

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 0000. This is Pamela speaking. How may I help you? Yes. I, um, recently submitted a, uh, a request for benefits, and I sent, uh, you know, a note from the insurer I used to have, and then been taking off that, uh, insurer so I would just... would like to sign up for Oxford. Okay. And may I have the last four digits of your Social so I could pull up your file? Yes. 6199. I think we spoke before, Pamela. My name's Brian Malone. Most likely, yes. I don't know if we've... You probably speak with a lot of people. Can you repeat the last four, Mr. Malone? Yeah. 6199. All right. All right. Mr. Malone, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Uh, I live at 5278 Sheffield Avenue, Manchester, New Jersey, and my birthday is, uh, 10/3/60. All right. Thank you for the information. The phone number is 848-467-1643? Yes. Okay. So yeah, I did call you on the 3rd, on the 7th, to let you know that, yes, the paperwork was approved, and that you have until the 30th to enroll. Okay, so how do I enroll? You want to go ahead and enroll? Yeah, I mean, can I do that now? Yes, sure. I'm sorry. Say that again? Yes. Yes, you can enroll now. We could do it over the phone. Okay. And what plan- So... .. would you like? Uh, let's see. Let me... Give me one second here. Okay. Go ahead. Go ahead, I'm sorry about that. Sure. So, I wanted to get the Ensure Plus Enhanced. Ensure Plus Enhanced for you and your spouse? And, and... No, just for me. All this is... Just- Oh, just for me? Just me only. Okay. And, and with that I want the dental, the vision, the term life, and the short-term disability. Right. So we have Ensure Plus Enhanced, dental, uh, disability, life, and vision. And the total will be \$37.02. Is that a week? Yes, sir. So, \$37 and... \$2.00 a week. Let me do the math here. 6... 74. \$158.08 a month. Is that true? Uh, for four weeks, \$37.02 will be \$148.08, yes. \$148.08. Okay, so it's Ensure Plus Enhanced, dental, vision, term life, and short-term disability. And the cost for me will be \$148 a month? Yes, sir. All right. Let's do it. All right. So, hmm. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be arriving within 7 to 10 days. Now, the Ensure Plus I- uh, which is your medical, they do not send physicals. But, um, you will receive a... The email we have on file, which is bmattis9@aol. Right. If you need a physical you could request one directly through the carrier, or you could request it through us and we'll go, um, uh, send it out. Okay, so... Yeah, 'cause I was planning on, on getting a physical, so, you know- Yes. ... you know, and get blood work and all that. So you're saying before I go- Yes, well- ... I, I... Before I go for physical- Yes. ... I should call? Well, when you- And is this- ... see the first, um, premium taken out of your benefits, the following Monday the benefits should be active. Um, but if you want to give us a call to make sure, and if the ID cards are generated, we could send you temporary ones through your email while you receive the physical. We cannot request- Oh, no, I- ... a physical now. Oh, no, that's okay. I'll wait til I get the card. I'm not in a hurry, but- Okay. But a physical's inclu- included in the healthcare.

