

## Transcript: VICTORIA

Taylor-5113450803445760-6507253590343680

### 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? Hi, Victoria. Uh, how you doing today? My, um, my name's Angel Barbosa. I work for Ox- Oxford Global Solutions. Um, and I, I understand there are some, uh, benefits available. I'm really trying to figure out if I, um... I think I may be too late. I think I waited too long, 'cause I realized that it's supposed to be 30 days to enroll after the first paycheck. So I was calling to see if that was the case. Okay. Let me pull up your file. What's the last four of your Social? 9850. And I'm sorry, what's your first and last name? I was wondering if maybe... I'm sorry, I'm sorry. Angel Barbosa. Gotcha. And I'm sorry, go, go ahead. Yeah, I just wanted to also, um... Well you can... Go ahead, I'll, I'll ask that question later. No problem. Sorry. You're fine. Uh, do you mind verifying your address and date of birth? Yep. Uh, 362 US 9, Unit 241, Ennistown, New Jersey, 07726. Uh, my date of birth is November 8th, 1969. And then phone number 917-588-3948? That's correct. And then email is angelb@optimum.net? Correct. Okay. Um, so it looks like your personal open enrollment period ended on the 3rd of November. Okay. Yeah. Okay. There, there- And they're not currently... Go ahead, I'm sorry. You're fine. Um, I was just gonna say, they're not currently in a open enrollment period, but it looks like they typically have it during December. Yeah, that's what I was wondering. If the, if there was an open enrollment period. Yeah, so it looks like this year it's gonna be starting on the 4th of December up until the 18th. Okay. All right. Um, que- I, I do have a question on just overall... I mean, I under, I understand supplemental insurance in the sense that I have my own health insurance now, so anything related to whatever s- whatever insurance is provided, um, the different, the different supplement insurance, my insurance is, is primary as I understand it. Um, I do, I do have a question about... I'm, I'm really interested in the, um, the dental and the vision. I don't have dental and vision today, so would... If, if I were to get enrolled with what's offered through Oxford through your services, would I be able to use the dental and vision as primary? Um, I, I believe so. Um- Okay. Yeah, I, I'm not really too sure how all that works, to be honest with you. Um- Okay. With dental, I know it's a very basic dental plan that we offer. So, uh, it does cover your preventative services at 100%, and then- Right. ... basic dental work, um, like fillings- Yeah. ... and extractions at 80%- Right. ... once you meet the \$50 deductible. Um, the biggest thing to know about that dental plan is that it's not going to cover major services like, uh, crowns or orthodontists. Right, right. Uh, so it's basic services. It's... Again, I don't have- Right. ... anything right now, so I'm looking to see if that would, if that would make sense. So, okay. Um, and so as far as your, from your... What you're saying is there may be an opportunity if I'm interested early next month around the 4th? Yeah. So the dates that I have for the next open enrollment period is gonna be December 4th through December 18th. Okay, great. All right. Thank you so much. I will call back then. I appreciate your help. Yes, sir. Have

a good day. All right. You too. Bye-bye. 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: Hi, Victoria. Uh, how you doing today? My, um, my name's Angel Barbosa. I work for Ox- Oxford Global Solutions. Um, and I, I understand there are some, uh, benefits available. I'm really trying to figure out if I, um... I think I may be too late. I think I waited too long, 'cause I realized that it's supposed to be 30 days to enroll after the first paycheck. So I was calling to see if that was the case.

Speaker speaker\_1: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker\_2: 9850.

Speaker speaker\_1: And I'm sorry, what's your first and last name?

Speaker speaker\_2: I was wondering if maybe... I'm sorry, I'm sorry. Angel Barbosa.

Speaker speaker\_1: Gotcha. And I'm sorry, go, go ahead.

Speaker speaker\_2: Yeah, I just wanted to also, um... Well you can... Go ahead, I'll, I'll ask that question later. No problem. Sorry.

Speaker speaker\_1: You're fine. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Yep. Uh, 362 US 9, Unit 241, Ennistown, New Jersey, 07726. Uh, my date of birth is November 8th, 1969.

Speaker speaker\_1: And then phone number 917-588-3948?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And then email is angelb@optimum.net?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, so it looks like your personal open enrollment period ended on the 3rd of November.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. There, there-

Speaker speaker\_1: And they're not currently...

Speaker speaker\_2: Go ahead, I'm sorry.

Speaker speaker\_1: You're fine. Um, I was just gonna say, they're not currently in a open enrollment period, but it looks like they typically have it during December.

Speaker speaker\_2: Yeah, that's what I was wondering. If the, if there was an open enrollment period.

Speaker speaker\_1: Yeah, so it looks like this year it's gonna be starting on the 4th of December up until the 18th.

Speaker speaker\_2: Okay. All right. Um, que- I, I do have a question on just overall... I mean, I under, I understand supplemental insurance in the sense that I have my own health insurance now, so anything related to whatever s- whatever insurance is provided, um, the different, the different supplement insurance, my insurance is, is primary as I understand it. Um, I do, I do have a question about... I'm, I'm really interested in the, um, the dental and the vision. I don't have dental and vision today, so would... If, if I were to get enrolled with what's offered through Oxford through your services, would I be able to use the dental and vision as primary?

Speaker speaker\_1: Um, I, I believe so. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, I, I'm not really too sure how all that works, to be honest with you. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: With dental, I know it's a very basic dental plan that we offer. So, uh, it does cover your preventative services at 100%, and then-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... basic dental work, um, like fillings-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... and extractions at 80%-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... once you meet the \$50 deductible. Um, the biggest thing to know about that dental plan is that it's not going to cover major services like, uh, crowns or orthodontists.

Speaker speaker\_2: Right, right. Uh, so it's basic services. It's... Again, I don't have-

Speaker speaker\_1: Right.

Speaker speaker\_2: ... anything right now, so I'm looking to see if that would, if that would make sense. So, okay. Um, and so as far as your, from your... What you're saying is there may be an opportunity if I'm interested early next month around the 4th?

Speaker speaker\_1: Yeah. So the dates that I have for the next open enrollment period is gonna be December 4th through December 18th.

Speaker speaker\_2: Okay, great. All right. Thank you so much. I will call back then. I appreciate your help.

Speaker speaker\_1: Yes, sir. Have a good day.

Speaker speaker\_2: All right. You too. Bye-bye.

Speaker speaker\_1: Bye-bye.