

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Inquiry. My name is , I'm a tech rep. Hi, my name is Raymond and actually I'm calling to enroll a benefit. And I'm trying- What staffing company do you work with? Go ahead. Hello? Yes, sir. What staffing company do you work with? Uh, Oscar. What are the last four of your Social? It's 8192. Please verify your mailing address and date of birth. It's 773 East Ionia Drive, Meridian, Idaho, zip code 83242. We have the best phone number to reach you down as 208-440-3631. That is correct. And we have your email down as A-R-A-Y-K-O-N-0-0-7@gmail.com. That is correct. Did you know which plans you would like to enroll them to? Uh, yes. Let me just open it here. Uh, I want, uh, for the medical, I have the plan here. Mm-hmm. Yeah. I think I want the Issuer Plus Basics for the medical. Mm-hmm. And that's for family, for my whole family. And then, uh, for... And then I want the dental and also the vision basic as well for the whole family. Okay. Any other plans aside from vision, dental and medical? Nope. That should do it. So medical, dental and then, and then vision. Did you need me to go over the coverage for any of those plans? Say that again? If I need medical cover? N- no sir, do you need me to go over the coverage for any of those plans? Uh, no, I have it, have the PDF here and I have it for a couple while now. I've been thinking about it and finally I think, uh, uh, I, I went where I have the PDF file here in front of me, so... I mean, if there's anything new that you think you can just tell me, that would be great, but otherwise I can... If it is simply here, I can definitely read it. Understood. And then I just need the verbal authorization that you're authorizing Oscar Global Staffing to make the total deduction of \$59.75 per paycheck. Okay. Yes. How much did you say? 59? Mm-hmm. 59.75. 59.75. All right. And then that policy will become effective January 6th, 2025. 26th. Okay. All right, and then let's go ahead and put in your family's information. What is your spouse's first and last name? Uh, same last name and first name is, uh, M like Mary, I like India, R like Romeo, I like India, A like Alpha, M like Mary, E like Echo. And by any chance, do you have her Social Security number? Yes, I do. All right, go ahead whenever you're ready. Okay. It's, uh, 869 082452. And her date of birth? It's, uh, November 25th, 1993. Okay. And then let's go ahead with your children's. Okay. Let's start with the first one. Uh, same last name. Uh, middle name A like Ann, it's A-N-N, and then last name... uh, first name is Josephine. You want me to spell it? Yes, please. Uh, J like John, O like Os- O like Oscar, S like Sam, E like Echo, P like Papa, H like Hotel, I like India, N like Nancy, E like Echo. Josephine. And what is her Social? It's 519-75-2100. And her date of birth? It's, uh, September 21st, 2006. And is there another child you have to add to the policy? Yes, I still have three more. Okay, go ahead. The next one will be Elijah. Same last name-... uh, middle name is G. G like Teresa. And then, uh, first and only V, L like Judge, A like Alpha, L like Larry, I like India, G like John, A like Alpha, H like Hotel. And what is his social? It's 518-81-9342. And what is his social? Uh, just say the social.

Mm-hmm. I mean his date of birth, sorry. Oh, the si- okay. Yes. Yes, sorry. September 17th, 2008. All right, and then let's go with the next one. Next one will be Marilyn. Same last name. Uh, middle name will be S like Sam. And she's got two middle name but just one should be enough. And then, um, uh, first name will be M like Mary, A like Alpha, R like Romeo, Y like Yellow or Yankee, L like Larry, I like India, N like Nancy. All right, and what is her social? It's a 023-45-44-89. And date of birth? Uh, February 1st, 2020. All right, and you, so we have one more to go, correct? Yes, yes. Go ahead. So Sterling, same last name. Uh, middle name will be M like Mary. And then first name will be Sterling, S like Sam, T like Tom, E like Echo, R like Romeo, L like Larry, I like India, N like Nancy, G like George. That letter was E? Or G, sorry. The last? G like George. G. And what will be the social? Sorry. No, you're good. Okay. It's 664-42-3, uh, 23-74. And lastly, his date of birth. It's, uh, May 9th, 2022. All right, so we are all set. And then from the benefits that you selected, your dental and vision card will be sent out on the mail. Okay. Friday is activation week, which is going to be on the 10th. Now, the only one that you won't see coming to your house is gonna be for the Intro Plus Basic. Okay. For that one, they're gonna send out a digital copy. The carrier only does digital copies for the medical, so they're gonna send it to your email on file. If you do want a hard copy to be sent to your home, give us a call after January 6th so that we can put in the request for them to send that over. Okay. So that's about the package. How about the card? I'm sorry? Uh, so are you talking about the card? The medical card- Yes, yeah, the benefit card. Mm-hmm. Oh, okay. Okay. Yeah, that would be good to have that, a hard copy, so yes. But you say you want me to call after January 6th? Yeah, sir. So if you want a hard copy instead of them only sending you a digital copy on your phone, after January 6th, give us a call so that we can request for a physical copy to be sent to your house. Okay, will do. All right, so you are currently all set. Was there anything else we can assist you with today? Uh, no. Uh, one more thing. Uh, are they gonna allow me to see, to log in or create an account so I can see my everything online? So, for that, once you become active, you'll have to make accounts with the carriers. 'Cause that website that you go to, um, that they have access for you to go into when you're enrolling or applying for the r- job- Yeah. ... that website doesn't have access to that. Since once you get insurance, that access that you're looking for, that online access, has to be with the carrier directly. Okay, so I have to go through Oxford before I can see my benefit stuff. No, sir. You have to be active- Okay. ... before you can see that benefit stuff online. Okay. So are you saying that after 6th, after January 6th, I should be able to see it online after I've b- I have been added? No, so after January 6th when you become active- Right. ... you will have to go into the carrier's website- Okay. ... to see it online. Okay. Yeah, because I'm trying, you know, I call Oxford earlier and they told me that I have two options. I can talk to you guys on the phone or I can do online. But then I went to the website and it told me that this is disabled so I won't be able to do it. That's why I'm asking the question. So you said after I'm officially enrolled on it, then I should be able to come over here and see, uh, to this website? Yes. All right. But the only thing is, the only thing is that website a- that we're providing you for, that's only for enrollment. Okay. Once you're active, you can't look at your benefits in that website. You have to go through the carrier's website. For example, your vision plan is with the MetLife carrier. In order for you to see- Mm-hmm. ... your vision benefits once you're active, you have to go to MetLife's website and make a profile with them. Okay, okay. Okay, I see. Okay. All right. Anything else we can assist you with aside from those questions? Nope, that should do it. Thank you for help. Of course. I hope you have a wonderful rest of your day. Thank you for

