

Transcript: Justin

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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. This is Josh. How can I help you today? Hi, my name's Kelsey Perkins. I'm an Oxford, um, global resources consultant, and I was wondering if I could enroll in my 425 benefits. Yeah. Um, so Oxford Global, what's the last four of your Social so I can pull your file for you? 1527. And what was your first and last name again? I'm sorry. It's Kelsey Perkins. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Kelsey? Yes. It is 217 Rockbridge Lane, Windsor, Colorado 80550. And your date of birth? 12/11. And a good telephone number has 970-768-3115? Yes, sir. And the email has kelseyperkins92 at gmail? Yes. Okay. Um, now were you given a benefit guide through Oxford Global by any chance or no? Um, I didn't see a benefit guide. It just told me I had till today to enroll. No worries. Um, so I'll go ahead and email you a copy of one, just so you have it, and then give you a brief rundown of what's offered. So just bear with me one second, okay? Yeah, no problem. Okay. Okay. Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits in a card dot com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder, okay? Okay. Okay. So let's see here. I got it. Um, so if you open up to page four in the benefit guide, it should say "plan benefits" almost at the top. Okay. Um, hospital and anything, benefits in a card. Oh, there it is, plan benefits. Okay. Yes. So they do offer three medical plans. One of them is the Stay Healthy MEC TeleRX. Now that one just covers all of your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Um, so that's \$16.11 per week. Mm-hmm. While the two other medical plans, those actually cover your hospital visits, doctor visits and medication coverage. Okay. The only major difference between those two is how much the insurance carrier pays the cover, uh, or pays the cover. Um, for example, daily hospital confinement under the Insure Plus, uh, carrier will pay \$50 a day. Under the Enhanced, they pay out \$100 a day. Um, but they range from \$18 a week to \$25.17 a week. And then they do offer- I'm gonna do the \$25, yeah, the better one. Okay. And then they do offer- I'm a senior snowboarder, so I just, I like being protected. Totally understand. Um, so Oxford Global, they do offer other things like dental, short-term disability, term life, which is life insurance, and vision. I want vision, dental and the short-term life. Okay. Let's see here. All for employee only, correct? Yep. Okay. So doing the Insure Plus Enhanced, dental, short-term disability, term life and vision, all for employee only, would make your total deductions \$37.02 per week. Do you authorize Oxford to make the deduction for you? Yes, I do. Okay. So I'm going to save that. And let's see. And your beneficiary is Mary Ann Nelson, correct? Yes. I'm a widow, so I don't have any role. Totally understand. Let's see here. So I do wanna let you know that this is future coverage, um, 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 deduction of the \$37.02 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Kelsey, is there anything else I could help you out with today? No, that's everything I needed. Thank you. You're welcome. You have a great day, okay? You too. Bye-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 Card. This is Josh. How can I help you today?

Speaker speaker_2: Hi, my name's Kelsey Perkins. I'm an Oxford, um, global resources consultant, and I was wondering if I could enroll in my 425 benefits.

Speaker speaker_1: Yeah. Um, so Oxford Global, what's the last four of your Social so I can pull your file for you?

Speaker speaker_2: 1527.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: It's Kelsey Perkins.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Kelsey?

Speaker speaker_2: Yes. It is 217 Rockbridge Lane, Windsor, Colorado 80550.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/11.

Speaker speaker_1: And a good telephone number has 970-768-3115?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email has kelseyperkins92 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, now were you given a benefit guide through Oxford Global by any chance or no?

Speaker speaker_2: Um, I didn't see a benefit guide. It just told me I had till today to enroll.

Speaker speaker_1: No worries. Um, so I'll go ahead and email you a copy of one, just so you have it, and then give you a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker_2: Yeah, no problem.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, at benefits in a card dot com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So let's see here.

Speaker speaker_2: I got it.

Speaker speaker_1: Um, so if you open up to page four in the benefit guide, it should say "plan benefits" almost at the top.

Speaker speaker_2: Okay. Um, hospital and anything, benefits in a card. Oh, there it is, plan benefits. Okay.

Speaker speaker_1: Yes. So they do offer three medical plans. One of them is the Stay Healthy MEC TeleRX. Now that one just covers all of your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Um, so that's \$16.11 per week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: While the two other medical plans, those actually cover your hospital visits, doctor visits and medication coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: The only major difference between those two is how much the insurance carrier pays the cover, uh, or pays the cover. Um, for example, daily hospital confinement under the Insure Plus, uh, carrier will pay \$50 a day. Under the Enhanced, they pay out \$100 a day. Um, but they range from \$18 a week to \$25.17 a week. And then they do offer-

Speaker speaker_2: I'm gonna do the \$25, yeah, the better one.

Speaker speaker_1: Okay. And then they do offer-

Speaker speaker_2: I'm a senior snowboarder, so I just, I like being protected.

Speaker speaker_1: Totally understand. Um, so Oxford Global, they do offer other things like dental, short-term disability, term life, which is life insurance, and vision.

Speaker speaker_2: I want vision, dental and the short-term life.

Speaker speaker_1: Okay. Let's see here. All for employee only, correct?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So doing the Insure Plus Enhanced, dental, short-term disability, term life and vision, all for employee only, would make your total deductions \$37.02 per week. Do you authorize Oxford to make the deduction for you?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Okay. So I'm going to save that. And let's see. And your beneficiary is Mary Ann Nelson, correct?

Speaker speaker_2: Yes. I'm a widow, so I don't have any role.

Speaker speaker_1: Totally understand. Let's see here. So I do wanna let you know that this is future coverage, um, 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 deduction of the \$37.02 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Kelsey, is there anything else I could help you out with today?

Speaker speaker_2: No, that's everything I needed. Thank you.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right, bye-bye.