

Transcript: Sara

Marulanda-6171861762916352-5893444802920448

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? Yes. Glenda Barnett. Hello, Ms. Barnett. How may I help you? Um... I was just calling to make sure that I, um, I get enrolled, uh, before the deadline. 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? 9892. Um, what company are you working with? Um, Oxford Healthcare. Oxford. Okay. Mm-hmm. And just for security purposes, ma'am, can you please verify your address and date of birth? Yes. Address is 5111 Tulsa, Oklahoma 74114. Okay, we have a different address. Um- 4107? That's the old address. Yes. Okay. So let me update that one. Okay. What is the new address? Um, 5111. 5111? Uh-huh. Okay. East, East 30th Place. It's 30th Street? Place. I'm sorry, 30th... in- I'll tell you all again. It's 5111 East 30th Place. Place. Place. Okay. Is there any apa- apartment number? No, the, but the, um, ZIP code is 74... 114. 114. And what is the name of the city? Tulsa, Oklahoma. Tulsa, Oklahoma. Okay. And, uh, your date of birth? 5/23/64. And is your email glendabarnett005@gmail.com? Yes. And is your phone number 918-361-8459? Correct. Thank you very much. Well, ma'am, you are enrolled on, uh, Insure Plus Basics, which is medical and a short-term disability. Your coverage is active. Okay. So... which one, which one wa- well, they, they came out new plans and so I was trying to get an idea of, of which one to go with. Um, well, I know which one to go with but I can't find it on my computer. Um- Okay. Ha- have you received your ID card already? N- no. Okay. So what I gonna do is, I gonna send your ID card to your email. Okay? For you to receive it immediately. And I'm gonna make a request for that ID card to be sent to your mailing address. It might take two to three weeks wh- um, for the ID card to arrive at your mailing address. But in the meantime, um, just use the one I sent you or the one I gonna send you, because, uh, that is the exact copy of the original. Okay. But, uh, they said you can, they have new plans you can choose from, so that's what I'm, I'm asking about, the new plan. Uh, let me check that. Okay. Let me check the open enrollment. Okay. The open enrollment for Oxford will be... okay. It will be December the 4th to December the 18th. Oh, okay. Yeah. December the 4th to the 18th. Okay. I thought I missed it. It's okay. So do you still want me to send you the ID card copy? Yes. So just wait until that time to ask someone about, I mean, which plan I want? Make changes? Yes, if you wa- Okay. During those, during those, uh, 14 days you can make... you can do anything you want. Uh, dependents, uh, plans, change them. I mean, anything you want, any changes you want to do with your ID, with your coverage. That's the time of the year when you can do them. Okay. Okay. I'm now working on that email. Give me just one more minute, please. It'll usually takes a minute while, uh, the ID card downloads. Okay. Okay. Here we go. Where'd she go? So you're gonna receive, uh, an email from info at Benefits in a Card that employees, um, well, our mailing address. I think it's

60 days. It might, it may take a minute to arrive there, usually. Okay. So that's your medical ID card and, uh, there is a phone number there where you can call to locate participant providers. Uh, remember they don't require network. She left? She left. Um, can you check your email and see if you have received it, ma'am, please? She wasn't even here last night. She not here. She wasn't even here last night. She wasn't even here last night. She was running with Travis, I don't know what happened. She was. The gate, the gate is open. He opened the gate? Yeah. I closed it but he opened it back. Why? Because he's doing something out there, I don't know. He's not great. Are you still there, ma'am? Yes, ma'am. Have you checked your email and see if you have received it? Yes, one moment. Let me check. Yes, I just received it. Mm-hmm. Okay, perfect. Other than that, ma'am, is there anything else that I can help you with? Um... No, I think that'll be all. Just call back... That'll be all. I'll just call back on the date of enrollment, so. It should be December the 4th through the 12th. Yes, December the, the 14th. Hold on, let me go back there to give you the correct information. Okay. The 4th to the 18th, yes, you're correct. 4th to the 18th. Okay. Yes, ma'am. Thank you so much. All right, ma'am. So have a wonderful night and thank you for calling Benefits in a Cart. You too. I mean, thank you. Thank you. Hmm, thank you, bye-bye. Bye. Bye, ma'am. Mm-hmm.

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? Yes. Glenda Barnett. Hello, Ms. Barnett. How may I help you? Um... I was just calling to make sure that I, um, I get enrolled, uh, before the deadline. 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? 9892. Um, what company are you working with? Um, Oxford Healthcare. Oxford. Okay. Mm-hmm. And just for security purposes, ma'am, can you please verify your address and date of birth? Yes. Address is 5111 Tulsa, Oklahoma 74114. Okay, we have a different address. Um- 4107? That's the old address. Yes. Okay. So let me update that one. Okay. What is the new address? Um, 5111. 5111? Uh-huh. Okay. East, East 30th Place. It's 30th Street? Place. I'm sorry, 30th... in- I'll tell you all again. It's 5111 East 30th Place. Place. Place. Okay. Is there any apa- apartment number? No, the, but the, um, ZIP code is 74... 114. 114. And what is the name of the city? Tulsa, Oklahoma. Tulsa, Oklahoma. Okay. And, uh, your date of birth? 5/23/64. And is your email glendabarnett005@gmail.com? Yes. And is your phone number 918-361-8459? Correct. Thank you very much. Well, ma'am, you are enrolled on, uh, Insure Plus Basics, which is medical and a short-term disability. Your coverage is active. Okay. So... which one, which one wa- well, they, they came out new plans and so I was trying to get an idea of, of which one to go with. Um, well, I know which one to go with but I can't find it on my computer. Um- Okay. Ha- have you received your ID card already? N- no. Okay. So what I gonna do is, I gonna send your ID card to your email. Okay? For you to receive it immediately. And I'm gonna make a request for that ID card to be sent to your mailing address. It might take two to three weeks wh- um, for the ID card to arrive at your mailing address. But in the meantime, um, just use the one I sent you or the one I gonna send you, because, uh, that is the exact copy of the original. Okay. But, uh, they said you can, they

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