

Transcript: Pearl

Rojas-6450548274053120-5401615103901696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl..... speaking with? Hi, this is Geeta. And how can I assist you? Um, um, I'm trying to enroll in benefits and, uh- Okay, what's the name of the staff agency you work for? Oxford. And the last four digits of your social? 3-9-1-2. All right, and if you can confirm your address and date of birth? March 12th, 1991. And your address? 1243rd Street, Rensselaer, New York, 12144. All righty, and I have your phone number as 571-363-0619. 361-0619, yes. All righty, and you are eligible to, eligible to enroll today. Do you know what you're wanting to enroll in? Yes, I know, with my spouse. Okay, and which plans were you wanting to enroll in? The basic one and the enhanced one. Okay, so... Okay. Okay, so the Insure Plus... The Insure Plus has a, a basic and an, and an enhanced but you can only choose one of those. Those are both medical plans. I want enhanced one. Okay, for you and your spouse, correct? Yes. Do you want to do any other plans? The other one, like ACA, as per the government, this is... I just need to have the preventive care. Okay, for you and your husband, as well? Yes. That plus this and also the dental. All righty, and the dental, the dental is also for you and your spouse? Yes. All righty. And so with those two selections for you and your spouse, your weekly deductions are going to be of \$68.96. Okay. And, okay, may I know one thing? Like if I wanted to enroll in the vision in future, can I do that or I have to do it right now? So you have to do it within, um, 30 days of receiving your first paycheck order and company open enrollment. And company open enrollment for Oxford is... Um, let's see, sorry, where did it go? Up... is mid-December. Okay. And may I know, like, um, what, like, what are the, uh, doctors I can choose? Like do I have anything in specific I need to choose or, like, how can I know what is... So with the pre- ... I can go with? So with preventative health you do have to see an, a, a doctor in the network but as far as medical, you just have to make sure that they accept the insurance. Once you receive your card, um, there's a number on back of each one that you can call and they'll tell you a list of providers in your area. Do you need my spouse details, too? Um, yes, give me one moment. What is your spouse's name? Ganesh Kumar Chiramshetti. Okay, could you spell it? G-A-N-E-S-H K-U-M-A-R C-H-I-R-A-M-S-H-E-T-T-I. Okay, so that's the, the... Kumar Macheti is the last name? Chiramshetti. It's like C as in Charles, H as in Harry, I as in igloo, R as in Ronald, A as in amber, M as in Mary, S as in, uh, Sarah, H as in Harry, E as in Edward, T as in Tom, C as in Tom, I as in igloo. Okay, and that's the last name, correct? Ganesh Kumar Chiramshetti, yes. Okay. And what is his full social? Um, last four? The whole thing. The whole thing, I need to check what time. One second. What is your name and date of birth? Um, date of birth. October 21st, 1991. Can you repeat the date of birth? You got it? Yes, 10-21-91. Yes. And you got mine, too, right? Um, yes, yours is, um, on the account already. Okay. It's 7139... .. 69... 257. All righty. Okay, so we'll stick with the staff agency to

start making deductions. Once they do, the following Monday, your card becomes active and then later that week, you'll receive your dental and preventative health cards in the mail and your medical will go to your email. I have your email as E-I-B-B-U.yourfirstname@gmail.com. Okay. All right, did you have any questions? One second. I'm sorry, what was that? Just give me a minute. So you've got everything, you don't need anything else? Nope, that is it. Is it fine? So I have it all there, I don't need to do anything else? Nope, that is it. Okay, thank you much. Have a good day. No problem, thank you for calling Benefits in a Card.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl..... speaking with?

Speaker speaker_2: Hi, this is Geeta.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, um, I'm trying to enroll in benefits and, uh-

Speaker speaker_1: Okay, what's the name of the staff agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 3-9-1-2.

Speaker speaker_1: All right, and if you can confirm your address and date of birth?

Speaker speaker_2: March 12th, 1991.

Speaker speaker_1: And your address?

Speaker speaker_2: 1243rd Street, Rensselaer, New York, 12144.

Speaker speaker_1: All righty, and I have your phone number as 571-363-0619.

Speaker speaker_2: 361-0619, yes.