your time today. You too. 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 Inquiry. My name is , I'm a tech rep.

Speaker speaker_2: Hi, my name is Raymond and actually I'm calling to enroll a benefit. And I'm trying-

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Go ahead. Hello?

Speaker speaker_1: Yes, sir. What staffing company do you work with?

Speaker speaker_2: Uh, Oscar.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: It's 8192.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: It's 773 East Ionia Drive, Meridian, Idaho, zip code 83242.

Speaker speaker_1: We have the best phone number to reach you down as 208-440-3631.

Speaker speaker_2: That is correct.

Speaker speaker_1: And we have your email down as A-R-A-Y-K-O-N-0-0-7@gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: Did you know which plans you would like to enroll them to?

Speaker speaker_2: Uh, yes. Let me just open it here. Uh, I want, uh, for the medical, I have the plan here.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah. I think I want the Issuer Plus Basics for the medical.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And that's for family, for my whole family. And then, uh, for... And then I want the dental and also the vision basic as well for the whole family.

Speaker speaker_1: Okay. Any other plans aside from vision, dental and medical?

Speaker speaker_2: Nope. That should do it. So medical, dental and then, and then vision.

Speaker speaker_1: Did you need me to go over the coverage for any of those plans?

Speaker speaker_2: Say that again? If I need medical cover?

Speaker speaker_1: N- no sir, do you need me to go over the coverage for any of those plans?

Speaker speaker_2: Uh, no, I have it, have the PDF here and I have it for a couple while now. I've been thinking about it and finally I think, uh, uh, I, I went where I have the PDF file here in front of me, so... I mean, if there's anything new that you think you can just tell me, that would be great, but otherwise I can... If it is simply here, I can definitely read it.

Speaker speaker_1: Understood. And then I just need the verbal authorization that you're authorizing Oscar Global Staffing to make the total deduction of \$59.75 per paycheck.

Speaker speaker_2: Okay. Yes. How much did you say? 59?

Speaker speaker_1: Mm-hmm. 59.75.

Speaker speaker_2: 59.75.

Speaker speaker_1: All right. And then that policy will become effective January 6th, 2025.

Speaker speaker_2: 26th. Okay.

Speaker speaker_1: All right, and then let's go ahead and put in your family's information. What is your spouse's first and last name?

Speaker speaker_2: Uh, same last name and first name is, uh, M like Mary, I like India, R like Romeo, I like India, A like Alpha, M like Mary, E like Echo.

Speaker speaker_1: And by any chance, do you have her Social Security number?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: All right, go ahead whenever you're ready.

Speaker speaker_2: Okay. It's, uh, 869 082452.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: It's, uh, November 25th, 1993.

Speaker speaker_1: Okay. And then let's go ahead with your children's.

Speaker speaker_2: Okay. Let's start with the first one. Uh, same last name. Uh, middle name A like Ann, it's A-N-N, and then last name... uh, first name is Josephine. You want me to spell it?

Speaker speaker_1: Yes, please.

Speaker speaker_2: Uh, J like John, O like Os- O like Oscar, S like Sam, E like Echo, P like Papa, H like Hotel, I like India, N like Nancy, E like Echo. Josephine.

Speaker speaker_1: And what is her Social?

Speaker speaker_2: It's 519-75-2100.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: It's, uh, September 21st, 2006.

Speaker speaker_1: And is there another child you have to add to the policy?

Speaker speaker_2: Yes, I still have three more.

Speaker speaker_1: Okay, go ahead.

