

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. How are you today? My name is Brian Hart. Hi, I'm a new- How can I help you today? Excuse me? How can I help you today? I'm begging your pardon. Uh, I, uh, well, I'm a new employee of Oxford Global Resources. This is the first time I've worked for them. And, I believe I already enrolled and made benefits in a card online, but I was calling to confirm that I am indeed- Okay. ... in the system. What's the last four of your social? 2439. For security purposes, can you verify your address and date of birth for me? 6204 Bodacious Circle, Colorado Springs, Colorado 80923, and my birthday was yesterday. My date of birth was April 23rd, 1980. I'm just newly 45. We'll have you- Thank you. ... okay. Let's see, we got your phone number, 301-108-1387? Correct. And your email is drbrianhart343@gmail.com? Yep. So yeah, it looks like you got a pending request. It looks like you got enrolled into the Ensure Plus, the Ensure Plus Basic... Oh wait, Ensure Plus Enhanced, the Dental, Short Term Disability, Vision and the MEC TeleRx? Yeah. And actually by the way, can I, um, switch to the Ensure Plus Basic? You want to switch to the Basic? Yeah, I find myself to be fairly good health, so I don't really think, anticipate any major medical needs. God's, God's... You know, God willing, of course. But, uh, let me... If I can make that switch, I would love to do so, please. Yes, sir. ??? handle for you. Okay, great. Thank you. And I don't think I received a, uh, confirmation email at all. Um, and I checked my spam just now and it doesn't show up in here either. So, uh, D-R-B-R-I, like India, A-N, like Nancy, H-A-R-T, H Hotel, Alpha Romeo Tango, 343@gmail.com. That's my email address you have on file for me, correct? Yes, sir. Okay, great. And, uh, is there a, um, is there a, uh... How shall I say? Um, uh, is there any sort of confirmation email or something you should send me or do I just get my card in the mail? So the way the enrollment process works, it takes one to two weeks from whatever date you get enrolled and once you see that first deduction from your paycheck, when we see it in our system that follow-up Monday's when your coverage will become active. And your ID cards are sent one to two weeks from that activation date. I see. Um, if I, God forbid, need to see a provider in between when my coverage becomes active but before I actually receive my card, how can I find my benefit information to give to the provider? So say you needed... Say your coverage became active that Monday, it does take 24 to 48 hours for your cards to be generated digitally. So you would have to call around that Thursday or Friday of that week to request a digital copy. And the physical copies take one to two weeks to get to you. If you needed to use your coverage before either one of those things happen, you would just have to file a claim, and then let them know that once you get your card information you would be able to submit it then. But you would still have to have- Okay. Are you going to see in the system what's the days of my first payroll deduction? Is that going to be this week, do you think? I wouldn't be able to see that, no sir. 'Cause we don't- All right. I see. We don't have access to your, we don't have access to

your pay stubs or anything like that. We just have your information. Have you confirmed that I'm switched to the Ensure Plus Basic plan on your system? I just did, I just did that for you, yes sir. I can confirm that. Okay, great. Thank you. All right. Well then good. So, but I am enrolled, uh, and my enrollment is in process, is that correct, at this time? Yes. Yes, sir. Okay, great. I just want to thank you for confirming. Appreciate you. No problem, Mr. Hart. Was there anything else that I could help you with today? Nope. Thank you very much. All right. And just so you know, with your new change from the Enhance, your new total will be \$43.85. Sounds great. Per week, right? Yes, sir. Yes, sir. Okay. Thank you so much. Appreciate your help today. That's all I need. No problem, Mr. Hart. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You do the same. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. How are you today? My name is Brian Hart. Hi, I'm a new-

Speaker speaker\_0: How can I help you today?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: How can I help you today?

