

Transcript: Sara

Marulanda-5789606257672192-6044854238887936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hi. Good morning, Sarah. My name is Jodi-Ann Miller. Hello, Ms. Miller. How may I help you? I'm, um, calling about enrollment. Uh, I was attempting to enroll for the Benefits in a Card, but I got an alert saying that enrollment is not allowed and that I should call this number. Okay, let me check that for you. May I have, please, the name of the agency that you are working with and the last four digits of your Social Security number? It's Oxford Consulting. Okay. And the last four digits are 7378. Ms. Miller, and just for security purposes can you please provide your address and date of birth? Address 9906 Avenue J, Brooklyn, New York. Date of birth, April 4th, 1986. And, uh, we have two emails here for you. One is ydoj_relih@Yahoo.com. That's correct. And here- And the other one is, uh- Jodiann.natalia@gmail.com, so correct as well. I think, yeah, that's, uh... Okay. And we don't have any phone number here for you. Would you like to provide us with a phone number? Uh, 347-593-3227. Okay, ma'am. Thank you very much. Okay, let me check. Okay, still thinking. I'm sorry. All right. Okay. Okay, you are under your personal open enrollment period. Uh, did you know what you would like to enroll at? I can go ahead and enroll you. Oh, quick question though. Why wasn't I able to enroll myself if I'm within the period? I don't know. Maybe something related to the system, because what it's- Okay. ... showing me here is that, um, you're still under your personal open enrollment period, so you are allowed to enroll. Okay, that's why I had a, I had a little panic. Um- Mm-hmm. ... and that's... I, I have until, when? The 10th or the 12th or the 13th? Okay, let me tell you. Let, let me give you the correct date, or the- Okay. ... exact date. 12. You have until January the 10th, yes. Okay. Um, all right. I would, in terms of my selections, um, I'd like to, I'd like to go ahead with the, the dental employee only- Mm-hmm. ... vision employee only- Mm-hmm. ... and the NEC employee only. NEC Telarex, okay. There's gonna be a total weekly deduction of \$21.90. Okay. Please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And, uh, you're gonna receive your ID cards by the end of that week. If you have not received them by Friday after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Okay, and then, um, after y- so you've submitted the enrollment for me, do I get an email confirmation that it's been done since I wasn't able to see it on any of the emails? I have no problem. I can send you an email confirmation. Yeah. Yes, I can send you one. Okay. Yes, please. Yes, I'm gonna make the request for that email confirmation to be sent. And, uh, they usually send it the same day, but I, by law I have to let- Mm-hmm. ... you know that it will take 24 to 48 hours. But they usually send it the same day. Okay, thank you. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No, that's it.

Thank you so much. All righty. So have a wonderful day, ma'am, and thank you for calling Benefits in a Card. Okay, bye. You too. And thank you. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please?

Hi. Good morning, Sarah. My name is Jodi-Ann Miller. Hello, Ms. Miller. How may I help you?

I'm, um, calling about enrollment. Uh, I was attempting to enroll for the Benefits in a Card, but I got an alert saying that enrollment is not allowed and that I should call this number. Okay, let me check that for you. May I have, please, the name of the agency that you are working with and the last four digits of your Social Security number? It's Oxford Consulting. Okay. And the last four digits are 7378. Ms. Miller, and just for security purposes can you please provide your address and date of birth? Address 9906 Avenue J, Brooklyn, New York. Date of birth, April 4th, 1986. And, uh, we have two emails here for you. One is ydoj_relih@Yahoo.com. That's correct. And here- And the other one is, uh- Jodiann.natalia@gmail.com, so correct as well. I think, yeah, that's, uh... Okay. And we don't have any phone number here for you. Would you like to provide us with a phone number? Uh, 347-593-3227. Okay, ma'am. Thank you very much. Okay, let me check. Okay, still thinking. I'm sorry. All right. Okay. Okay, you are under your personal open enrollment period. Uh, did you know what you would like to enroll at? I can go ahead and enroll you. Oh, quick question though. Why wasn't I able to enroll myself if I'm within the period? I don't know. Maybe something related to the system, because what it's- Okay. ... showing me here is that, um, you're still under your personal open enrollment period, so you are allowed to enroll. Okay, that's why I had a, I had a little panic. Um- Mm-hmm. ... and that's... I, I have until, when? The 10th or the 12th or the 13th? Okay, let me tell you. Let, let me give you the correct date, or the- Okay. ... exact date. 12. You have until January the 10th, yes. Okay. Um, all right. I would, in terms of my selections, um, I'd like to, I'd like to go ahead with the, the dental employee only- Mm-hmm. ... vision employee only- Mm-hmm. ... and the NEC employee only. NEC Telarex, okay. There's gonna be a total weekly deduction of \$21.90. Okay. Please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And, uh, you're gonna receive your ID cards by the end of that week. If you have not received them by Friday after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copies to arrive on the mail. Okay, and then, um, after y- so you've submitted the enrollment for me, do I get an email confirmation that it's been done since I wasn't able to see it on any of the emails? I have no problem. I can send you an email confirmation. Yeah. Yes, I can send you one. Okay. Yes, please. Yes, I'm gonna make the request for that email confirmation to be sent. And, uh, they usually send it the same day, but I, by law I have to let- Mm-hmm. ... you know that it will take 24 to 48 hours. But they usually send it the same day. Okay, thank you. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No, that's it. Thank you so much. All righty. So have a wonderful day, ma'am, and thank you for calling Benefits in a Card. Okay, bye. You too. And thank you. Bye.