

Transcript: VICTORIA

Taylor-4654196953399296-5856429703380992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. My name is Roderick Jackson. I recently just started working with Oxford, and, uh, I think I'm coming up close to the end of my enrollment fee for my medical insurance. Uh, I have two questions. So when is the last date I have available for enrollment? Um, let me pull up your file and see. You said you're with Oxford? Yes, I am. Okay. What's the last four of your Social? 00048. And Roderick Jackson? That's me. Okay. And do you mind verifying your address and date of birth? 678 Black Pine Road, Moncks Corner, South Carolina 29461. Date of birth is 7-21-59. Phone number 817-372-2594? That is correct. And then email is just gonna be first name, last initial 001 at gmail.com. That is correct. Give me one second. Okay. So it looks like your personal open enrollment period ends on the 22nd of December, but we're actually closed on the weekends. So if you're wanting to get enrolled over the phone, you would have to call us, um, on or before the 20th of December. Okay. Mm-hmm. Uh, my next question, uh, I'm on hold now for Social Security so I'm trying to take care of two things at once. Uh, I have applied for my Medicare Part B, but I haven't heard anything yet. Now, if I get to take this insurance, would I be able to cancel once I get my, uh, Medicare B? Yeah. So, um, if you enroll into any of the plans offered by Oxford, you can cancel at any time. Um, there's no stipulations against that. But I will say cancellations are not immediate, and it typically takes about one to two weeks for a cancellation to be processed through payroll. Okay. Uh, I guess I do have a third then. Uh, being around 65, and me and my wife... Uh, what options do I have for, I mean, more of a full coverage non-medical that is offered by Oxford? So, to my knowledge, all the benefits... As far as medical is concerned, we don't offer major medical. Okay. Now, what does that mean? So, the plans that are being offered, it, it's not gonna be comparable to major medical companies. It's not gonna cover a large portion of the medical bills. Um, depending on the plan that you choose, some of the plans have a set dollar amount that they'll pay for each benefit, and then you pay the remainder of the bill. Okay. I think I may have that somewhere in my email. I need to dig it up and take a look. All right. So I have until the 20th. Mm-hmm. That's good enough. Hopefully I'll hear from Medicare before then. Uh, thanks for your help. I really appreciate it this morning. Yes, sir. Did you need help with anything else? Uh, no. That's it. I guess if I don't hear anything, I'll be calling to enroll. Okay. Once I review the plans. All righty. All right. Thanks again for your help. You're welcome. Have a good day. Okay. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes. My name is Roderick Jackson. I recently just started working with Oxford, and, uh, I think I'm coming up close to the end of my enrollment fee for my medical insurance. Uh, I have two questions. So when is the last date I have available for enrollment?

Speaker speaker_1: Um, let me pull up your file and see. You said you're with Oxford?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 00048.

Speaker speaker_1: And Roderick Jackson?

Speaker speaker_2: That's me.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: 678 Black Pine Road, Moncks Corner, South Carolina 29461. Date of birth is 7-21-59.

Speaker speaker_1: Phone number 817-372-2594?

Speaker speaker_2: That is correct.

Speaker speaker_1: And then email is just gonna be first name, last initial 001 at gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: Give me one second. Okay. So it looks like your personal open enrollment period ends on the 22nd of December, but we're actually closed on the weekends. So if you're wanting to get enrolled over the phone, you would have to call us, um, on or before the 20th of December.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, my next question, uh, I'm on hold now for Social Security so I'm trying to take care of two things at once. Uh, I have applied for my Medicare Part B, but I haven't heard anything yet. Now, if I get to the take this insurance, would I be able to cancel once I get my, uh, Medicare B?

Speaker speaker_1: Yeah. So, um, if you enroll into any of the plans offered by Oxford, you can cancel at any time. Um, there's no stipulations against that. But I will say cancellations are not immediate, and it typically takes about one to two weeks for a cancellation to be processed through payroll.

Speaker speaker_2: Okay. Uh, I guess I do have a third then. Uh, being around 65, and me and my wife... Uh, what options do I have for, I mean, more of a full coverage non-medical that is offered by Oxford?

Speaker speaker_1: So, to my knowledge, all the benefits... As far as medical is concerned, we don't offer major medical.

Speaker speaker_2: Okay. Now, what does that mean?

Speaker speaker_1: So, the plans that are being offered, it, it's not gonna be comparable to major medical companies. It's not gonna cover a large portion of the medical bills. Um, depending on the plan that you choose, some of the plans have a set dollar amount that they'll pay for each benefit, and then you pay the remainder of the bill.

Speaker speaker_2: Okay. I think I may have that somewhere in my email. I need to dig it up and take a look. All right. So I have until the 20th.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That's good enough. Hopefully I'll hear from Medicare before then. Uh, thanks for your help. I really appreciate it this morning.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: Uh, no. That's it. I guess if I don't hear anything, I'll be calling to enroll.

Speaker speaker_1: Okay.

Speaker speaker_2: Once I review the plans.

Speaker speaker_1: All righty.

Speaker speaker_2: All right. Thanks again for your help.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Okay. Bye.

Speaker speaker_1: Bye.