Speaker speaker\_1: I'm begging your pardon. Uh, I, uh, well, I'm a new employee of Oxford Global Resources. This is the first time I've worked for them. And, I believe I already enrolled and made benefits in a card online, but I was calling to confirm that I am indeed-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... in the system.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 2439.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 6204 Bodacious Circle, Colorado Springs, Colorado 80923, and my birthday was yesterday. My date of birth was April 23rd, 1980. I'm just newly 45.

Speaker speaker\_0: We'll have you-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... okay. Let's see, we got your phone number, 301-108-1387?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is drbrianhart343@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: So yeah, it looks like you got a pending request. It looks like you got enrolled into the Ensure Plus, the Ensure Plus Basic... Oh wait, Ensure Plus Enhanced, the Dental, Short Term Disability, Vision and the MEC TeleRx?

Speaker speaker\_1: Yeah. And actually by the way, can I, um, switch to the Ensure Plus Basic?

Speaker speaker\_0: You want to switch to the Basic?

Speaker speaker\_1: Yeah, I find myself to be fairly good health, so I don't really think, anticipate any major medical needs. God's, God's... You know, God willing, of course. But, uh, let me... If I can make that switch, I would love to do so, please.

Speaker speaker\_0: Yes, sir. ??? handle for you.

Speaker speaker\_1: Okay, great. Thank you. And I don't think I received a, uh, confirmation email at all. Um, and I checked my spam just now and it doesn't show up in here either. So, uh, D-R-B-R-I, like India, A-N, like Nancy, H-A-R-T, H Hotel, Alpha Romeo Tango, 343@gmail.com. That's my email address you have on file for me, correct?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, great. And, uh, is there a, um, is there a, uh... How shall I say? Um, uh, is there any sort of confirmation email or something you should send me or do I just get my card in the mail?

Speaker speaker\_0: So the way the enrollment process works, it takes one to two weeks from whatever date you get enrolled and once you see that first deduction from your paycheck, when we see it in our system that follow-up Monday's when your coverage will become active. And your ID cards are sent one to two weeks from that activation date.

Speaker speaker\_1: I see. Um, if I, God forbid, need to see a provider in between when my coverage becomes active but before I actually receive my card, how can I find my benefit information to give to the provider?

Speaker speaker\_0: So say you needed... Say your coverage became active that Monday, it does take 24 to 48 hours for your cards to be generated digitally. So you would have to call around that Thursday or Friday of that week to request a digital copy. And the physical copies take one to two weeks to get to you. If you needed to use your coverage before either one of those things happen, you would just have to file a claim, and then let them know that once you get your card information you would be able to submit it then. But you would still have to have-

Speaker speaker\_1: Okay. Are you going to see in the system what's the days of my first payroll deduction? Is that going to be this week, do you think?

Speaker speaker\_0: I wouldn't be able to see that, no sir. 'Cause we don't-

Speaker speaker\_1: All right. I see.

Speaker speaker\_0: We don't have access to your, we don't have access to your pay stubs or anything like that. We just have your information.

Speaker speaker\_1: Have you confirmed that I'm switched to the Ensure Plus Basic plan on your system?

Speaker speaker\_0: I just did, I just did that for you, yes sir. I can confirm that.

Speaker speaker\_1: Okay, great. Thank you. All right. Well then good. So, but I am enrolled, uh, and my enrollment is in process, is that correct, at this time?

Speaker speaker\_0: Yes. Yes, sir.

Speaker speaker\_1: Okay, great. I just want to thank you for confirming. Appreciate you.

Speaker speaker\_0: No problem, Mr. Hart. Was there anything else that I could help you with today?

Speaker speaker\_1: Nope. Thank you very much.

Speaker speaker\_0: All right. And just so you know, with your new change from the Enhance, your new total will be \$43.85.

Speaker speaker\_1: Sounds great. Per week, right?

Speaker speaker\_0: Yes, sir. Yes, sir.

Speaker speaker\_1: Okay. Thank you so much. Appreciate your help today. That's all I need.

Speaker speaker\_0: No problem, Mr. Hart. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: You do the same. Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.