

Transcript: Francesca

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Full Transcript

Welcome to Benefits in a Card. My name is Francesca. How can I assist you today? Hi, my name is Hussein Yilmaz. I was trying to call today but I couldn't. Um, I'm following up on this call from this number. Okay. Were there any voicemails left? I think there was an email about my, uh, ID card stuff. There was a dependent confusion. I think something was missing out or rewrite it again. Just I don't know what to talk. Okay. I can try to see if I have that information. Which staffing company do you work with? Oxford. What are the last four of the social? 7340. What is the last name? Yilmaz. Y-I-L-M-A-Z. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, mailing address is my home address in Pittsburgh, 3019 Hazelhurst Avenue, Pittsburgh, PA 15227. And my child's name is Adrian Iskender Yilmaz. I'm sorry, I actually cannot take that information just yet, sir. I'm going to need to make sure that I'm on the right account, so I'm missing your date of birth, please. 11/03/2018. Sir, I'm confirming your information. I will let you know when I need to confirm your dependent's information 'cause at the moment I need to make sure that I pull up your information correctly. So once again, I need your date of birth, if you'd be so kind please. I'm sorry, you're asking date of birth, right, of him or me? You, sir. We're not speaking over the phone here. I'm sorry. Oh. Mm-hmm. June 1st, 1972. It's real hard because it's no signal here, so I cannot hear everything you're saying. That's okay, sir. I understand. And then we have the best phone number to call you at 347-559-9396. Correct. And we have your email down as A-R-C-H-U-S-T-E-R01@gmail.com. 01. 01. Gmail.com. Correct. So, it was actually not regarding to your spouse that we're calling about. I mean, your child is about your spouse, so you did provide your child's information. What we're currently missing will be your spouse's information for the policy to be for Employee Plus Family. Okay, so how I can do that? Should I... Um, do you mind if you send me a link to go to the website again? No, sir. We can actually do that. We'll go ahead and switch over your current benefits for Employee & Family. Okay. And then add her into the policy. Okay. So, do you want me to put her name by myself, or you will put it? We will put it. Give me one moment. Let's see. So, if we were to go ahead and add your spouse into the current policy that you're on, you're going to be looking at \$103.90 per paycheck. Do you authorize your staffing company, Axfer Global, to make those adoptions? Okay. All right. And, and there's two more questions actually. Um. Yes, sir. Are you gonna send me a ID, ID card? Yes, sir. We'll go over that as soon as I add your spouse into it 'cause I need to let you know about that policy activation along with the cards, okay? And, okay, so I live in different location than Hazelhurst Avenue, Pittsburgh. So, is there a way to change that, or... Or you know what? Don't make confusion. Okay, just you can send to my home, so they can send it to me. And also, I live in Nevada. With that card, am I able to find a doctor here? So, we don't have access to that specific list. However, you will be able to get services for the- Thank you very much. ... benefits in Nevada 'cause they do service that state as well. Okay,

so they do serve in Nevada also? I didn't understand correctly. Yes, sir. So, because Nevada's part of the United States, you'll be able to use the services there as well. Okay. So with that part, I will search the doctors or how this happens, I don't do that usually, you know. So let's go ahead and just finish the process of changing the enrollment to employee plus family and then we'll go over those questions. What is your spouse first and last name? Oh, okay. You..... O-L-H-A her name, Olha, last name is D-A-N-L-O-V-A, Danloda. Let's see. D-A-M-L-O-D-A, right? D-E, D-A-N, like Nancy. D-An like Nancy and then L-O-D-A. Yeah, Danilova. What is her date of birth? 04/03/1979. And by any chance do you have her social? Um, no, I don't have it. That's okay. No, thank you. So your staffing company does not have a requirement for your dependents to have their full social, so even if you do not provide it, she'll still be able to, uh, process the enrollment as well as her use the benefits and the services. It's not going to cause her an issue. Mm-hmm. Okay. Can you give me one moment? I'm just making sure this goes through. Okay. So in regards to all of your questions, the enrollments take one to two weeks for them to start making your deductions and then your policy becomes active. Once you see that first deduction, following Monday is going to be when the benefits for yourself as well as your family are going to be activated. And then Friday of that activation week, they'll go ahead and send out the deductions and the benefit cards. Okay. Okay. And then as far as you advised me of you and your spouse and children being in separate locations- Mm-hmm. ... so the address that we have on file will be where they're going to send us physical cards. However, either yourself or your spouse and children are able to get a digital copy by calling us in once you're active. We'll be able to provide digital copies of these benefit cards to send to your email, and then you'll also be able to either print it on printer paper to be able to access them. Okay, I understand. Okay, fine. All right. And then... Of course. And then let's say for example you're at work and your spouse needs the benefit cards, she's also able to call in and request it. Um, the only thing is, it's going to be sent- Oh, oh. ... to the email that we have on file which is your email. You're break- you're breaking so much. Can you hear me better now? Sorry. Oh, maybe I should move a little bit. Okay. Um, give me a second. How about now? Yes, yeah. Okay. Um, I was just saying, sir, Mr. Jamal, that when your spouse needs benefit cards, she's able to call in and we can send them to her. The only thing is- Okay. ... we can only send it to the email that we have on file. So you want me to add her email as well? No, that's fine. No, that's okay. Understood. Just make sure you let your spouse know that the benefits are to Oxford Global. They're going to ask for that in the event that she calls us back requesting any policy information. Okay, great, thank you. Of course. And then the other thing is your plans do not have any network requirement, only your medical preventative. I know you asked as far as how you're able to locate providers, doctors and such in your specific area as well as your spouse in her area. There's a separate company that will have that specific list. They're usually called the network providers. This is going to be- Okay. ... sent over to your email with their websites and phone numbers. Okay. Yeah, that'll help. Perfect. Thank you. Yeah. Of course. All right. Was there any questions that I forgot to answer by any chance? No, I'm fine. That's, that was all my questions. All right. Okay. All right. Thanks for the help. Of course, it was my pleasure. If you have any other questions, feel free to give us a call back. Awesome, thank you. Have a nice day. Thank you, too. Have a good one. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Welcome to Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, my name is Hussein Yilmaz. I was trying to call today but I couldn't. Um, I'm following up on this call from this number.

