

Transcript: VICTORIA

Taylor-5199462485245952-5963849189867520

Full Transcript

Hello? Hello. Hi, how can I help you? Hi, uh, I'm an employee for Oxford, uh, Research, Oxford Research LLC. I would like to report my, uh, one of the event. So, uh, am I, am I calling the right, right, right thing? Right number? Are you calling for medical insurance? Oh, yes, yes, yes, insurance, yes. Yes. I, I was blessed with a baby girl yesterday. So I want to report my child's birth and add her to my insurance. Oh, okay. Uh, what's the last four of your Social? 4520. And your first and last name? So my first name is Kesava, K-E-S-A-V-A. And last name is, uh, Nidadavolu, N-I-D-A-D-A-V-O-L-U. Do you mind verifying your address and date of birth? Uh, 3058 Lightridge Court, Southwest... Sorry, 3058 Lightridge Court, Southwest, Concord City, North Carolina State. Uh, 28027 is the ZIP code. Is that, is that address was on file? I mean, that's my original address, uh, but my working address right now, uh... Hello? I'm here. Is that your mailing address? That's my main, main, primary address. My mailing address is in, uh, uh, near, uh, New York. Okay. Um, the address I have on file is the one that's in Concord. And we typically use that- Ah, 3058 Lightridge Court, yes. ... for mailing. Yes, yes, that's mine, that's mine. That's my own house, yeah. Okay. I was just gonna say, the address that we have on our file, we typically use it for mailing. So do you need me to update that with your new work address? Or is that a good mailing address? Um, mailing address is different base. Uh, mailing address is in New York State. So, anyway, I mean, I will get mails to my Concord. I will get mails to my New York. Anything is fine. Okay, so it doesn't need to be updated? Uh, not necessary. So what is the address you have on file? Just to confirm. Yeah, again, the one I have is the Concord. Oh, yeah, yeah. In North Carolina. Yeah, we can go with that Concord address. . Okay. And let's see. I'm sorry, your date of birth? Uh, just a second. Just a one second. Uh, um, my date of birth is April 5th, 1994. Okay. Phone number is- Yes. ... 669- Uh- ... 999- 669-999- ... 1-2-3-5. ... 1-2-3-5. Perfect. Yes. Yes, ma'am. Email is gonna be mq.keshav- M.q.keshav- ... @gmail.com? Yes, ma'am. Yep. Okay. And are you wanting to add a child onto the enrollment? Oh, yes, yes, yes. Okay. Hello. All right. Uh, I have a baby girl. She was born yesterday morning. Okay, congratulations- So we- ... on that. Thank you. So- Thank you so much. Yep. ... what we would need to do is I'm gonna send- Yes. ... you, um, an email and, uh- Mm-hmm. Mm-hmm. ... it's gonna provide instructions on how to submit a qualifying life event. Basically- Oh, qualify life event. Yes. ... we would just- Yes. That's what I forgot . Yeah. Life event, right. Yeah. So basically, we would just need, uh, her birth certificate. Uh, so the birth certificate, I think I will get tomorrow or day after tomorrow from the, uh, hospital. I will send a copy. Okay. Yeah. Yeah, so I'm gonna send that email to you. And then once you get a hold of the birth certificate, you can just, um, reply back to the email. Just make sure it's a, a, a clean picture of the birth certificate and we can see everything on it. Um- Mm-hmm. Mm-hmm. ... once we receive that, we'll forward it over to eligibility and follow back up with you. Mm-hmm.

Mm-hmm. Perfect. Perfect. Yeah. And so what is the insurance? What is the, what is the insurance company name? For the medical- Is that- ... plan you have, you have coverage with 90 Degree Benefits. 90 Degree... 90 Degree. 90, uh... 90 Degree what? What, ma'am? 90 Degree benefits. Oh, this is on different computer. Uh, I think I haven't logged in so far. Can you... If you are, if you are able to help me out, can you please help me how to log in into... . What do you mean log into? Uh, I just want to log in into my account or create an account. Well, that you would have to... I, I don't know... I, I don't have anything to do with that. We're just your benefits administrators. So you can try setting up an account on the 90 Degree website. Um. Oh, okay. Or you might have to call the insurance carrier directly to set that up. Do you have your ID card, David? Uh, can you please share that also? Please share that. Yeah, give me just a few seconds. Let me look it up and I can send it to your email. Sure, ma'am. Sure, sure, definitely. Yeah. I'll be right back, okay? Yeah, yeah, yeah.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Hello.

Speaker speaker_2: Hi, how can I help you?

Speaker speaker_0: Hi, uh, I'm an employee for Oxford, uh, Research, Oxford Research LLC. I would like to report my, uh, one of the event. So, uh, am I, am I calling the right, right, right thing? Right number?

Speaker speaker_2: Are you calling for medical insurance?

Speaker speaker_0: Oh, yes, yes, yes, insurance, yes. Yes. I, I was blessed with a baby girl yesterday. So I want to report my child's birth and add her to my insurance.

Speaker speaker_2: Oh, okay. Uh, what's the last four of your Social?

Speaker speaker_0: 4520.

Speaker speaker_2: And your first and last name?

Speaker speaker_0: So my first name is Kesava, K-E-S-A-V-A. And last name is, uh, Nidadavolu, N-I-D-A-D-A-V-O-L-U.

Speaker speaker_2: Do you mind verifying your address and date of birth?

