Transcript: Chris Sofield (deactivated)-6193240691654656-6328079965175808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. My name is Andrew Hubbert. I'm currently a consultant with Oxford, so I have the health and dental plans with you guys. Mm-hmm. So I was calling to see if I could make a change to that, please. Okay. What, uh, what's the last four of your Social? Uh, 4-5-3-0. Got it. All right, Mr. Hubbert, could you verify your address and your date of birth, please? Yep, uh, 565 Sparks Boulevard, Apartment 635, in Sparks, Nevada 89434. Date of birth, June 27, 1971. Thank you. Phone number on file of 303-550-8964. Is that correct? That's correct. Got it. All right, yeah, I show that you have the Stay Healthy TeleRx plan and dental for employee only. What changes were we looking to make? So I'm just looking to drop the dental altogether, um, and- Okay. ... actually effective immediately if I could. Um, not as part of, like, the, uh, the enrollment that's coming up. I want to keep the, the health the way it is. I just, I don't really ever use the dental, so I'd like to drop that effective immediately if I could. Okay. Um, yeah, we can definitely drop that. It's not going to be immediate effective. It's, um, any enrollment changes do take some time to, to go through. Um, in this case- Sure. ... it, uh, it'll take about a week or two. Um, you may still see deductions that include the dental for that week or two, but after two weeks at the most it should drop down to just the 16.11 for the medical, okay? Okay, sounds good. All right, anything else? No, sir. That's it. All right, thanks again for calling and have a wonderful day. Thank you. You, too. You're welcome. Bye now. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. My name is Andrew Hubbert. I'm currently a consultant with Oxford, so I have the health and dental plans with you guys.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I was calling to see if I could make a change to that, please.

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

Speaker speaker_2: Uh, 4-5-3-0.

Speaker speaker_1: Got it. All right, Mr. Hubbert, could you verify your address and your date of birth, please?

Speaker speaker_2: Yep, uh, 565 Sparks Boulevard, Apartment 635, in Sparks, Nevada 89434. Date of birth, June 27, 1971.

Speaker speaker_1: Thank you. Phone number on file of 303-550-8964. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: Got it. All right, yeah, I show that you have the Stay Healthy TeleRx plan and dental for employee only. What changes were we looking to make?

Speaker speaker_2: So I'm just looking to drop the dental altogether, um, and-

Speaker speaker_1: Okay.

Speaker speaker_2: ... actually effective immediately if I could. Um, not as part of, like, the, uh, the enrollment that's coming up. I want to keep the, the health the way it is. I just, I don't really ever use the dental, so I'd like to drop that effective immediately if I could.

Speaker speaker_1: Okay. Um, yeah, we can definitely drop that. It's not going to be immediate effective. It's, um, any enrollment changes do take some time to, to go through. Um, in this case-

Speaker speaker_2: Sure.

Speaker speaker_1: ... it, uh, it'll take about a week or two. Um, you may still see deductions that include the dental for that week or two, but after two weeks at the most it should drop down to just the 16.11 for the medical, okay?

Speaker speaker_2: Okay, sounds good.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: No, sir. That's it.

Speaker speaker_1: All right, thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Okay, bye-bye.