Speaker speaker_0: Okay. Were there any voicemails left?

Speaker speaker_1: I think there was an email about my, uh, ID card stuff. There was a dependent confusion. I think something was missing out or rewrite it again. Just I don't know what to talk.

Speaker speaker_0: Okay. I can try to see if I have that information. Which staffing company do you work with?

Speaker speaker_1: Oxford.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 7340.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Yilmaz. Y-I-L-M-A-Z.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, mailing address is my home address in Pittsburgh, 3019 Hazelhurst Avenue, Pittsburgh, PA 15227. And my child's name is Adrian Iskender Yilmaz.

Speaker speaker_0: I'm sorry, I actually cannot take that information just yet, sir. I'm going to need to make sure that I'm on the right account, so I'm missing your date of birth, please.

Speaker speaker_1: 11/03/2018.

Speaker speaker_0: Sir, I'm confirming your information. I will let you know when I need to confirm your dependent's information 'cause at the moment I need to make sure that I pull up your information correctly. So once again, I need your date of birth, if you'd be so kind please.

Speaker speaker_1: I'm sorry, you're asking date of birth, right, of him or me?

Speaker speaker_0: You, sir. We're not speaking over the phone here.

Speaker speaker_1: I'm sorry. Oh.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: June 1st, 1972. It's real hard because it's no signal here, so I cannot hear everything you're saying.

Speaker speaker_0: That's okay, sir. I understand. And then we have the best phone number to call you at 347-559-9396.

Speaker speaker_1: Correct.

Speaker speaker_0: And we have your email down as A-R-C-H-U-S-T-E-R01@gmail.com.

Speaker speaker_1: 01.

Speaker speaker_0: 01.

Speaker speaker_1: Gmail.com. Correct.

Speaker speaker_0: So, it was actually not regarding to your spouse that we're calling about. I mean, your child is about your spouse, so you did provide your child's information. What we're currently missing will be your spouse's information for the policy to be for Employee Plus Family.

Speaker speaker_1: Okay, so how I can do that? Should I... Um, do you mind if you send me a link to go to the website again?

Speaker speaker_0: No, sir. We can actually do that. We'll go ahead and switch over your current benefits for Employee & Family.

Speaker speaker_1: Okay.

Speaker speaker_0: And then add her into the policy.

Speaker speaker_1: Okay. So, do you want me to put her name by myself, or you will put it?

Speaker speaker_0: We will put it. Give me one moment. Let's see. So, if we were to go ahead and add your spouse into the current policy that you're on, you're going to be looking at \$103.90 per paycheck. Do you authorize your staffing company, Axfer Global, to make those adoptions?

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: And, and there's two more questions actually. Um.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Are you gonna send me a ID, ID card?

Speaker speaker_0: Yes, sir. We'll go over that as soon as I add your spouse into it 'cause I need to let you know about that policy activation along with the cards, okay?

