

Transcript: Chris Sofield

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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 Chris. How can I help you today? Hi, Chris. My name is Craig Brecker and I'm a new, uh, employee consultant with a company called Oxford Global Resources, and I was told by them that if, uh, payroll started the deduction for medical benefits on the Friday, on a Friday, that the following Monday, my benefits would be activated. Can you help me understand whether my benefits have been activated or not as of today, Monday? Uh, yeah, I'll take a look. What's the last four of your Social? Okay. It's, uh, 8277. Thank you. Can you verify your address and date of birth for me, sir? Yes. My home address is 7141 Lakeside Drive in Sarasota, Florida 34243. Okay. And your date of birth? Is December 23, 1963. Thank you. I have a phone number on file- Is this- ... of 856-261-6126. Is that correct? Nu- well, that's my, that's my wife's phone number, uh, ending with 6126. My phone number ends with 1120. Uh- Okay. ... the six- We ha- we have that one, we have that one on file as well. I'll go ahead and, uh, make that the primary number, then. Thank you. Okay. No problem. And looking at it, yes, sir, it does look like your coverage became active as of today. You should be receiving ID cards about, if, uh, within about a week or two. Okay. So shall I wait for the cards or can I, uh, now get access to the Benefits in a Card website and... Okay. So yeah, your, your policy is technically effective at this time, yes. I do know that it does take the insurance carriers themselves up to 72 hours to fully generate policy information, um, which is why it takes one to two weeks for the ID cards to arrive. However, if you do need to use your benefits at this time, they are, they are active, they are usable. Uh, you, if, um, I can check to see if any copies of any ID cards are available yet, but given that it is still Monday, uh, still with- Mm-hmm. ... still the very first bit of that 72-hour window, and- Yeah. ... uh, with the holidays, it is very possible that they're not available, and that is the case at this time. Um, if you do need to use the benefits, you can always have the provider give us a call to verify eligibility. Um, however, just be aware, we're not gonna be here tomorrow or Wednesday for the holiday. Yeah, I understand that and that's fine. Can you provide my, uh, m- member ID number and, and group and, and- So that's- ... all the necessary information? At this time, no. That's what I was stating. It does- Okay. ... take some time for- Okay. ... all of that information to be generated and- Okay. ... none of it's been generated yet. All right, man. I'm good. I'll just... I hope to see something within the next... Would you say, how many days would it take now to get a card? Uh, so- Uh- ... so your initial copies of your ID cards should be, should arrive within a, within the next week or two. Um, however, I would say give us a call probably Thursday or Friday. Uh, by that point, uh, given that everything should be automated, um, the, at least the information should be available to us at that time. We, we should be able to provide that to you at that point. Thank you very much and have a Happy New Year. Thank you. Same to you, sir. Thanks for calling. All right. And bye. All right. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Craig Brecker and I'm a new, uh, employee consultant with a company called Oxford Global Resources, and I was told by them that if, uh, payroll started the deduction for medical benefits on the Friday, on a Friday, that the following Monday, my benefits would be activated. Can you help me understand whether my benefits have been activated or not as of today, Monday?

Speaker speaker_1: Uh, yeah, I'll take a look. What's the last four of your Social?

Speaker speaker_2: Okay. It's, uh, 8277.

Speaker speaker_1: Thank you. Can you verify your address and date of birth for me, sir?

Speaker speaker_2: Yes. My home address is 7141 Lakeside Drive in Sarasota, Florida 34243.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: Is December 23, 1963.

Speaker speaker_1: Thank you. I have a phone number on file-

Speaker speaker_2: Is this-

Speaker speaker_1: ... of 856-261-6126. Is that correct?

Speaker speaker_2: Nu- well, that's my, that's my wife's phone number, uh, ending with 6126. My phone number ends with 1120. Uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the six-

Speaker speaker_1: We ha- we have that one, we have that one on file as well. I'll go ahead and, uh, make that the primary number, then.

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay. No problem. And looking at it, yes, sir, it does look like your coverage became active as of today. You should be receiving ID cards about, if, uh, within about a week or two.

Speaker speaker_2: Okay. So shall I wait for the cards or can I, uh, now get access to the Benefits in a Card website and...

Speaker speaker_1: Okay. So yeah, your, your policy is technically effective at this time, yes. I do know that it does take the insurance carriers themselves up to 72 hours to fully generate policy information, um, which is why it takes one to two weeks for the ID cards to arrive. However, if you do need to use your benefits at this time, they are, they are active, they are usable. Uh, you, if, um, I can check to see if any copies of any ID cards are available yet, but given that it is still Monday, uh, still with-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... still the very first bit of that 72-hour window, and-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... uh, with the holidays, it is very possible that they're not available, and that is the case at this time. Um, if you do need to use the benefits, you can always have the provider give us a call to verify eligibility. Um, however, just be aware, we're not gonna be here tomorrow or Wednesday for the holiday.

Speaker speaker_2: Yeah, I understand that and that's fine. Can you provide my, uh, member ID number and, and group and, and-

Speaker speaker_1: So that's-

Speaker speaker_2: ... all the necessary information?

Speaker speaker_1: At this time, no. That's what I was stating. It does-

Speaker speaker_2: Okay.

Speaker speaker_1: ... take some time for-

Speaker speaker_2: Okay.

Speaker speaker_1: ... all of that information to be generated and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... none of it's been generated yet.

Speaker speaker_2: All right, man. I'm good. I'll just... I hope to see something within the next... Would you say, how many days would it take now to get a card?

Speaker speaker_1: Uh, so-

Speaker speaker_2: Uh-

Speaker speaker_1: ... so your initial copies of your ID cards should be, should arrive within a, within the next week or two. Um, however, I would say give us a call probably Thursday or Friday. Uh, by that point, uh, given that everything should be automated, um, the, at least the information should be available to us at that time. We, we should be able to provide that to you at that point.

Speaker speaker_2: Thank you very much and have a Happy New Year. Thank you.

Speaker speaker_1: Same to you, sir. Thanks for calling.

Speaker speaker_2: All right.

Speaker speaker_1: And bye.

Speaker speaker_2: All right. Bye now.