

Transcript: Justin

Mills-6604316693807104-5172344800985088

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Justin, I'd like to sign up for, um, health insurance. Okay. What's the staffing agency you work for? O-Oxford Global Resources. And the last four of your Social? 9907. And what was your first and last name? Doug Schluterbeck. Schluterbeck, okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Schluterbeck? Uh, sure. It's 2701 Idler Way in Walled Lake, Michigan 48390. And confirm your date of birth. 04/04/1954. And a good telephone number have is 937-241-1737. That's correct. And the email have is doug_schluterbeck@yahoo.com. That is correct. Okay. Um, now did you have an idea of what you wanted to be enrolled into or no? I, I would like to get health insurance, dental insurance and vision insurance. Okay, so medical, dental and vision? Yes, sir. Okay. Um, so I do know that Oxford, they offer three different medical plans. One of them is the MEC TeleRX, that just covers preventative healthcare services only. So, like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.11 per week. Then they have two other medical plans, the Ensure+ Basic and the Ensure+ Enhanced, which both cover hospitals, doctors and medications. The only major difference between the Basic and the Enhanced is how much the insurance carrier pays to cover things, but those range from \$18 a week to \$25.17 per week. I'd like to have the \$25.17 a week. Okay, so the Ensure+ Enhanced? Yes. And then dental and vision all for employee only, correct? Yes. Okay. So doing those three would make your total deductions \$30.96 per week. Do you authorize Oxford to make that deduction for you? Yes, sir. Okay. So I'm going to go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$30.96 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later you'll receive all of your policy and ID card information in the mail. But other than that, Doug, is there anything else I could help you out with today? Oh, so it's \$30.97. Yes, sir. And I've got to wait until Oxford takes it out, the first check? Correct. And that'll be one to two weeks. Yes, sir. Okay, man. That sounds great. Awesome. Well, you have a wonderful day, okay? Okay. And now will you send me an email confirmation on that? Um, yeah, so I can go ahead and put in that request for you, uh, to the representative that's responsible for those emails. Just give it about 10 to 15 minutes, um, but the email- Oh, yeah. ... that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? I-N-F-O. Yes, sir. Dot com. Okay, bud. Thank you. You're welcome. You have a great day, okay? You too. Bye then. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Justin, I'd like to sign up for, um, health insurance.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: O- Oxford Global Resources.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9907.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Doug Schluterbeck.

Speaker speaker_0: Schluterbeck, okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Schluterbeck?

Speaker speaker_1: Uh, sure. It's 2701 Idler Way in Walled Lake, Michigan 48390.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 04/04/1954.

Speaker speaker_0: And a good telephone number have is 937-241-1737.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email have is doug_schluterbeck@yahoo.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. Um, now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: I, I would like to get health insurance, dental insurance and vision insurance.

Speaker speaker_0: Okay, so medical, dental and vision?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so I do know that Oxford, they offer three different medical plans. One of them is the MEC TeleRX, that just covers preventative healthcare services only. So, like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.11 per week. Then they have two other medical plans, the Ensure+ Basic and the Ensure+ Enhanced, which both cover hospitals, doctors and medications. The only major difference between the Basic and the Enhanced is how much the insurance carrier pays to cover things, but those range from \$18 a week to \$25.17 per week.

Speaker speaker_1: I'd like to have the \$25.17 a week.

Speaker speaker_0: Okay, so the Ensure+ Enhanced?

Speaker speaker_1: Yes.

Speaker speaker_0: And then dental and vision all for employee only, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So doing those three would make your total deductions \$30.96 per week. Do you authorize Oxford to make that deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So I'm going to go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$30.96 come off your paycheck, coverage begins the Monday we receive that deduction from Oxford Global. Seven to 10 business days later you'll receive all of your policy and ID card information in the mail. But other than that, Doug, is there anything else I could help you out with today?

Speaker speaker_1: Oh, so it's \$30.97.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And I've got to wait until Oxford takes it out, the first check?

Speaker speaker_0: Correct.

Speaker speaker_1: And that'll be one to two weeks.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, man. That sounds great.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay. And now will you send me an email confirmation on that?

Speaker speaker_0: Um, yeah, so I can go ahead and put in that request for you, uh, to the representative that's responsible for those emails. Just give it about 10 to 15 minutes, um, but the email-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: I-N-F-O.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Dot com. Okay, bud. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye then.

Speaker speaker_0: All right, bye-bye.