

Transcript: Justin

Mills-6140789195227136-5903294683627520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. This is Wendy. I'm trying to, um, update my policy, I guess, my insurance. Um, you say you were trying to update it or enroll? Yeah. Yeah. Okay. I already ha- I mean, I'm already enrolled, but I want to update it. I mean... Okay. So you wanna make some changes to it, correct? Yeah. Yeah. Okay. Uh, what's the staffing agency you work for? Oxford. And the last four of your social? 8249. And what was your last name, Lo- Wendy? Lockett. And for security purposes, can you verify the home address, including city, state and zip code? Yes. 5815 Hampton Park Drive, Jackson, Mississippi 39211. And your date of birth? 4/22/76. And a good telephone number have a 601-502-5262. Correct. And the email I have is TWendy@bellsouth.net. Yeah. Correct. Okay. So looking at the file, looks like you're currently enrolled into dental, the MEC TeleRx, which is your medical plan, short-term disability- Mm-hmm. ... and vision per employee only. What changes did you wanna make? Um, so I don't have this... The, the preventative, this state health, I thought I had that one too. Yes. So the MEC is the preventative- Okay. ... healthcare service plan. Okay. Okay. Yeah. I'm s- okay. I want to c- uh, I think that I need to add the Insurance Plus Enhanced. So... Okay. So- Am I saying that right? Yeah. Insurance- Yeah, the Insurance Plus Enhanced? Yes. Let's see here. So your current deductions right now w- with, uh, dental, short-term disability, vision and the MEC, the preventative healthcare service plan is \$25.85. Mm-hmm. Mm-hmm. However, adding the Insure Plus Enhanced to everything would make your new total deductions \$51.02 per week. Yes. Do you authorize Oxford Global to make that deduction for you? Yes. Okay. So let's see here. Future coverage, okay. Save that. Okay. Um, so I do wanna let you know that this is future coverage. Uh, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$51.02 come off your paycheck, that's how you know the new medical plan was added to the coverage. Um, seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Wendy, is there anything else I could help you out with today? That'll be all. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Wendy. I'm trying to, um, update my policy, I guess, my insurance.

Speaker speaker_1: Um, you say you were trying to update it or enroll?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: I already ha- I mean, I'm already enrolled, but I want to update it. I mean...

Speaker speaker_1: Okay. So you wanna make some changes to it, correct?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 8249.

Speaker speaker_1: And what was your last name, Lo- Wendy?

Speaker speaker_2: Lockett.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Yes. 5815 Hampton Park Drive, Jackson, Mississippi 39211.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 4/22/76.

Speaker speaker_1: And a good telephone number have a 601-502-5262.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is TWendy@bellsouth.net.

Speaker speaker_2: Yeah. Correct.

Speaker speaker_1: Okay. So looking at the file, looks like you're currently enrolled into dental, the MEC TeleRx, which is your medical plan, short-term disability-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and vision per employee only. What changes did you wanna make?

Speaker speaker_2: Um, so I don't have this... The, the preventative, this state health, I thought I had that one too.

Speaker speaker_1: Yes. So the MEC is the preventative-

Speaker speaker_2: Okay.

Speaker speaker_1: ... healthcare service plan.

Speaker speaker_2: Okay. Okay. Yeah. I'm s- okay. I want to c- uh, I think that I need to add the Insurance Plus Enhanced. So...

Speaker speaker_1: Okay. So-

Speaker speaker_2: Am I saying that right? Yeah. Insurance-

Speaker speaker_1: Yeah, the Insurance Plus Enhanced?

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see here. So your current deductions right now w- with, uh, dental, short-term disability, vision and the MEC, the preventative healthcare service plan is \$25.85.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: However, adding the Insure Plus Enhanced to everything would make your new total deductions \$51.02 per week.

Speaker speaker_2: Yes.

Speaker speaker_1: Do you authorize Oxford Global to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. Future coverage, okay. Save that. Okay. Um, so I do wanna let you know that this is future coverage. Uh, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$51.02 come off your paycheck, that's how you know the new medical plan was added to the coverage. Um, seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Wendy, is there anything else I could help you out with today?

Speaker speaker_2: That'll be all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.