

Transcript: Justin

Mills-6591819856429056-6240737015840768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name is Keshava. So, I'm trying to, uh, um, I'm a, I'm about to enroll for Oxford, for my medical, uh, plan here. I'm trying to enroll into, um, health insurance, and it's not letting me to enroll anything. I need your assistance. Hello? Uh, yeah, I can get you enrolled over the phone. Uh, what's the staffing agency you work for? Uh, sorry? What's the staffing agency you work for? Oxford. Oxford, uh, Global Resource. And the last four of your Social? 4520 . 04. And what was your first and last name again? I'm sorry. Well, my first name is Keshava, K-E-S-H-A-V-A, and my last name is Nidadavolu, N-I-D-A-D-A-V-O-L-U. And for security purposes, can you verify the home address, including city, state and zip code? 3058 White Ridge Rd SW, Concord CT 08277. Um, it looks like I have a different address on file. Uh, 3702 Coventry Ln East Greenwich, New York 12069. Is that the one? Yeah. Is that a old address or a current address? A current address. Current, okay. And confirm your date of birth. April 5th, 1994. And a good telephone number- Yep. ... is 571-268-7355. 267-355, yes, sir. And the email I have is mq.keshava@gmail. Mq.keshava. Okay. Yep, yep, that's me. Okay. When did you start with Oxford Global? Uh, November last year. Almost first week. First of the year. Okay. Did you start a new assignment here recently or no? Um, this one is, I mean, uh... Oh, uh, no, no, last year, last year, 2023. Okay, 'cause we have a hire date- Mm-hmm. ... from November 27th of 2023 and then another one from March 29th of 2024. No, yeah. Yeah. So I'm trying to confirm which. So, both, I mean, that's my first project and this is my second project. Okay. So have you- So March, uh, March- ... have you started a new assignment in March or no? Yeah, March, yes, yes, yes. March 2023 is my second assignment. Okay. Um, so the only reason why I ask that is because I do know you have 30 days from your first paycheck from your most current assignment to be enrolled in the benefits, so your cut off date would have been April 29th of 2024. Um, so unfortunately we're outside of that personal open enrollment period, so if you wanted to be enrolled into benefits right now through Oxford, you would honestly have to wait until company open enrollment period or experience a qualified life event which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. Uh, so, I mean, I didn't get you moving. Uh, um, when can I... How can I get to know that Oxford open enrollment? Because, uh, six months back... uh, four months back, I called to the same, uh, region and they said they're going to open a new enrollment in November. It's already November 25th, I was wait- waiting for the mail but I didn't get any till now. Um, well, Oxford Global starts their open enrollment starting on December 4th and lasting until December 18th. So around that time you will be able to be enrolled. Oh, December. 04-18. Okay. I will get an email, right? So... Okay. Is there anything else I could help you out with today ? No, thank you. Okay. Well, you have a wonderful day all right. All right, sir. Thank you.

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 Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Uh, my name is Keshava. So, I'm trying to, uh, um, I'm a, I'm about to enroll for Oxford, for my medical, uh, plan here. I'm trying to enroll into, um, health insurance, and it's not letting me to enroll anything. I need your assistance. Hello?

Speaker speaker_1: Uh, yeah, I can get you enrolled over the phone. Uh, what's the staffing agency you work for?

Speaker speaker_2: Uh, sorry?

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_3: Oxford, uh, Global Resource.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4520 .

Speaker speaker_1: 04. And what was your first and last name again? I'm sorry.

Speaker speaker_2: Well, my first name is Keshava, K-E-S-H-A-V-A, and my last name is Nidadavolu, N-I-D-A-D-A-V-O-L-U.

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

Speaker speaker_2: 3058 White Ridge Rd SW, Concord CT 08277.

Speaker speaker_1: Um, it looks like I have a different address on file.

Speaker speaker_2: Uh, 3702 Coventry Ln East Greenwich, New York 12069. Is that the one?

Speaker speaker_1: Yeah. Is that a old address or a current address?

Speaker speaker_2: A current address.

Speaker speaker_1: Current, okay. And confirm your date of birth.

Speaker speaker_2: April 5th, 1994.

Speaker speaker_1: And a good telephone number-

Speaker speaker_2: Yep.

Speaker speaker_1: ... is 571-268-7355.

Speaker speaker_2: 267-355, yes, sir.

Speaker speaker_1: And the email I have is mq.keshava@gmail.

Speaker speaker_2: Mq.keshava.

Speaker speaker_1: Okay.

Speaker speaker_2: Yep, yep, that's me.

Speaker speaker_1: Okay. When did you start with Oxford Global?

Speaker speaker_2: Uh, November last year. Almost first week. First of the year.

Speaker speaker_1: Okay. Did you start a new assignment here recently or no?

Speaker speaker_2: Um, this one is, I mean, uh... Oh, uh, no, no, last year, last year, 2023.

Speaker speaker_1: Okay, 'cause we have a hire date-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... from November 27th of 2023 and then another one from March 29th of 2024.

Speaker speaker_2: No, yeah. Yeah.

Speaker speaker_1: So I'm trying to confirm which.

Speaker speaker_2: So, both, I mean, that's my first project and this is my second project.

Speaker speaker_1: Okay. So have you-

Speaker speaker_2: So March, uh, March-

Speaker speaker_1: ... have you started a new assignment in March or no?

Speaker speaker_2: Yeah, March, yes, yes, yes. March 2023 is my second assignment.

Speaker speaker_1: Okay. Um, so the only reason why I ask that is because I do know you have 30 days from your first paycheck from your most current assignment to be enrolled in the benefits, so your cut off date would have been April 29th of 2024. Um, so unfortunately we're outside of that personal open enrollment period, so if you wanted to be enrolled into benefits right now through Oxford, you would honestly have to wait until company open enrollment period or experience a qualified life event which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker_2: Okay. Uh, so, I mean, I didn't get you moving. Uh, um, when can I... How can I get to know that Oxford open enrollment? Because, uh, six months back... uh, four months back, I called to the same, uh, region and they said they're going to open a new

enrollment in November. It's already November 25th, I was wait- waiting for the mail but I didn't get any till now.

Speaker speaker_1: Um, well, Oxford Global starts their open enrollment starting on December 4th and lasting until December 18th. So around that time you will be able to be enrolled.

Speaker speaker_2: Oh, December. 04-18. Okay. I will get an email, right? So...

Speaker speaker_1: Okay. Is there anything else I could help you out with today ?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Okay. Well, you have a wonderful day all right.

Speaker speaker_2: All right, sir. Thank you.

Speaker speaker_1: Bye-bye.