

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah. So I'm a recent Oxford em- employee, and I had just been removed from my, uh, current health insurance, and I wanted to sign up for health insurance. I do have a letter, uh, you know, to that effect that I've been taken off, um, my recent health benefits and would like to sign up for Oxford. Okay. Um, may I have the last four digits of your Social so I could pull up your file? Yes. 6199. 6199. Your first and last name, sir? Brian Malone. Mr. Malone, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Sure. 527A Sheffield Avenue, Manchester, New Jersey. So, what do you need from my... I've already given out my birthday. What do you need, the year? I, I need the whole, uh, the whole birthday. We have it on file, I just, mm, gotta make sure I have it correct. All right. It's October 3rd, 1960. Thank you. We have a telephone number on file, 732-69-6512, and your email is bmatice9@aol.com. No, you can change... Let- let's change that phone number. That's my wife's number. Okay. The one you- Uh, use- Is it one you're calling from? Yes. 848-467-1643. Yes. All right. Went ahead and did the change. Okay, so you said that you have a qualified life event to be able to enroll in the health benefits now? Yeah, I'd like to... Right. Okay, so we're gonna start, um, Mr. Malone, by me sending you a email with the instructions of what we need from your end, um- Mm-hmm. ... to be a, to a, sorry, to be able to verify your qualified life event. After you submit the information, it take about 48 to 72 hours for the eligibility review, uh, for eligibility review and they'll let me know if we need any other information or if, if it's okay to go ahead and enroll you. As soon as I get that information back, I'll give you a call. Now, um, you could reply to the same email I'm gonna send you, uh, with the information. Right. Also- So, so you're just sending me an email. Do, do I, do I need to... I mean, you have all my information. Is there any... I mean, what, what is the email? What am I gonna have to provide? I have the, I have the letter available. Am I just gonna need to attach it? Yes. All right, I, I can do that. That's not a problem. Yes. And now, also, um, let me email you the benefit guide so you can see the plans that, uh, um, actual offers. Um- Well, I, I did have... Yeah. I, I did have one. Uh, I've been working with Pat Regan, and he sent me a, a guide and a guide summary for 2025. So I got a good idea- Okay. ... of what I want. Okay, so if you know what you want, I could go ahead and get that information for you. So as soon as we get the response from our ex-delivery department, I could go ahead and enroll you, and then contact you to let you know that everything was well, if we don't need any- Correct. ... extra information from you. So what plan would you like to enroll? So s- hold- let me ask this question. So- Uh-huh. ... uh, how do I make those selections? I mean, do... Is, is there a form? Well, if you tell me the names, I could go ahead and put it in here in the system, and when I get the response from the back office, I could go ahead and enroll you. If you let me know if you need help. All right, so you'll send me

an email, right? Y- Yeah. You're sending me an email you said, right? Yes. All right, so I'll respond with the letter, you know, that the life qualifying event and- Mm-hmm. ... and my, uh, insurance choices. How's that? You could do that, but the thing is that it, it won't be the same department. But we could also do, when I reach out to you, what the response of the, um- Okay. ... back office, you could give it to me and we can- All right, let's, let's- ... go ahead and Let's, let's do that. Let me, let me, uh, respond to your email, you know. Mm-hmm. Whatever, you know, I can send you that letter, and then when you get back to me, I can- Mm-hmm. ... I can communicate the, uh, choices to you. No problem. And is there a specific time to call you, sir? Uh, probably between 12:00 and 1:00 Eastern is best. Okay. Yeah, that works for me. All right. Done. Um, so as soon as... When... Uh, the faster you send the information, the sooner it could be processed. And as soon as I get that in, uh, that in, I'll give you a call. Uh, sounds great. I mean, I already sent an email to one place, but I guess it wasn't- Okay. ... the right one. So I'll look forward to yours. All right. Um, the email will be coming in from info@benefitsinacard.com. Check your spam and junk mail, all right? Thank you. All right, thank you for giving us a call. Have a good day, sir. Well, w- will it... Um, let me ask you this question. Uh. Sure. What email address are you sending it to? The one that I read to you, B-M- M- ... A-T-I-C-E, C-E- All right. ... 9@AOL. Uh- Bmatice9@aol- C- C- Yeah, c- could you, could you do me a favor and- Uh-huh. ... m- I'm trying to think. I don't want to complicate the issue. Yeah, uh, that email, that email should be fine. Okay. If you want, um, you could go ahead and check while we're on the phone. I send it out. No, no. I'll, I'll, I'll... I got something that I gotta take care of. I'm, you know, I'm currently- Okay. ... at the job site, so I don't have a lot of time to talk. Oh, I understand. No problem. If anything- Yeah. ... just give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time as well. All right, thank you. All right, thank you, sir, for have- for giving us a call today. Have a great rest of the day. All right, and what, what was your name again? Pamela. Pamela, thank you. All right, okay. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah. So I'm a recent Oxford em- employee, and I had just been removed from my, uh, current health insurance, and I wanted to sign up for health insurance. I do have a letter, uh, you know, to that effect that I've been taken off, um, my recent health benefits and would like to sign up for Oxford.

Speaker speaker_0: Okay. Um, may I have the last four digits of your Social so I could pull up your file?

Speaker speaker_1: Yes. 6199.

Speaker speaker_0: 6199. Your first and last name, sir?

Speaker speaker_1: Brian Malone.

Speaker speaker_0: Mr. Malone, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: Sure. 527A Sheffield Avenue, Manchester, New Jersey. So, what do you need from my... I've already given out my birthday. What do you need, the year?

Speaker speaker_0: I, I need the whole, uh, the whole birthday. We have it on file, I just, mm, gotta make sure I have it correct.

