

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, Justin. Hi. I'm a new employee with, um, Oxford Consulting and I'm getting a message that I can't log in to Benefits in a Card. Um, so you're getting a message saying you can't log in or is it saying account disabled? What is it saying? It says, "Online enrollment currently is disabled for your employer." Okay. So I could probably get you enrolled over the phone. So Oxford Global you said? Yeah. That's correct. And what's the last four of your Social? 8270. And what was your first and last name? James Lawson. Okay. And for security purposes, could you verify your home address, including city, state and ZIP code, Mr. Lawson? Sure. 4720 Settles Point Road, Suwanee, Georgia 30024. And confirm your date of birth? 12/30/53. And a good telephone number have as 404-787-5221. That's the one. And the email I have as lawson.jim@gmail.com? Correct. Okay. Now were you given a benefit guide through Oxford Global by any chance or no? Yes, I did get a benefit guide. Okay. Did you have any questions regarding it? Uh, no. The only thing I really want to enroll in is, um, dental. Just dental? Okay. And that's dental for you for employee only, correct? Correct. Okay. So doing dental for employee only would be \$3.64 per week. Do you authorize Oxford Global to make that deduction for you? I do. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction of the \$3.64 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. Other than that James, is there anything else I could assist you with today? Um, uh, in, in can you tell me about all the different services on that dental insurance? Um, yeah. So when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which means- Right. ... would your basic cleanings, checkups or x-rays once per six months. Right. But when it comes to basic dental work such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Okay. Um, uh, w- what about crowns and/or implants? Um, so I'm not seeing anything regarding crowns or implants in the benefit guide. However, there is an annual maximum of \$500 that could be used. Oh, I see. Okay. All right. Very good. Justin, thank you very much. You're welcome, James. You have a great day, okay? Yep, you too. Bye now. 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: Yeah, Justin. Hi. I'm a new employee with, um, Oxford Consulting and I'm getting a message that I can't log in to Benefits in a Card.

Speaker speaker_0: Um, so you're getting a message saying you can't log in or is it saying account disabled? What is it saying?

Speaker speaker_1: It says, "Online enrollment currently is disabled for your employer."

Speaker speaker_0: Okay. So I could probably get you enrolled over the phone. So Oxford Global you said?

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 8270.

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

Speaker speaker_1: James Lawson.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and ZIP code, Mr. Lawson?

Speaker speaker_1: Sure. 4720 Settles Point Road, Suwanee, Georgia 30024.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 12/30/53.

Speaker speaker_0: And a good telephone number have as 404-787-5221.

Speaker speaker_1: That's the one.

Speaker speaker_0: And the email I have as lawson.jim@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Now were you given a benefit guide through Oxford Global by any chance or no?

Speaker speaker_1: Yes, I did get a benefit guide.

Speaker speaker_0: Okay. Did you have any questions regarding it?

Speaker speaker_1: Uh, no. The only thing I really want to enroll in is, um, dental.

Speaker speaker_0: Just dental? Okay. And that's dental for you for employee only, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So doing dental for employee only would be \$3.64 per week. Do you authorize Oxford Global to make that deduction for you?

Speaker speaker_1: I do.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness your first payroll deduction of the \$3.64 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. Other than that James, is there anything else I could assist you with today?

Speaker speaker_1: Um, uh, in, in can you tell me about all the different services on that dental insurance?

Speaker speaker_0: Um, yeah. So when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which means-

Speaker speaker_1: Right.

Speaker speaker_0: ... would your basic cleanings, checkups or x-rays once per six months.

Speaker speaker_1: Right.

Speaker speaker_0: But when it comes to basic dental work such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible.

Speaker speaker_1: Okay. Um, uh, w- what about crowns and/or implants?

Speaker speaker_0: Um, so I'm not seeing anything regarding crowns or implants in the benefit guide. However, there is an annual maximum of \$500 that could be used.

Speaker speaker_1: Oh, I see. Okay. All right. Very good. Justin, thank you very much.

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

Speaker speaker_1: Yep, you too. Bye now.

Speaker speaker_0: All right. Bye-bye.