

Transcript: Justin

Mills-6343286730702848-6173952410566656

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I was calling to ask about my dental insurance benefits. Okay. What's the staffing agency you work for? Uh, Oxford Global. And the last four of your social? Uh, 2603. And your first and last name? Uh, Chad Fleery. And for security purposes, can you verify your home address, including city, state and zip code, Chad? 2091 North Lake Road, Benson, Vermont 05743. And your date of birth? 6/13/75. And a good telephone number I have is 802-770-4809. Yes. And the email I have is fleery.chad@yahoo.com. Yes. Okay. How can I help you today? Um, so my contract assignment for this job ended, um, but it was paid on Friday of last week. And, uh, I'm just wondering if I'm covered through this Friday, or if I'm covered- Um... .. week to week because they took it out last Friday? Okay. Um, so if they took it out last Friday, you will have active coverage for this week, so you are currently active until Sunday the 20th. However, if you do receive a paycheck this week, um, you'll have active coverage next week until the 27th. And then, uh, can I just... I can actually make a payment? Could I make a payment over the phone for coverage for, like, dental coverage if I choose to? Yes, sir. So you do have the option to make up to four weeks of direct payments. Uh, then after those four weeks, you would receive information regarding COBRA coverage. Okay then. All right. So, uh, when, when should I pay that so it doesn't lapse? Should I call Friday and pay it, or how does this all come down? Uh, now, are you, are you, um, are you receiving a paycheck this week or no? No. Okay, so if you're not receiving a paycheck this week, you would call back on Monday the 21st to make a direct payment for that week. Okay. Okay, that's what I'll do. Thank you. You're welcome. Is there anything else I could assist you with today, Chad? Um, I guess, uh, what, what would it cost me to extend... So I have my life insurance and my dental and vision with you guys. So what, what would the payment be on Monday? Uh, \$7.90. That'll cover all three, the life insurance, dental and vision? Correct. Okay. All right then. Thank you. You're welcome. You have a great day, okay? Sure. 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, I was calling to ask about my dental insurance benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, Oxford Global.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 2603.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Chad Fleery.

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

Speaker speaker_1: 2091 North Lake Road, Benson, Vermont 05743.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 6/13/75.

Speaker speaker_0: And a good telephone number I have is 802-770-4809.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is fleery.chad@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Um, so my contract assignment for this job ended, um, but it was paid on Friday of last week. And, uh, I'm just wondering if I'm covered through this Friday, or if I'm covered-

Speaker speaker_0: Um...

Speaker speaker_1: ... week to week because they took it out last Friday?

Speaker speaker_0: Okay. Um, so if they took it out last Friday, you will have active coverage for this week, so you are currently active until Sunday the 20th. However, if you do receive a paycheck this week, um, you'll have active coverage next week until the 27th.

Speaker speaker_1: And then, uh, can I just... I can actually make a payment? Could I make a payment over the phone for coverage for, like, dental coverage if I choose to?

Speaker speaker_0: Yes, sir. So you do have the option to make up to four weeks of direct payments. Uh, then after those four weeks, you would receive information regarding COBRA coverage.

Speaker speaker_1: Okay then. All right. So, uh, when, when should I pay that so it doesn't lapse? Should I call Friday and pay it, or how does this all come down?

Speaker speaker_0: Uh, now, are you, are you, um, are you receiving a paycheck this week or no?

Speaker speaker_1: No.

Speaker speaker_0: Okay, so if you're not receiving a paycheck this week, you would call back on Monday the 21st to make a direct payment for that week.

Speaker speaker_1: Okay. Okay, that's what I'll do. Thank you.

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

Speaker speaker_1: Um, I guess, uh, what, what would it cost me to extend... So I have my life insurance and my dental and vision with you guys. So what, what would the payment be on Monday?

Speaker speaker_0: Uh, \$7.90.

Speaker speaker_1: That'll cover all three, the life insurance, dental and vision?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right then. Thank you.

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

Speaker speaker_1: Sure. Bye.

Speaker speaker_0: All right. Bye-bye.