Plus-

Speaker speaker\_2: I, I, I don't have the preventive one, the stay healthy one, but I don't ever go see the doctor anyway, so I don't think that's really necessary.

Speaker speaker\_1: Yeah, so the Insure Plus plans, those would cover, like, your hospital visits, doctor visits and medications. While the MEC TeleRX, that just covers your preventative healthcare services, like your physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker\_2: Yeah, I don't ever go to the doctor unless I'm getting, I get injured. That's not the way I go to the doctor. So I got the, I got the, um, the higher one, right? So...

Speaker speaker\_1: Yes, sir. So let's see here.

Speaker speaker\_2: Okay. Good. So that's good. Okay. Let me just do that. I just need the... And I was thinking about the short term disability too.

Speaker speaker\_1: Okay. So you want to add the short term disability as well?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So your current deductions right now with just the medical, dental and vision was \$30.96. However, adding the term life and the short term disability would make your new total deductions \$37.02 per week. Do you authorize Oxford Global to make that deduction for you?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I don't see it missing right now. Yeah, I think I have everything.

Speaker speaker\_1: So I do want to let you know that this coverage won't actually begin until January. However-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... pending enrollment do take one to two weeks to go through. Then whenever you witness that first payroll reduction of the \$37.02 come off your paycheck, that's how you know, uh, short term disability and term life was added to the coverage. Um-

Speaker speaker\_2: Good.

Speaker speaker\_1: ... seven to 10 business days later, you'll receive new physical and policy ID card information in the mail. Um, other than that, William, is there anything else I could hopefully help with today?

Speaker speaker\_2: No, I think that's it. But I think that's the only thing I'm really missing from my plan, right?

Speaker speaker\_1: Um, yes. Other than that, is that's, uh, other... You pretty much have everything except that preventative healthcare service plan. Yes, sir.

Speaker speaker\_2: All right. Sounds good. That's all I need. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too, bye.

Speaker speaker\_1: All right, bye-bye.