Speaker speaker_1: All righty, and you are eligible to, eligible to enroll today. Do you know what you're wanting to enroll in?

Speaker speaker_2: Yes, I know, with my spouse.

Speaker speaker_1: Okay, and which plans were you wanting to enroll in?

Speaker speaker_2: The basic one and the enhanced one.

Speaker speaker_1: Okay, so...

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so the Insure Plus... The Insure Plus has a, a basic and an, and an enhanced but you can only choose one of those. Those are both medical plans.

Speaker speaker_2: I want enhanced one.

Speaker speaker_1: Okay, for you and your spouse, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Do you want to do any other plans?

Speaker speaker_2: The other one, like ACA, as per the government, this is... I just need to have the preventive care.

Speaker speaker_1: Okay, for you and your husband, as well?

Speaker speaker_2: Yes. That plus this and also the dental.

Speaker speaker_1: All righty, and the dental, the dental is also for you and your spouse?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And so with those two selections for you and your spouse, your weekly deductions are going to be of \$68.96.

Speaker speaker_2: Okay. And, okay, may I know one thing? Like if I wanted to enroll in the vision in future, can I do that or I have to do it right now?

Speaker speaker_1: So you have to do it within, um, 30 days of receiving your first paycheck order and company open enrollment. And company open enrollment for Oxford is... Um, let's see, sorry, where did it go? Up... is mid-December.

Speaker speaker_2: Okay. And may I know, like, um, what, like, what are the, uh, doctors I can choose? Like do I have anything in specific I need to choose or, like, how can I know what is...

Speaker speaker_1: So with the pre-

Speaker speaker_2: ... I can go with?

Speaker speaker_1: So with preventative health you do have to see an, a, a doctor in the network but as far as medical, you just have to make sure that they accept the insurance. Once you receive your card, um, there's a number on back of each one that you can call and they'll tell you a list of providers in your area.

Speaker speaker_2: Do you need my spouse details, too?

Speaker speaker_1: Um, yes, give me one moment. What is your spouse's name?

Speaker speaker_2: Ganesh Kumar Chiramshetti.

Speaker speaker_1: Okay, could you spell it?

Speaker speaker_2: G-A-N-E-S-H K-U-M-A-R C-H-I-R-A-M-S-H-E-T-T-I.

Speaker speaker_1: Okay, so that's the, the... Kumar Macheti is the last name?

Speaker speaker_2: Chiramshetti. It's like C as in Charles, H as in Harry, I as in igloo, R as in Ronald, A as in amber, M as in Mary, S as in, uh, Sarah, H as in Harry, E as in Edward, T as in Tom, C as in Tom, I as in igloo.

Speaker speaker_1: Okay, and that's the last name, correct?

Speaker speaker_2: Ganesh Kumar Chiramshetti, yes.

Speaker speaker_1: Okay. And what is his full social?

Speaker speaker_2: Um, last four?

Speaker speaker_1: The whole thing.

Speaker speaker_2: The whole thing, I need to check what time. One second. What is your name and date of birth?

Speaker speaker_1: Um, date of birth.

Speaker speaker_2: October 21st, 1991. Can you repeat the date of birth? You got it?

Speaker speaker_1: Yes, 10-21-91.

Speaker speaker_2: Yes. And you got mine, too, right?

Speaker speaker_1: Um, yes, yours is, um, on the account already.

Speaker speaker_2: Okay. It's 7139... .. 69... 257.

Speaker speaker_1: All righty. Okay, so we'll stick with the staff agency to start making deductions. Once they do, the following Monday, your card becomes active and then later that week, you'll receive your dental and preventative health cards in the mail and your medical will go to your email. I have your email as E-I-B-B-U.yourfirstname@gmail.com.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, did you have any questions?

Speaker speaker_2: One second.

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_2: Just give me a minute. So you've got everything, you don't need anything else?

Speaker speaker_1: Nope, that is it.

Speaker speaker_2: Is it fine? So I have it all there, I don't need to do anything else?

Speaker speaker_1: Nope, that is it.

Speaker speaker_2: Okay, thank you much. Have a good day.

Speaker speaker_1: No problem, thank you for calling Benefits in a Card.