True? Yes, but they do not send... Initially, they do not send the physical. So you have to request it, so give us a call right after- Okay. ... Monday af- You see the, the deductions, so we could request a physical for you. I see. So I'll need to call this number then? Yeah. Or when you receive, um... Okay. Let's see. Your, um, dental is the same carrier as your, uh, medical. So it's APL. You could call them directly- Okay. ... and they'll send it to you as well. Or if you feel comfortable, you could give us a call and we could do the same for you. Now, Mr.- All right. Let me ask you a question. Go ahead. All right. So typically in the past, what I would do when I had insurance is I would, I would call my doctor and ask him if he takes my insurance, and then they would say yes or no, and I would just show up. Mm-hmm. Am I able to do that, or should I always call this number first? No. You could do that as w- also when you receive the ID cards, you're going to have a website and phone number that you could call, um, call there, and they will let you know, uh, if the ph- providers who want to go is in-network. Even though that, um, with the Insure Plus you don't have to go, uh, in-network providers. It all depends on your- Right. ... license and state insurance. All right. So, for what I did today, am I going to get a, a confirmation email? I could request one to be sent out to you. Yes, sir. Yeah, that would be good. You know, this way- Okay. ... in the meantime, I'll have a confirmation email just, just for my own records. No problem. Um, sir, I have- And I'm sorry- I, I'm sorry I keep, I interrupting you. But the card- That's okay. Don't worry. The card will be sent- Not- ... to my home address, right? The 5278 53- Yes, sir. All right, so I think we were all good. Okay. What I was going to say is that since you got the life insurance, who do you want your beneficiary to be? Yes, that will be my wife. Her name is Linda Malone. Let me add this. Right, done. All right. We're done here. Um, you should be receiving the email within 24 to 48 hour with the confirmation. Um, it's coming in from- Okay. ... principal at Benefits in a Card. Okay. A- and will that include the, uh, monthly cost? Uh, no, but I could ask to see if they could add that for the, for the email- Yeah, that would be good 'cause- ... because I mean, I, I can show you that. Go ahead. All right. 'Cause that, yeah, that's kind of wh- reason why I wanted the confirmation. I know you said it's 148 a month, 148.08, but, but, you know, as, as part of the, uh, confirmation email, it would be nice to just put it in there. Okay. I'll request that, sir. I appreciate your help. All right. Anything else I could do for you, sir? That's it. Thank you, Pamela. All right. Thank you, sir. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 0000. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes. I, um, recently submitted a, uh, a request for benefits, and I sent, uh, you know, a note from the insurer I used to have, and then been taking off that, uh, insurer so I would just... would like to sign up for Oxford.

Speaker speaker_0: Okay. And may I have the last four digits of your Social so I could pull up your file?

Speaker speaker_1: Yes. 6199. I think we spoke before, Pamela. My name's Brian Malone.

Speaker speaker_0: Most likely, yes.

Speaker speaker_1: I don't know if we've... You probably speak with a lot of people.

Speaker speaker_0: Can you repeat the last four, Mr. Malone?

Speaker speaker_1: Yeah. 6199.

Speaker speaker_0: All right. All right. Mr. Malone, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. Uh, I live at 5278 Sheffield Avenue, Manchester, New Jersey, and my birthday is, uh, 10/3/60.

Speaker speaker_0: All right. Thank you for the information. The phone number is 848-467-1643?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So yeah, I did call you on the 3rd, on the 7th, to let you know that, yes, the paperwork was approved, and that you have until the 30th to enroll.

Speaker speaker_1: Okay, so how do I enroll?

Speaker speaker_0: You want to go ahead and enroll?

Speaker speaker_1: Yeah, I mean, can I do that now?

Speaker speaker_0: Yes, sure.

Speaker speaker_1: I'm sorry. Say that again?

Speaker speaker_0: Yes. Yes, you can enroll now. We could do it over the phone.

Speaker speaker_1: Okay.

Speaker speaker_0: And what plan-

Speaker speaker_1: So...

Speaker speaker_0: ... would you like? Uh, let's see. Let me... Give me one second here. Okay. Go ahead. Go ahead, I'm sorry about that.

Speaker speaker_1: Sure. So, I wanted to get the Ensure Plus Enhanced.

Speaker speaker_0: Ensure Plus Enhanced for you and your spouse?

Speaker speaker_1: And, and... No, just for me. All this is... Just-

Speaker speaker_0: Oh, just for me?

Speaker speaker_1: Just me only.

Speaker speaker_0: Okay.

Speaker speaker_1: And, and with that I want the dental, the vision, the term life, and the short-term disability.

Speaker speaker_0: Right. So we have Ensure Plus Enhanced, dental, uh, disability, life, and vision. And the total will be \$37.02.

Speaker speaker_1: Is that a week?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So, \$37 and... \$2.00 a week. Let me do the math here. 6... 74. \$158.08 a month. Is that true?

Speaker speaker_0: Uh, for four weeks, \$37.02 will be \$148.08, yes.

Speaker speaker_1: \$148.08. Okay, so it's Ensure Plus Enhanced, dental, vision, term life, and short-term disability. And the cost for me will be \$148 a month?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Let's do it.

Speaker speaker_0: All right. So, hmm. So the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be arriving within 7 to 10 days. Now, the Ensure Plus I- uh, which is your medical, they do not send physicals. But, um, you will receive a... The email we have on file, which is bmattis9@aol.

Speaker speaker_1: Right.

Speaker speaker_0: If you need a physical you could request one directly through the carrier, or you could request it through us and we'll go, um, uh, send it out.

