

## Transcript: Sara

**Marulanda-6169849620283392-5276973449297920**

### 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, Sarah. My name is Scott Richardson. Hello, Mr. Richardson. How may I help you? Uh, yes. I just started, uh, a contract, um, with Oxford, uh, com- with Oxford, um, Group. Oxford 401? And... Yes, and, um, I remember I thought signing up for Benefits in a Card, um, and when I tried to go check the benefits online, uh, it says that online enrollment is currently disabled. So I just want to make sure if I signed up, and if I didn't, I would like to sign up. Sure. Let me help you with that. May I have the last four of your Social, please? It is 8549. Okay. And your first name? Um, my first name is actually Leslie. L-E-S-L-I-E. Okay. Mr. Richardson, and, uh, just for security purposes, can you please verify your address and date of birth? Okay. I live at 6411 Redstone Drive up in Arlington, Texas 76001. My date of birth is, uh, December 22nd, 1975. And is your email scottrick@tx.rr.com? That is me, correct. And phone number 813-767-0233? That is correct. Yes. All right, sir. Thank you very much. Okay, what we got here? Well, you're enrolled on Insure Plus Enhanced Dental- Okay. ... Vision, and NEC TeleRx, which is a preventive care plan. But we have not received any deductions yet, so your coverage is not active. Um- Okay. ... when did you start working with the company? I started on the 21st of November. Okay. One, two... They usually take like two weeks, uh- Okay. ... two to three weeks for, uh, to start making deductions. Have you seen any deductions on your paychecks? Um, not yet. Let me check, uh... I'll, I'll check my paystub for that and, uh, I will do that right now, I think. Hold on. Okay. Sure. I just wanted to make sure everything was in line, so that, you know, the deduct- deductions could start, uh, once that was approved 'Cause I know in the documentation it says I have 30 days from the start of my contract to enroll. Yes, and plus- So I just wanted to- ... that your company is under company open enrollment period at this moment. Um- Okay. And your hire date is just, like, December. So yes, you're pretty much good. We're just waiting for the company- Okay. ... to start making deduction. All right. Let me just see if I got a deduction- Sure. ... on my last paycheck real quick. Paystubs, let me see. Payment issued date, that was last week. So it'd be paystub. No, I don't see a deduction yet. So, okay, I'll just wait for that. Oh, probably next week. So- Yes, the deduction is going to be \$47.07. So once you see- Okay. ... that deduction, um, if we receive the money by Monday, I mean, the following Monday after the first deduction, that's when your coverage became active. You will not receive your dental, vision, and preventive care ID card at your mailing address. The medical is going to be sent to your email because that company does not send that directly to the mail. But- Okay. ... if you want to receive a hard copy on the mail, just give us a call once you see the first deduction. That way we can, uh, request the ID card to be sent through your mailing address. Right now I cannot do that. I don't have any policy number or anything because the coverage is not active. I can understand that. Okay. Well, I just want to

make sure- Okay. ... that I was signed up and, uh, that was ready to all happen, so thank you so much. Okay. You're more than welcome. Is there anything else that I can help you with? Uh, that's all I wanted to do today. Thank you so much. All righty, Mr. Richardson. Thank you for calling Benefits in a Card. Have a wonderful day. You too. Bye-bye. Thank you, sir. Bye-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, Sarah. My name is Scott Richardson. Hello, Mr. Richardson. How may I help you? Uh, yes. I just started, uh, a contract, um, with Oxford, uh, com- with Oxford, um, Group. Oxford 401? And... Yes, and, um, I remember I thought signing up for Benefits in a Card, um, and when I tried to go check the benefits online, uh, it says that online enrollment is currently disabled. So I just want to make sure if I signed up, and if I didn't, I would like to sign up. Sure. Let me help you with that. May I have the last four of your Social, please? It is 8549. Okay. And your first name? Um, my first name is actually Leslie. L-E-S-L-I-E. Okay. Mr. Richardson, and, uh, just for security purposes, can you please verify your address and date of birth? Okay. I live at 6411 Redstone Drive up in Arlington, Texas 76001. My date of birth is, uh, December 22nd, 1975. And is your email scottrick@tx.rr.com? That is me, correct. And phone number 813-767-0233? That is correct. Yes. All righty, sir. Thank you very much. Okay, what we got here? Well, you're enrolled on Insure Plus Enhanced Dental- Okay. ... Vision, and NEC TeleRx, which is a preventive care plan. But we have not received any deductions yet, so your coverage is not active. Um- Okay. ... when did you start working with the company? I started on the 21st of November. Okay. One, two... They usually take like two weeks, uh- Okay. ... two to three weeks for, uh, to start making deductions. Have you seen any deductions on your paychecks? Um, not yet. Let me check, uh... I'll, I'll check my paystub for that and, uh, I will do that right now, I think. Hold on. Okay. Sure. I just wanted to make sure everything was in line, so that, you know, the deduct- deductions could start, uh, once that was approved 'Cause I know in the documentation it says I have 30 days from the start of my contract to enroll. Yes, and plus- So I just wanted to- ... that your company is under company open enrollment period at this moment. Um- Okay. And your hire date is just, like, December. So yes, you're pretty much good. We're just waiting for the company- Okay. ... to start making deduction. All right. Let me just see if I got a deduction- Sure. ... on my last paycheck real quick. Paystubs, let me see. Payment issued date, that was last week. So it'd be paystub. No, I don't see a deduction yet. So, okay, I'll just wait for that. Oh, probably next week. So- Yes, the deduction is going to be \$47.07. So once you see- Okay. ... that deduction, um, if we receive the money by Monday, I mean, the following Monday after the first deduction, that's when your coverage became active. You will not receive your dental, vision, and preventive care ID card at your mailing address. The medical is going to be sent to your email because that company does not send that directly to the mail. But- Okay. ... if you want to receive a hard copy on the mail, just give us a call once you see the first deduction. That way we can, uh, request the ID card to be sent through your mailing address. Right now I cannot do that. I don't have any policy number or anything because the coverage is not active. I can understand that. Okay. Well, I

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