Speaker speaker_2: The next one will be Elijah. Same last name-... uh, middle name is G. G like Teresa. And then, uh, first and only V, L like Judge, A like Alpha, L like Larry, I like India, G like John, A like Alpha, H like Hotel.

Speaker speaker_1: And what is his social?

Speaker speaker_2: It's 518-81-9342.

Speaker speaker_1: And what is his social?

Speaker speaker_2: Uh, just say the social.

Speaker speaker_1: Mm-hmm. I mean his date of birth, sorry.

Speaker speaker_2: Oh, the si- okay.

Speaker speaker_1: Yes.

Speaker speaker_2: Yes, sorry. September 17th, 2008.

Speaker speaker_1: All right, and then let's go with the next one.

Speaker speaker_2: Next one will be Marilyn. Same last name. Uh, middle name will be S like Sam. And she's got two middle name but just one should be enough. And then, um, uh, first name will be M like Mary, A like Alpha, R like Romeo, Y like Yellow or Yankee, L like Larry, I like India, N like Nancy.

Speaker speaker_1: All right, and what is her social?

Speaker speaker_2: It's a 023-45-44-89.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Uh, February 1st, 2020.

Speaker speaker_1: All right, and you, so we have one more to go, correct?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Go ahead.

Speaker speaker_2: So Sterling, same last name. Uh, middle name will be M like Mary. And then first name will be Sterling, S like Sam, T like Tom, E like Echo, R like Romeo, L like

Larry, I like India, N like Nancy, G like George.

Speaker speaker_1: That letter was E? Or G, sorry.

Speaker speaker_2: The last? G like George.

Speaker speaker_1: G. And what will be the social?

Speaker speaker_2: Sorry.

Speaker speaker_1: No, you're good.

Speaker speaker_2: Okay. It's 664-42-3, uh, 23-74.

Speaker speaker_1: And lastly, his date of birth.

Speaker speaker_2: It's, uh, May 9th, 2022.

Speaker speaker_1: All right, so we are all set. And then from the benefits that you selected, your dental and vision card will be sent out on the mail.

Speaker speaker_2: Okay.

Speaker speaker_1: Friday is activation week, which is going to be on the 10th. Now, the only one that you won't see coming to your house is gonna be for the Intro Plus Basic.

Speaker speaker_2: Okay.

Speaker speaker_1: For that one, they're gonna send out a digital copy. The carrier only does digital copies for the medical, so they're gonna send it to your email on file. If you do want a hard copy to be sent to your home, give us a call after January 6th so that we can put in the request for them to send that over.

Speaker speaker_2: Okay. So that's about the package. How about the card?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Uh, so are you talking about the card? The medical card-

Speaker speaker_1: Yes, yeah, the benefit card. Mm-hmm.

Speaker speaker_2: Oh, okay. Okay. Yeah, that would be good to have that, a hard copy, so yes. But you say you want me to call after January 6th?

Speaker speaker_1: Yeah, sir. So if you want a hard copy instead of them only sending you a digital copy on your phone, after January 6th, give us a call so that we can request for a physical copy to be sent to your house.

Speaker speaker_2: Okay, will do.

Speaker speaker_1: All right, so you are currently all set. Was there anything else we can assist you with today?

Speaker speaker_2: Uh, no. Uh, one more thing. Uh, are they gonna allow me to see, to log in or create an account so I can see my everything online?

Speaker speaker_1: So, for that, once you become active, you'll have to make accounts with the carriers. 'Cause that website that you go to, um, that they have access for you to go into when you're enrolling or applying for the r- job-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... that website doesn't have access to that. Since once you get insurance, that access that you're looking for, that online access, has to be with the carrier directly.

Speaker speaker_2: Okay, so I have to go through Oxford before I can see my benefit stuff.

Speaker speaker_1: No, sir. You have to be active-

Speaker speaker_2: Okay.

Speaker speaker_1: ... before you can see that benefit stuff online.

Speaker speaker_2: Okay. So are you saying that after 6th, after January 6th, I should be able to see it online after I've b- I have been added?

Speaker speaker_1: No, so after January 6th when you become active-

Speaker speaker_2: Right.

Speaker speaker_1: ... you will have to go into the carrier's website-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to see it online.

Speaker speaker_2: Okay. Yeah, because I'm trying, you know, I call Oxford earlier and they told me that I have two options. I can talk to you guys on the phone or I can do online. But then I went to the website and it told me that this is disabled so I won't be able to do it. That's why I'm asking the question. So you said after I'm officially enrolled on it, then I should be able to come over here and see, uh, to this website?

Speaker speaker_1: Yes.

Speaker speaker_2: All right.

Speaker speaker_1: But the only thing is, the only thing is that website a- that we're providing you for, that's only for enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Once you're active, you can't look at your benefits in that website. You have to go through the carrier's website. For example, your vision plan is with the MetLife carrier. In order for you to see-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... your vision benefits once you're active, you have to go to MetLife's website and make a profile with them.

Speaker speaker_2: Okay, okay. Okay, I see. Okay.

Speaker speaker_1: All right. Anything else we can assist you with aside from those questions?

Speaker speaker_2: Nope, that should do it. Thank you for help.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too. Bye-bye.