Speaker speaker_1: Okay, so... Yeah, 'cause I was planning on, on getting a physical, so, you know-

Speaker speaker_0: Yes.

Speaker speaker_1: ... you know, and get blood work and all that. So you're saying before I go-

Speaker speaker_0: Yes, well-

Speaker speaker_1: ... I, I... Before I go for physical-

Speaker speaker_0: Yes.

Speaker speaker_1: ... I should call?

Speaker speaker_0: Well, when you-

Speaker speaker_1: And is this-

Speaker speaker_0: ... see the first, um, premium taken out of your benefits, the following Monday the benefits should be active. Um, but if you want to give us a call to make sure, and

if the ID cards are generated, we could send you temporary ones through your email while you receive the physical. We cannot request-

Speaker speaker_1: Oh, no, I-

Speaker speaker_0: ... a physical now.

Speaker speaker_1: Oh, no, that's okay. I'll wait til I get the card. I'm not in a hurry, but-

Speaker speaker_0: Okay.

Speaker speaker_1: But a physical's inclu- included in the healthcare. True?

Speaker speaker_0: Yes, but they do not send... Initially, they do not send the physical. So you have to request it, so give us a call right after-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Monday af- You see the, the deductions, so we could request a physical for you.

Speaker speaker_1: I see. So I'll need to call this number then?

Speaker speaker_0: Yeah. Or when you receive, um...

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. Your, um, dental is the same carrier as your, uh, medical. So it's APL. You could call them directly-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and they'll send it to you as well. Or if you feel comfortable, you could give us a call and we could do the same for you. Now, Mr.-

Speaker speaker_1: All right. Let me ask you a question.

Speaker speaker_0: Go ahead.

Speaker speaker_1: All right. So typically in the past, what I would do when I had insurance is I would, I would call my doctor and ask him if he takes my insurance, and then they would say yes or no, and I would just show up.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Am I able to do that, or should I always call this number first?

Speaker speaker_0: No. You could do that as w- also when you receive the ID cards, you're going to have a website and phone number that you could ca- um, call there, and they will let you know, uh, if the ph- providers who want to go is in-network. Even though that, um, with the Insure Plus you don't have to go, uh, in-network providers. It all depends on your-

Speaker speaker_1: Right.

Speaker speaker_0: ... license and state insurance.

Speaker speaker_1: All right. So, for what I did today, am I going to get a, a confirmation email?

Speaker speaker_0: I could request one to be sent out to you. Yes, sir.

Speaker speaker_1: Yeah, that would be good. You know, this way-

Speaker speaker_0: Okay.

Speaker speaker_1: ... in the meantime, I'll have a confirmation email just, just for my own records.

Speaker speaker_0: No problem. Um, sir, I have-

Speaker speaker_1: And I'm sorr- I, I'm sorry I keep, I interrupting you. But the card-

Speaker speaker_0: That's okay. Don't worry.

Speaker speaker_1: The card will be sent-

Speaker speaker_0: Not-

Speaker speaker_1: ... to my home address, right? The 5278 53-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, so I think we were all good.

Speaker speaker_0: Okay. What I was going to say is that since you got the life insurance, who do you want your beneficiary to be?

Speaker speaker_1: Yes, that will be my wife. Her name is Linda Malone.

Speaker speaker_0: Let me add this. Right, done. All right. We're done here. Um, you should be receiving the email within 24 to 48 hour with the confirmation. Um, it's coming in from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... principal at Benefits in a Card.

Speaker speaker_1: Okay. A- and will that include the, uh, monthly cost?

Speaker speaker_0: Uh, no, but I could ask to see if they could add that for the, for the email-

Speaker speaker_1: Yeah, that would be good 'cause-

Speaker speaker_0: ... because I mean, I, I can show you that. Go ahead.

Speaker speaker_1: All right. 'Cause that, yeah, that's kind of wh- reason why I wanted the confirmation. I know you said it's 148 a month, 148.08, but, but, you know, as, as part of the, uh, confirmation email, it would be nice to just put it in there.

Speaker speaker_0: Okay. I'll request that, sir.

Speaker speaker_1: I appreciate your help.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: That's it. Thank you, Pamela.

Speaker speaker_0: All right. Thank you, sir. Have a great rest of the day.

Speaker speaker_1: You too. Bye.