Speaker speaker_1: All right. It's October 3rd, 1960.

Speaker speaker_0: Thank you. We have a telephone number on file, 732-69-6512, and your email is bmatice9@aol.com.

Speaker speaker_1: No, you can change... Let- let's change that phone number. That's my wife's number.

Speaker speaker_0: Okay. The one you-

Speaker speaker_1: Uh, use-

Speaker speaker_0: Is it one you're calling from?

Speaker speaker_1: Yes. 848-467-1643.

Speaker speaker_0: Yes. All right. Went ahead and did the change. Okay, so you said that you have a qualified life event to be able to enroll in the hea- in the benefits now?

Speaker speaker_1: Yeah, I'd like to... Right.

Speaker speaker_0: Okay, so we're gonna start, um, Mr. Malone, by me sending you a email with the instructions of what we need from your end, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to be a, to a, sorry, to be able to verify your qualified life event. After you submit the information, it take about 48 to 72 hours for the eligibility review, uh, for eligibility review and they'll let me know if we need any other information or if, if it's okay to go ahead and enroll you. As soon as I get that information back, I'll give you a call. Now, um, you could reply to the same email I'm gonna send you, uh, with the information.

Speaker speaker_1: Right.

Speaker speaker_0: Also-

Speaker speaker_1: So, so you're just sending me an email. Do, do I, do I need to... I mean, you have all my information. Is there any... I mean, what, what is the email? What am I gonna have to provide? I have the, I have the letter available. Am I just gonna need to attach it?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, I, I can do that. That's not a problem.

Speaker speaker_0: Yes. And now, also, um, let me email you the benefit guide so you can see the plans that, uh, um, actual offers. Um-

Speaker speaker_1: Well, I, I did have... Yeah. I, I did have one. Uh, I've been working with Pat Regan, and he sent me a, a guide and a guide summary for 2025. So I got a good idea-

Speaker speaker_0: Okay.

Speaker speaker_1: ... of what I want.

Speaker speaker_0: Okay, so if you know what you want, I could go ahead and get that information for you. So as soon as we get the response from our ex- delivery department, I could go ahead and enroll you, and then contact you to let you know that everything was well, if we don't need any-

Speaker speaker_1: Correct.

Speaker speaker_0: ... extra information from you. So what plan would you like to enroll?

Speaker speaker_1: So s- hold- let me ask this question. So-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... uh, how do I make those selections? I mean, do... Is, is there a form?

Speaker speaker_0: Well, if you tell me the names, I could go ahead and put it in here in the system, and when I get the response from the back office, I could go ahead and enroll you. If you let me know if you need help.

Speaker speaker_1: All right, so you'll send me an email, right? Y-

Speaker speaker_0: Yeah.

Speaker speaker_1: You're sending me an email you said, right?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, so I'll respond with the letter, you know, that the life qualifying event and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and my, uh, insurance choices. How's that?

Speaker speaker_0: You could do that, but the thing is that it, it won't be the same department. But we could also do, when I reach out to you, what the response of the, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... back office, you could give it to me and we can-

Speaker speaker_1: All right, let's, let's-

Speaker speaker_0: ... go ahead and

Speaker speaker_1: Let's, let's do that. Let me, let me, uh, respond to your email, you know.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Whatever, you know, I can send you that letter, and then when you get back to me, I can-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I can communicate the, uh, choices to you.

Speaker speaker_0: No problem. And is there a specific time to call you, sir?

Speaker speaker_1: Uh, probably between 12:00 and 1:00 Eastern is best.

Speaker speaker_0: Okay. Yeah, that works for me. All right.

Speaker speaker_1: Done.

Speaker speaker_0: Um, so as soon as... When... Uh, the faster you send the information, the sooner it could be processed. And as soon as I get that in, uh, that in, I'll give you a call.

Speaker speaker_1: Uh, sounds great. I mean, I already sent an email to one place, but I guess it wasn't-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the right one. So I'll look forward to yours.

Speaker speaker_0: All right. Um, the email will be coming in from info@benefitsinacard.com. Check your spam and junk mail, all right?

Speaker speaker_1: Thank you.

Speaker speaker_0: All right, thank you for giving us a call. Have a good day, sir.

Speaker speaker_1: Well, w- will it... Um, let me ask you this question. Uh.

Speaker speaker_0: Sure.

Speaker speaker_1: What email address are you sending it to?

Speaker speaker_0: The one that I read to you, B-M-

Speaker speaker_1: M-

Speaker speaker_0: ... A-T-I-C-E, C-E-

Speaker speaker_1: All right.

Speaker speaker_0: ... 9@AOL.

Speaker speaker_1: Uh-

Speaker speaker_0: Bmatice9@aol-

Speaker speaker_1: C- C- Yeah, c- could you, could you do me a favor and-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... m- I'm trying to think. I don't want to complicate the issue. Yeah, uh, that email, that email should be fine.

Speaker speaker_0: Okay. If you want, um, you could go ahead and check while we're on the phone. I send it out.

Speaker speaker_1: No, no. I'll, I'll, I'll... I got something that I gotta take care of. I'm, you know, I'm currently-

Speaker speaker_0: Okay.

Speaker speaker_1: ... at the job site, so I don't have a lot of time to talk.

Speaker speaker_0: Oh, I understand. No problem. If anything-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... just give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time as well.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: All right, thank you, sir, for have- for giving us a call today. Have a great rest of the day.

Speaker speaker_1: All right, and what, what was your name again?

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela, thank you.

Speaker speaker_0: All right, okay.

Speaker speaker_1: Bye.