

## **Transcript: Justin**

**Mills-4899474243534848-4868592891805696**

### **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. I need to make some changes to my benefits. Okay. What's the staffing agency you work for? Uh, Oxford. And the last four of your social? 2557. And what was your first and last name? Cheryl Mahon. M-A-H-O-N. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Cheryl? 12635 Crabtree Falls Drive, Bristow, Virginia 20136. And confirm your date of birth. 4/17/1963. And a good telephone number have a 703-366-1394. That works. And a email have a cherylamahn05@gmail? Yep. Okay. And what changes did you want to make? Um, can we go through these... I have like... I wanna get rid of all medical insurance, except if I can keep pharmacy, I might wanna entertain keeping that. Okay, so let's see here. So, looking at the file looks like you're currently enrolled into the Ensure plus enhance, which covers hospitals, doctors and medications. Yes. Um, dental, short-term disability, term life, which is life insurance, and then vision all for employee plus spouse. Okay. Can I keep, um... Can I keep insurance? Uh, I mean, uh, life insurance? Yeah, I can keep that for you. Okay, I'd like to keep the life insurance. Okay. And then drop everything else? Yeah. Okay. So let's see here. Just run... Just run through that one more time what we're dropping. Um, so we're dropping the Ensure plus enhance, which covers hospitals, doctors and medications, the dental, the short-term disability and the vision. Ho- sorry. How much is the, uh, prescription? I mean, not the prescription- Uh... ... the pharmacy. I can't even talk today. Um, well, the medical plan for employee plus spouse was \$42.17. Okay. So you can't break it apart? Okay. Correct. Okay, that's fine. Okay, so doing the term life would make your new total deductions \$2.55 a week, if you authorize Oxford Global to make that deduction for you. Okay. Yes. 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 that first payroll deduction of the \$2.55 come off your paycheck, that's how you know everything was dropped except the term life. Okay. Um, other than that, Cheryl, is there anything else I can help you out with today? Uh, no. The last dumb question I have for you is if anything happens to my husband's employee, I can still make changes, right? Uh, correct, 'cause they're still in the company open enrollment period up until the 19th. Yeah, but if, if we have a life changing event, we can make changes? Oh, correct. Yes, ma'am. My apologies. Okay. That's, that's all I needed to know. Um, so yes, thank you. This just makes it a lot, uh, cleaner. I'm going in for major surgery, and you guys are not gonna cover enough to be honest. Totally, totally understand. Well, is there anything else I can help you out with today, Cheryl? No, that will be all. Thanks a lot. You have a wonderful day, and merry Christmas, happy New Years and happy holidays, okay? You do the same, okay? Um, sure. 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. I need to make some changes to my benefits.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Oxford.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 2557.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Cheryl Mahon. M-A-H-O-N.

Speaker speaker\_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Cheryl?

Speaker speaker\_2: 12635 Crabtree Falls Drive, Bristow, Virginia 20136.

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

Speaker speaker\_2: 4/17/1963.

Speaker speaker\_1: And a good telephone number have a 703-366-1394.

Speaker speaker\_2: That works.

Speaker speaker\_1: And a email have a cherylamahn05@gmail?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. And what changes did you want to make?

Speaker speaker\_2: Um, can we go through these... I have like... I wanna get rid of all medical insurance, except if I can keep pharmacy, I might wanna entertain keeping that.

Speaker speaker\_1: Okay, so let's see here. So, looking at the file looks like you're currently enrolled into the Ensure plus enhance, which covers hospitals, doctors and medications.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, dental, short-term disability, term life, which is life insurance, and then vision all for employee plus spouse.

Speaker speaker\_2: Okay. Can I keep, um... Can I keep insurance? Uh, I mean, uh, life insurance?

Speaker speaker\_1: Yeah, I can keep that for you.

Speaker speaker\_2: Okay, I'd like to keep the life insurance.

Speaker speaker\_1: Okay. And then drop everything else?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So let's see here.

Speaker speaker\_2: Just run... Just run through that one more time what we're dropping.

Speaker speaker\_1: Um, so we're dropping the Ensure plus enhance, which covers hospitals, doctors and medications, the dental, the short-term disability and the vision.

Speaker speaker\_2: Ho- sorry. How much is the, uh, prescription? I mean, not the prescription-

Speaker speaker\_1: Uh...

Speaker speaker\_2: ... the pharmacy. I can't even talk today.

Speaker speaker\_1: Um, well, the medical plan for employee plus spouse was \$42.17.

Speaker speaker\_2: Okay. So you can't break it apart? Okay.

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: Okay, so doing the term life would make your new total deductions \$2.55 a week, if you authorize Oxford Global to make that deduction for you.

Speaker speaker\_2: Okay. Yes.

Speaker speaker\_1: 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 that first payroll deduction of the \$2.55 come off your paycheck, that's how you know everything was dropped except the term life.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, other than that, Cheryl, is there anything else I can help you out with today?

Speaker speaker\_2: Uh, no. The last dumb question I have for you is if anything happens to my husband's employee, I can still make changes, right?

Speaker speaker\_1: Uh, correct, 'cause they're still in the company open enrollment period up until the 19th.

Speaker speaker\_2: Yeah, but if, if we have a life changing event, we can make changes?

Speaker speaker\_1: Oh, correct. Yes, ma'am. My apologies.

Speaker speaker\_2: Okay. That's, that's all I needed to know. Um, so yes, thank you. This just makes it a lot, uh, cleaner. I'm going in for major surgery, and you guys are not gonna cover enough to be honest.

Speaker speaker\_1: Totally, totally understand. Well, is there anything else I can help you out with today, Cheryl?

Speaker speaker\_2: No, that will be all. Thanks a lot. You have a wonderful day, and merry Christmas, happy New Years and happy holidays, okay?

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_2: Um, sure. Bye-bye.

Speaker speaker\_1: Bye-bye.