Transcript: Justin Mills-6150378479599616-4773433883934720

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, Justin. I'm an employee of Oxford Consulting Group, um, and, um, my wife, uh, lost her job, um, position, and I guess more so they, they took her hours away where she only used to work 32 hours or less, or 20 hours up and every so many days or whatever. Anyway, she doesn't have insurance anymore, so they told me to call you guys to figure out what's needed to have, to, um, um, in order for me to now get insurance and put her under my insurance. Yeah, let me check on that. So Oxford, what's the last four of your social? Uh, 9810. And what was your first- And I'm s- ... and last name? James Rhodes. And for security purposes, could you verify your home address, including city, state and zip code, James? Sure. 5886 Carberry Way, Westerville, Ohio 43081. And confirm your date of birth? 5/31/70. And a good telephone number have a 614-489-8225? Yes. And the email has jamesrhodesthethird@... gmail? Yes. Okay, so let's see here. Um, so looking at the file, you're not currently enrolled in anything, so I may have to confirm a couple of things, um, with my supervisor to see if we could get her enrolled. Um, but let me place you on a brief hold. Let me verify something. Do you mind if I place you on a brief- May... Yes. Yeah, no, right, if I need to enroll, that's fine 'cause we, you know, I need to enroll the insurance within her as however that needs to happen then that, that's fine. Okay, bear with me one second, okay, James? Sure, sure. Okay. Hello, James. You still there? Yes, I'm still here. Awesome, thank you so much for holding. Um, quick question now, were you on your spouse's coverage by any chance or no?No, I wasn't. No, you weren't? Okay, 'cause looking at your file, you're not currently enrolled anything, so, uh, I m- may have to send your information to my back office and have my back office reach out to the client specifically, um, to see if we could add you, um, have you be enrolled in the benefits. Um, but let me email you a QLE submission form email, just so you can provide documentation that your spouse did lose her coverage, um, just to get this ball rolling, okay? Okay. Okay. I'm just gonna email the- But she loses coverage, she loses coverage on April 8th. Uh- On April 8th? Yes. So she currently is paid up until Apr- April 8th. Okay. Um, so you would just provide documentation proving that coverage will be lost on April 8th- Okay. ... and then send it back to me, and I can have my back office reach out to the client. Um, but let me place you on a- another brief hold to get that email set up for you, okay? Sure. Thank you. Okay. Hello, are you still there? Yes. Awesome. Um, so I went ahead and emailed you that QLE submission form email. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Got it. Already received it. Thank you. You're welcome. Now, there are directions in the email. Just follow what the directions in there require- um, provide what's required, and then just send it back to me, and then have my back office look at it, reach out to the client to see if we can process the QLE. And then once I do receive word back, I will give you that call back. Okay, James? All right. Thank you. I

appreciate your help. You're welcome. Is there anything else I can assist you with today? No, that's it. Thanks. Awesome. You're welcome. You have a great day, okay? All right. You too. Bye. 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: Yes, Justin. I'm an employee of Oxford Consulting Group, um, and, um, my wife, uh, lost her job, um, position, and I guess more so they, they took her hours away where she only used to work 32 hours or less, or 20 hours up and every so many days or whatever. Anyway, she doesn't have insurance anymore, so they told me to call you guys to figure out what's needed to have, to, um, um, in order for me to now get insurance and put her under my insurance.

Speaker speaker_0: Yeah, let me check on that. So Oxford, what's the last four of your social?

Speaker speaker_1: Uh, 9810.

Speaker speaker_0: And what was your first-

Speaker speaker_1: And I'm s-

Speaker speaker_0: ... and last name?

Speaker speaker_1: James Rhodes.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, James?

Speaker speaker_1: Sure. 5886 Carberry Way, Westerville, Ohio 43081.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 5/31/70.

Speaker speaker_0: And a good telephone number have a 614-489-8225?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has jamesrhodesthethird@... gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Um, so looking at the file, you're not currently enrolled in anything, so I may have to confirm a couple of things, um, with my supervisor to see if we could get her enrolled. Um, but let me place you on a brief hold. Let me verify something. Do you mind if I place you on a brief-

Speaker speaker_1: May... Yes. Yeah, no, right, if I need to enroll, that's fine 'cause we, you know, I need to enroll the insurance within her as however that needs to happen then that, that's fine.

Speaker speaker_0: Okay, bear with me one second, okay, James?

Speaker speaker_1: Sure, sure.

Speaker speaker_0: Okay. Hello, James. You still there?

Speaker speaker_1: Yes, I'm still here.

Speaker speaker_0: Awesome, thank you so much for holding. Um, quick question now, were you on your spouse's coverage by any chance or no?

Speaker speaker_2: No, I wasn't.

Speaker speaker_0: No, you weren't? Okay, 'cause looking at your file, you're not currently enrolled anything, so, uh, I m- may have to send your information to my back office and have my back office reach out to the client specifically, um, to see if we could add you, um, have you be enrolled in the benefits. Um, but let me email you a QLE submission form email, just so you can provide documentation that your spouse did lose her coverage, um, just to get this ball rolling, okay?

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. I'm just gonna email the-

Speaker speaker_2: But she loses coverage, she loses coverage on April 8th. Uh-

Speaker speaker_0: On April 8th?

Speaker speaker_2: Yes. So she currently is paid up until Apr- April 8th.

Speaker speaker_0: Okay. Um, so you would just provide documentation proving that coverage will be lost on April 8th-

Speaker speaker_2: Okay.

Speaker speaker_0: ... and then send it back to me, and I can have my back office reach out to the client. Um, but let me place you on a- another brief hold to get that email set up for you, okay?

Speaker speaker_2: Sure. Thank you.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_2: Yes.

Speaker speaker_0: Awesome. Um, so I went ahead and emailed you that QLE submission form email. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. Got it. Already received it. Thank you.

Speaker speaker_0: You're welcome. Now, there are directions in the email. Just follow what the directions in there require- um, provide what's required, and then just send it back to me, and then have my back office look at it, reach out to the client to see if we can process the QLE. And then once I do receive word back, I will give you that call back. Okay, James?

Speaker speaker_2: All right. Thank you. I appreciate your help.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_2: No, that's it. Thanks.

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

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_0: All right. Bye-bye.