

Transcript: VICTORIA

Taylor-5194310281773056-6102027687084032

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I'm trying to enroll, uh, for my Benefits on Card. Okay. What's the name of the agency you work for? It's for, uh, Oxford Global. And the last four of your Social? 4637. And your, uh, excuse me, your first and last name. My first name is Adam. My last name is Odhiambo, O-D-H-I-A-M-B-O. Do you mind verifying your address and date of birth? 120 Willis Ave., Unit 320, Everett- Everett, Massachusetts 02149, and August 17th, 1977. Phone number 720-229-8559? Correct. And then email is gonna be first initial, last name, the number1@hotmail.com? Correct. Okay. What exactly are you wanting to enroll into? Um, so I would like to... Hold on one second. I'm just looking for the thing. Um... Um... So I would like to enroll, um, into the health insurance. Okay, so the Ensure Plus Enhanced. Okay. Uh, and then also enroll into the dental, the vision, the term life, and short-term disability. Okay, all being for employee only? Yes, employee only. Okay. So it comes out to a total of \$37.02 a week. Mm-hmm. And then who did you want to name as the beneficiary for the term life? So that's... So when you mention that that's for everything including the Ensure Plus Enhanced health insurance plus the dental, the vision, right? Yes, the Ensure Plus Enhanced, dental, short-term disability, term life, and vision for employee only comes out to a total of \$37.02 a week. Okay. And who did you want to name as the beneficiary for your term life? Uh... Uh, y- you could put my... Okay, so you need a name, right? So you can put, um, Raphael, R-A-P-H-A-E-L, and the last name is the same as mine, Odhiambo, O-D-H-I-A-M-B-O. And the relation to you? Father. Okay. All righty. So it does typically take about one to two weeks for the enrollment to be processed through your payroll department. So you may not see that first deduction being made out of your check until two weeks from now. Okay. Once you do, the coverage will start the following Monday. Okay. Once the coverage is active, that is when your ID cards are made and sent to you. Typically takes about seven to 10 business days to get those. Now, the medical ID card is going to be emailed, so keep an eye on your email. The dental and the vision are the only ID cards you'll get by mail. Um, okay. So let's say if I need to, um, uh, make- make the, um, an appointment, w- when can I... Like, if I need to make a- a doctor's appointment or anything, w- when can I get the number for them? When do you... Are you asking when you would get the ID cards? Yeah, I mean, could I get the number before I get the ID cards, or do I have to wait for the ID cards to be sent to me? Um, it d- it depends. So once the coverage is active, um, so that would be the following Monday of your first payroll deduction. Once the coverage is showing active on our end, it takes us at least 72 business hours to have access to the ID cards. Mm-hmm. So it would usually be like a Thursday or Friday of your coverage being active. Um, in that case, you can just call us back that Thursday or Friday of your coverage being active, and we should be able to send you an ID card by email. Oh, okay. Okay. And then, um... Okay, and then also, uh, in terms of, like,