Speaker speaker_0: Uh, 3058 Lightridge Court, Southwest... Sorry, 3058 Lightridge Court, Southwest, Concord City, North Carolina State. Uh, 28027 is the ZIP code. Is that, is that address was on file? I mean, that's my original address, uh, but my working address right now, uh... Hello?

Speaker speaker_2: I'm here. Is that your mailing address?

Speaker speaker_0: That's my main, main, primary address. My mailing address is in, uh, uh, near, uh, New York.

Speaker speaker_2: Okay. Um, the address I have on file is the one that's in Concord. And we typically use that-

Speaker speaker_0: Ah, 3058 Lightridge Court, yes.

Speaker speaker_2: ... for mailing.

Speaker speaker_0: Yes, yes, that's mine, that's mine. That's my own house, yeah.

Speaker speaker_2: Okay. I was just gonna say, the address that we have on our file, we typically use it for mailing. So do you need me to update that with your new work address? Or is that a good mailing address?

Speaker speaker_0: Um, mailing address is different base. Uh, mailing address is in New York State. So, anyway, I mean, I will get mails to my Concord. I will get mails to my New York. Anything is fine.

Speaker speaker_2: Okay, so it doesn't need to be updated?

Speaker speaker_0: Uh, not necessary. So what is the address you have on file? Just to confirm.

Speaker speaker_2: Yeah, again, the one I have is the Concord.

Speaker speaker_0: Oh, yeah, yeah.

Speaker speaker_2: In North Carolina.

Speaker speaker_0: Yeah, we can go with that Concord address. .

Speaker speaker_2: Okay. And let's see. I'm sorry, your date of birth?

Speaker speaker_0: Uh, just a second. Just a one second. Uh, um, my date of birth is April 5th, 1994.

Speaker speaker_2: Okay. Phone number is-

Speaker speaker_0: Yes.

Speaker speaker_2: ... 669-

Speaker speaker_0: Uh-

Speaker speaker_2: ... 999-

Speaker speaker_0: 669-999-

Speaker speaker_2: ... 1-2-3-5.

Speaker speaker_0: ... 1-2-3-5. Perfect. Yes. Yes, ma'am.

Speaker speaker_2: Email is gonna be mq.keshav-

Speaker speaker_0: M.q.keshav-

Speaker speaker_2: ... @gmail.com?

Speaker speaker_0: Yes, ma'am. Yep.

Speaker speaker_2: Okay. And are you wanting to add a child onto the enrollment?

Speaker speaker_0: Oh, yes, yes, yes.

Speaker speaker_2: Okay.

Speaker speaker_0: Hello.

Speaker speaker_2: All right.

Speaker speaker_0: Uh, I have a baby girl. She was born yesterday morning.

Speaker speaker_2: Okay, congratulations-

Speaker speaker_0: So we-

Speaker speaker_2: ... on that.

Speaker speaker_0: Thank you.

Speaker speaker_2: So-

Speaker speaker_0: Thank you so much. Yep.

Speaker speaker_2: ... what we would need to do is I'm gonna send-

Speaker speaker_0: Yes.

Speaker speaker_2: ... you, um, an email and, uh-

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_2: ... it's gonna provide instructions on how to submit a qualifying life event. Basically-

Speaker speaker_0: Oh, qualify life event. Yes.

Speaker speaker_2: ... we would just-

Speaker speaker_0: Yes. That's what I forgot . Yeah. Life event, right. Yeah.

Speaker speaker_2: So basically, we would just need, uh, her birth certificate.

Speaker speaker_0: Uh, so the birth certificate, I think I will get tomorrow or day after tomorrow from the, uh, hospital. I will send a copy.

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_2: Yeah, so I'm gonna send that email to you. And then once you get a hold of the birth certificate, you can just, um, reply back to the email. Just make sure it's a, a, a clean picture of the birth certificate and we can see everything on it. Um-

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_2: ... once we receive that, we'll forward it over to eligibility and follow back up with you.

Speaker speaker_0: Mm-hmm. Mm-hmm. Perfect. Perfect. Yeah. And so what is the insurance? What is the, what is the insurance company name?

Speaker speaker_2: For the medical-

Speaker speaker_0: Is that-

Speaker speaker_2: ... plan you have, you have coverage with 90 Degree Benefits.

Speaker speaker_0: 90 Degree...

Speaker speaker_2: 90 Degree.

Speaker speaker_0: 90, uh... 90 Degree what? What, ma'am?

Speaker speaker_2: 90 Degree benefits.

Speaker speaker_0: Oh, this is on different computer. Uh, I think I haven't logged in so far. Can you... If you are, if you are able to help me out, can you please help me how to log in into... .

Speaker speaker_2: What do you mean log into?

Speaker speaker_0: Uh, I just want to log in into my account or create an account.

Speaker speaker_2: Well, that you would have to... I, I don't know... I, I don't have anything to do with that. We're just your benefits administrators. So you can try setting up an account on the 90 Degree website. Um.

Speaker speaker_3: Oh, okay.

Speaker speaker_2: Or you might have to call the insurance carrier directly to set that up. Do you have your ID card, David?

Speaker speaker_3: Uh, can you please share that also? Please share that.

Speaker speaker_2: Yeah, give me just a few seconds. Let me look it up and I can send it to your email.

Speaker speaker_3: Sure, ma'am. Sure, sure, definitely. Yeah.

Speaker speaker_2: I'll be right back, okay?

Speaker speaker_3: Yeah, yeah, yeah.