

Transcript: Sara

Marulanda-6459101971398656-6551985336795136

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Yeah. Hi, this is Tim Kellner. Hello, sir. How may I help you? Yeah. So I, um, I'm looking to sign up and I, I call- had to call you guys a few days ago because, um, my eligibility to sign up had to be processed and, um, I haven't heard anything and, uh, I, I know that there's a 30-day enrollment period and my company got my, um, enrollment, I guess, package delayed to me. So I have like a day or two to get this signed up. Okay, let me check that for you. Uh, may I have the name of the agency that you are working with and the last four digits of your Social Security number to locate you on the system, please? Yeah. It's Oxford Global Resources. Okay. And then Social Security is 2364. Thank you very much. Timothy Dewayne Kellner? Yes, ma'am. Okay. And just for security purposes can you please verify your address and date of birth? Yeah. Address is 11813 East Broadway Avenue, Apartment C402, Spokane Valley, Washington 99206. And then, uh, my birthday is 03/18/1992. Thank you very much. And is your phone number 783-5902? Yes, ma'am. And is your email kell, kellner, kellner team92@gmail.com? Yes. Okay, sir. Thank you very much. Okay. And, uh, did you already know what, what you would like to enroll at? Uh, yeah. I saw... So I, I need first I, I need vision and dental and then, um, just the basic or... Oh, shoot. I had it pulled up. Um, one second. Sure. I apologize. Take your time. Don't worry. Um, do you have the, the healthcare options in front of you 'cause I, I think I know by the name. Yes. Yes, I know. Uh, I mean, I do. I'm sorry. We have the Insure Plus Basics, Insure Plus Enhance, uh, MEC TeleRX, Dental, uh, Vision, Term Life and Short-Term Disability. Uh, in- Okay, yeah. Go ahead. Go ahead. No, I was explaining you- No, no, you... I- The MEC TeleRX is the, the preventive care plan. The Insure Plus Basics is the medical, um, the Insure Plus Basics is \$18 per week. Uh, MEC TeleRX, the preventive care is \$18.11 per week. And the Insure Plus Enhance is, uh, \$25.17. Okay. Okay. So, so I would have to sign up for the, um, the preventative care on top of the medical care? Yes, sir. Sorry, uh, did say- Oh, okay. And, um, okay. That's, um... Huh. Okay. Can... Hmm. Can I, can I do some thinking and call you back here? Yeah, sure. So you don't want me to go ahead with the dental and the vision at this time? Not yet? Yeah. You know what? Let's, let's do it, the basic, uh, medical care and you said that the, the preventative care is \$25 a week? No, the... No, I'm sorry. The one that is, uh, \$25 a week, a week is the, the medical, the one that most covers for medical like doctor visitations and hospital indemnity. The one that less cover for medical is the Insure Plus, which will cost you \$18 per week. And the MEC, which is the preventive care that covers, uh, vaccinations and a physical examination, that one will be \$16.11 per week. Ah, okay. I see what you're talking about. Okay. Um, yeah, no, I'll do the Insure Plus Basic. Okay. And that's for yourself only, right? Yeah. That's for myself only. Okay. Insure Plus Basics \$18, uh, dental \$3.64 and, uh, vision \$2.15. Anything else that you would like to enroll add? Uh, I'm sorry? Is there anything else that you would like to enroll add,

like short-term disability or term life? Uh, no. That's, uh, that's it. Just the, the Insure Plus Basic, um, dental and vision. And vision. Okay. So your total weekly deductions are going to be \$23.79. Did you authorize, um, Oxford Global to make those deductions from your paycheck, sir? Yes. Okay. So please allow one to two weeks for your e- um, for your company to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And you're gonna receive your ID cards by the end of that week. If you have not received them by the end of the week after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. Okay. Great. Thank you, I- All right, sir. You're more than welcome. Other than that, is there anything else that I can help you with? Uh, no, that's it. Should I be recei- will I be receiving a confirmation email of this? Um, no. There will be not a confirmation email, uh, for this call, but, um, you're gonna see once you see the deduction, you're gonna see that you're enrolled. Now, if you want, I can send you just an, an, like enrollment confirmation. It will take me like, uh, 24 hours for me to send it, but I can do send it. Uh, if it's not too much trouble, I just, yeah, I would like a confirmation just, you know, just for my- Yeah, sure. That would- Sure. That would be great. Yeah, I will send you that. Thank you. Yes, I will send you that. Okay. Don't worry about it. Yep. All righty. All right. Okay. Is there anything else that I can help you, sir? Uh, no, that's it. Thank you for your help. You're more than welcome, Mr. Kellner. Thank you for calling Benefits in a Card. Have a wonderful day. You too. Take care. Bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Yeah. Hi, this is Tim Kellner. Hello, sir. How may I help you? Yeah. So I, um, I'm looking to sign up and I, I call- had to call you guys a few days ago because, um, my eligibility to sign up had to be processed and, um, I haven't heard anything and, uh, I, I know that there's a 30-day enrollment period and my company got my, um, enrollment, I guess, package delayed to me. So I have like a day or two to get this signed up. Okay, let me check that for you. Uh, may I have the name of the agency that you are working with and the last four digits of your Social Security number to locate you on the system, please? Yeah. It's Oxford Global Resources. Okay. And then Social Security is 2364. Thank you very much. Timothy Dewayne Kellner? Yes, ma'am. Okay. And just for security purposes can you please verify your address and date of birth? Yeah. Address is 11813 East Broadway Avenue, Apartment C402, Spokane Valley, Washington 99206. And then, uh, my birthday is 03/18/1992. Thank you very much. And is your phone number 783-5902? Yes, ma'am. And is your email kell, kellner, kellner team92@gmail.com? Yes. Okay, sir. Thank you very much. Okay. And, uh, did you already know what, what you would like to enroll at? Uh, yeah. I saw... So I, I need first I, I need vision and dental and then, um, just the basic or... Oh, shoot. I had it pulled up. Um, one second. Sure. I apologize. Take your time. Don't worry. Um, do you have the, the healthcare options in front of you 'cause I, I think I know by the name. Yes. Yes, I know. Uh, I mean, I do. I'm sorry. We have the Insure Plus Basics, Insure Plus Enhance, uh, MEC TeleRX, Dental, uh, Vision, Term Life and Short-Term Disability. Uh, in- Okay, yeah. Go ahead. Go ahead. No, I was explaining you- No, no, you... I- The MEC TeleRX is the, the

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