prescriptions, if I have any ongoing prescriptions, uh, at that time I'll get that new number. I- I could call in and get that new number and then give them that number to fill out my prescriptions, or no? Okay, I, I, I'm getting confused. When you are referring to a number, are you talking about, like, your policy information? Mm-hmm. Okay. Yeah, so once your coverage is active it is going to take us at least 72 business hours to have access to your policy information. Okay. So you can either call us that Thursday or Friday, um, of the coverage being active and we can email you your copy. Um- Okay. But yes. That- And they- ... once that cover- that... once that information is available, that's what you would provide to your pharmacy. It'll be like a digital copy of your ID card. Okay, and so if today is the 8th, when do you think is the... when do you think the coverage will start? We don't have a, an exact date, because we're just your administrators. We don't have access to your payroll. I know it can typically take up to two weeks after you enroll before you see that first deduction being made out of your check. So what I would do from here is just keep an eye on your pay stubs for next week- Yeah. ... and the following week, 'cause it'll either be next week- Yeah. ... or the following week. And then once that... once you see that first deduction being made, the coverage will start the following Monday. Okay. Okay. Mm-hmm. Uh, okay. Do you need anything else from me? Nope, you're good to go on my end. Do you have any other questions for me? No, but just curious, like I tried, I tried using the... there was a link, um, to enroll online, mybiac.com/oxford, and each time when I... so then I log in, then it says, "Benefits and a card," and then it gives me options. Then I try to click on the "Benefits and a card portal to enroll or decline/change coverage," and each time when I click on that then it makes me log in again. But then when I, when I press login again, it says there's an error, so the page doesn't, the page doesn't load up. Okay. I'm not aware of any issues, so I... to be honest with you, I'm, I'm not too sure why that wasn't working for you. Have you ever made an account on that website? Um, no. Okay. Like this is for the first... I'm just doing it for the first time. So on the website where it says, "Benefits and a card member portal enroll/decline/change coverage," it's gonna take you- Mm-hmm. ... to a sign-in page. So if you've- Yeah. ... never made an account, that's why it's not letting you through, because you've never made an account. So rather than putting in your email and the password, you would hit register here, which should take you through the steps of making a file. So it sounds like you're- So then when- ... trying to log in and you've never made an account with them. Yeah, so I... so when I did that, okay, it said that there was already an account, um, associated. Like, it, it said that I already had an account, right? Okay. So then I... so then I put in the, the credentials according to what I had put in for my, um, password and stuff, and then I would still get that error. So, so right now I just did it again. It says, "The email address is already registered to an account. Please log in." Did you hit the forgot password option? No, I didn't try that. Yeah, that, that- No, I didn't. ... could be. My only, only thinking is maybe you have made an account at some point and you just need to recover the, the password. That's possible, because I did, I did work with Oxford, um, several years ago, so maybe it... maybe it's because of that. Okay. Yeah, I mean, either way we went ahead and got you enrolled on my end. Okay. All that that website really is good for is, like, getting you enrolled anyways. Okay. So, I mean, I went ahead and manually enrolled you. If there's anything that you need to change, you can just call us back over the phone and we can make the changes over the phone. Okay. All right, thank you. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi. Um, I'm trying to enroll, uh, for my Benefits on Card.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: It's for, uh, Oxford Global.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4637.

Speaker speaker_0: And your, uh, excuse me, your first and last name.

Speaker speaker_1: My first name is Adam. My last name is Odhiambo, O-D-H-I-A-M-B-O.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 120 Willis Ave., Unit 320, Everet- Everet, Massachusetts 02149, and August 17th, 1977.

Speaker speaker_0: Phone number 720-229-8559?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be first initial, last name, the number1@hotmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. What exactly are you wanting to enroll into?

Speaker speaker_1: Um, so I would like to... Hold on one second. I'm just looking for the thing. Um... Um... So I would like to enroll, um, into the health insurance. Okay, so the Ensure Plus Enhanced.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, and then also enroll into the dental, the vision, the term life, and short-term disability.

Speaker speaker_0: Okay, all being for employee only?

Speaker speaker_1: Yes, employee only.

Speaker speaker_0: Okay. So it comes out to a total of \$37.02 a week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then who did you want to name as the beneficiary for the term life?

Speaker speaker_1: So that's... So when you mention that that's for everything including the Ensure Plus Enhanced health insurance plus the dental, the vision, right?

Speaker speaker_0: Yes, the Ensure Plus Enhanced, dental, short-term disability, term life, and vision for employee only comes out to a total of \$37.02 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And who did you want to name as the beneficiary for your term life?

Speaker speaker_1: Uh... Uh, y- you could put my... Okay, so you need a name, right? So you can put, um, Raphael, R-A-P-H-A-E-L, and the last name is the same as mine, Odhiambo, O-D-H-I-A-M-B-O.

Speaker speaker_0: And the relation to you?

Speaker speaker_1: Father.

Speaker speaker_0: Okay. All righty. So it does typically take about one to two weeks for the enrollment to be processed through your payroll department. So you may not see that first deduction being made out of your check until two weeks from now.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you do, the coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Once the coverage is active, that is when your ID cards are made and sent to you. Typically takes about seven to 10 business days to get those. Now, the medical ID card is going to be emailed, so keep an eye on your email. The dental and the vision are the only ID cards you'll get by mail.

Speaker speaker_1: Um, okay. So let's say if I need to, um, uh, make- make the, um, an appointment, w- when can I... Like, if I need to make a- a doctor's appointment or anything, w- when can I get the number for them?

Speaker speaker_0: When do you... Are you asking when you would get the ID cards?

Speaker speaker_1: Yeah, I mean, could I get the number before I get the ID cards, or do I have to wait for the ID cards to be sent to me?