Speaker speaker_1: And, okay, so I live in different location than Hazelhurst Avenue, Pittsburgh. So, is there a way to change that, or... Or you know what? Don't make confusion. Okay, just you can send to my home, so they can send it to me. And also, I live in Nevada. With that card, am I able to find a doctor here?

Speaker speaker_0: So, we don't have access to that specific list. However, you will be able to get services for the-

Speaker speaker_1: Thank you very much.

Speaker speaker_0: ... benefits in Nevada 'cause they do service that state as well.

Speaker speaker_1: Okay, so they do serve in Nevada also? I didn't understand correctly.

Speaker speaker_0: Yes, sir. So, because Nevada's part of the United States, you'll be able to use the services there as well.

Speaker speaker_1: Okay. So with that part, I will search the doctors or how this happens, I don't do that usually, you know.

Speaker speaker_0: So let's go ahead and just finish the process of changing the enrollment to employee plus family and then we'll go over those questions. What is your spouse first and last name?

Speaker speaker_1: Oh, okay. You..... O-L-H-A her name, Olha, last name is D-A-N-L-O-V-A, Danloda.

Speaker speaker_0: Let's see. D-A-M-L-O-D-A, right?

Speaker speaker_1: D-E, D-A-N, like Nancy.

Speaker speaker_0: D-An like Nancy and then L-O-D-A.

Speaker speaker_1: Yeah, Danilova.

Speaker speaker_0: What is her date of birth?

Speaker speaker_1: 04/03/1979.

Speaker speaker_0: And by any chance do you have her social?

Speaker speaker_1: Um, no, I don't have it.

Speaker speaker_0: That's okay.

Speaker speaker_1: No, thank you.

Speaker speaker_0: So your staffing company does not have a requirement for your dependents to have their full social, so even if you do not provide it, she'll still be able to, uh, process the enrollment as well as her use the benefits and the services. It's not going to cause her an issue.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Can you give me one moment? I'm just making sure this goes through. Okay. So in regards to all of your questions, the enrollments take one to two weeks for them to start making your deductions and then your policy becomes active. Once you see that first deduction, following Monday is going to be when the benefits for yourself as well as your family are going to be activated. And then Friday of that activation week, they'll go ahead and

send out the deductions and the benefit cards.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: And then as far as you advised me of you and your spouse and children being in separate locations-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so the address that we have on file will be where they're going to send us physical cards. However, either yourself or your spouse and children are able to get a digital copy by calling us in once you're active. We'll be able to provide digital copies of these benefit cards to send to your email, and then you'll also be able to either print it on printer paper to be able to access them.

Speaker speaker_1: Okay, I understand. Okay, fine. All right.

Speaker speaker_0: And then... Of course. And then let's say for example you're at work and your spouse needs the benefit cards, she's also able to call in and request it. Um, the only thing is, it's going to be sent-

Speaker speaker_1: Oh, oh.

Speaker speaker_0: ... to the email that we have on file which is your email.

Speaker speaker_1: You're break- you're breaking so much.

Speaker speaker_0: Can you hear me better now?

Speaker speaker_1: Sorry. Oh, maybe I should move a little bit. Okay. Um, give me a second.

Speaker speaker_0: How about now?

Speaker speaker_1: Yes, yeah.

Speaker speaker_0: Okay. Um, I was just saying, sir, Mr. Jamal, that when your spouse needs benefit cards, she's able to call in and we can send them to her. The only thing is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we can only send it to the email that we have on file. So you want me to add her email as well?

Speaker speaker_1: No, that's fine. No, that's okay.

Speaker speaker_0: Understood. Just make sure you let your spouse know that the benefits are to Oxford Global. They're going to ask for that in the event that she calls us back requesting any policy information.

Speaker speaker_1: Okay, great, thank you.

Speaker speaker_0: Of course. And then the other thing is your plans do not have any network requirement, only your medical preventative. I know you asked as far as how you're able to locate providers, doctors and such in your specific area as well as your spouse in her

area. There's a separate company that will have that specific list. They're usually called the network providers. This is going to be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... sent over to your email with their websites and phone numbers.

Speaker speaker_1: Okay. Yeah, that'll help.

Speaker speaker_0: Perfect.

Speaker speaker_1: Thank you. Yeah.

Speaker speaker_0: Of course.

Speaker speaker_1: All right.

Speaker speaker_0: Was there any questions that I forgot to answer by any chance?

Speaker speaker_1: No, I'm fine. That's, that was all my questions. All right. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Thanks for the help.

Speaker speaker_0: Of course, it was my pleasure. If you have any other questions, feel free to give us a call back.

Speaker speaker_1: Awesome, thank you. Have a nice day.

Speaker speaker_0: Thank you, too. Have a good one.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.