Speaker speaker_0: Um, it d- it depends. So once the coverage is active, um, so that would be the following Monday of your first payroll deduction. Once the coverage is showing active on our end, it takes us at least 72 business hours to have access to the ID cards.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it would usually be like a Thursday or Friday of your coverage being active. Um, in that case, you can just call us back that Thursday or Friday of your coverage being active, and we should be able to send you an ID card by email.

Speaker speaker_1: Oh, okay. Okay. And then, um... Okay, and then also, uh, in terms of, like, prescriptions, if I have any ongoing prescriptions, uh, at that time I'll get that new number. I- I could call in and get that new number and then give them that number to fill out my prescriptions, or no?

Speaker speaker_0: Okay, I, I, I'm getting confused. When you are referring to a number, are you talking about, like, your policy information?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Yeah, so once your coverage is active it is going to take us at least 72 business hours to have access to your policy information.

Speaker speaker_1: Okay.

Speaker speaker_0: So you can either call us that Thursday or Friday, um, of the coverage being active and we can email you your copy. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But yes. That-

Speaker speaker_1: And they-

Speaker speaker_0: ... once that cover- that... once that information is available, that's what you would provide to your pharmacy. It'll be like a digital copy of your ID card.

Speaker speaker_1: Okay, and so if today is the 8th, when do you think is the... when do you think the coverage will start?

Speaker speaker_0: We don't have a, an exact date, because we're just your administrators. We don't have access to your payroll. I know it can typically take up to two weeks after you enroll before you see that first deduction being made out of your check. So what I would do from here is just keep an eye on your pay stubs for next week-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and the following week, 'cause it'll either be next week-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... or the following week. And then once that... once you see that first deduction being made, the coverage will start the following Monday.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, okay. Do you need anything else from me?

Speaker speaker_0: Nope, you're good to go on my end. Do you have any other questions for me?

Speaker speaker_1: No, but just curious, like I tried, I tried using the... there was a link, um, to enroll online, mybiac.com/oxford, and each time when I... so then I log in, then it says, "Benefits and a card," and then it gives me options. Then I try to click on the "Benefits and a card portal to enroll or decline/change coverage," and each time when I click on that then it makes me log in again. But then when I, when I press login again, it says there's an error, so the page doesn't, the page doesn't load up.

Speaker speaker_0: Okay. I'm not aware of any issues, so I... to be honest with you, I'm, I'm not too sure why that wasn't working for you. Have you ever made an account on that website?

Speaker speaker_1: Um, no.

Speaker speaker_0: Okay.

Speaker speaker_1: Like this is for the first... I'm just doing it for the first time.

Speaker speaker_0: So on the website where it says, "Benefits and a card member portal enroll/decline/change coverage," it's gonna take you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to a sign-in page. So if you've-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... never made an account, that's why it's not letting you through, because you've never made an account. So rather than putting in your email and the password, you would hit register here, which should take you through the steps of making a file. So it sounds like you're-

Speaker speaker_1: So then when-

Speaker speaker_0: ... trying to log in and you've never made an account with them.

Speaker speaker_1: Yeah, so I... so when I did that, okay, it said that there was already an account, um, associated. Like, it, it said that I already had an account, right?

Speaker speaker_0: Okay.

Speaker speaker_1: So then I... so then I put in the, the credentials according to what I had put in for my, um, password and stuff, and then I would still get that error. So, so right now I just did it again. It says, "The email address is already registered to an account. Please log in."

Speaker speaker_0: Did you hit the forgot password option?

Speaker speaker_1: No, I didn't try that.

Speaker speaker_0: Yeah, that, that-

Speaker speaker_1: No, I didn't.

Speaker speaker_0: ... could be. My only, only thinking is maybe you have made an account at some point and you just need to recover the, the password.

Speaker speaker_1: That's possible, because I did, I did work with Oxford, um, several years ago, so maybe it... maybe it's because of that.

Speaker speaker_0: Okay. Yeah, I mean, either way we went ahead and got you enrolled on my end.

Speaker speaker_1: Okay.

Speaker speaker_0: All that that website really is good for is, like, getting you enrolled anyways.

Speaker speaker_1: Okay.

Speaker speaker_0: So, I mean, I went ahead and manually enrolled you. If there's anything that you need to change, you can just call us back over the phone and we can make the changes over the phone.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.