

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi. I'm a new employee to your company and I'm trying to enroll. It's asking for a participant ID and I don't know that. It's asking for a participant ID to allow you to enroll? Yes. That doesn't- Or register. What staffing company do you work with? It's Oxford. Okay. And the last four of your Social? 0774. And your first and last name? Erin Basalo. Thank you. Yeah. Ms. Basalo, could you verify your address and your date of birth for me? Sure. Address is 2300 Maple Avenue, Number 124, Torrance, California 90503 and date of birth is 8/22/'79. Thank you. Phone on file we have is 424-558-8733. Is that correct? Mm, can we update that? Uh, yeah. Um- What is the current number? ... 310... 310-467-5679. Got it. All right. All right. And then, um... Okay. So the reason I ask is because, uh, there isn't an online portal to enroll into benefits. Um, looks like Oxford does not have that option. Oh. Well, maybe this one. So I'm curious as to... Yeah. I'm curious as to where you're going to try to enroll. Yeah. They provided me with the following: www.mybiac.com/oxford. Okay. And, yeah, when you go to... When you go to that, are you, like, clicking on "Enroll/Decline Coverage" or "Member Log In"? Um, I tried both and, uh, w-... I did enroll... I think I did Enroll/Decline Coverage. Um, wait a minute. Mm-mm. Sayin' "Contact Benefits on a Card," so then it's asking me to call if I click that. Um, and then I went to "Member Log In" and I tried to- Yeah. ... register as a new user. Right. That's not... Unfortunately, that's not gonna work for you because Member Log In is for vendors and not employees. Okey-dokey. Yeah. So the only way for you to enroll is either going to be filling out a form at Oxford or uh, over the phone with one of us, I believe. Oh, gee. Um, yeah. Okay. Last time I worked for them, I was able to do this online. I would not be able to tell you one way or the other as to why they- Okay. ... may have set it up this way this year, 'cause that's completely- Okay. ... their prerogative. Okay. Um, I'll follow up with them and, and try to figure this out. All right, then. Um, like I said, if they don't have any forms there for you to fill out or any way for you to enroll on their side, then, yeah, the only other way to do so is gonna be calling us. Okay. Thanks so much. You're welcome. Thanks for calling- Okay. ... and have a good day. Bye-bye. Goodbye.

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 Chris. How can I help you today?

Speaker speaker_2: Hi. I'm a new employee to your company and I'm trying to enroll. It's asking for a participant ID and I don't know that.

Speaker speaker_1: It's asking for a participant ID to allow you to enroll?

Speaker speaker_2: Yes.

Speaker speaker_1: That doesn't-

Speaker speaker_2: Or register.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: It's Oxford.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 0774.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Erin Basalo.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yeah.

Speaker speaker_1: Ms. Basalo, could you verify your address and your date of birth for me?

Speaker speaker_2: Sure. Address is 2300 Maple Avenue, Number 124, Torrance, California 90503 and date of birth is 8/22/'79.

Speaker speaker_1: Thank you. Phone on file we have is 424-558-8733. Is that correct?

Speaker speaker_2: Mm, can we update that?

Speaker speaker_1: Uh, yeah.

Speaker speaker_2: Um-

Speaker speaker_1: What is the current number?

Speaker speaker_2: ... 310... 310-467-5679.

Speaker speaker_1: Got it. All right.

Speaker speaker_2: All right.

Speaker speaker_1: And then, um... Okay. So the reason I ask is because, uh, there isn't an online portal to enroll into benefits. Um, looks like Oxford does not have that option.

Speaker speaker_2: Oh. Well, maybe this one.

Speaker speaker_1: So I'm curious as to... Yeah. I'm curious as to where you're going to try to enroll.

Speaker speaker_2: Yeah. They provided me with the following: www.mybiac.com/oxford.

Speaker speaker_1: Okay. And, yeah, when you go to... When you go to that, are you, like, clicking on "Enroll/Decline Coverage" or "Member Log In"?

Speaker speaker_2: Um, I tried both and, uh, w-... I did enroll... I think I did Enroll/Decline Coverage. Um, wait a minute. Mm-mm. Sayin' "Contact Benefits on a Card," so then it's asking me to call if I click that. Um, and then I went to "Member Log In" and I tried to-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... register as a new user.

Speaker speaker_1: Right. That's not... Unfortunately, that's not gonna work for you because Member Log In is for vendors and not employees.

Speaker speaker_2: Okey-dokey.

Speaker speaker_1: Yeah. So the only way for you to enroll is either going to be filling out a form at Oxford or uh, over the phone with one of us, I believe.

Speaker speaker_2: Oh, gee.

Speaker speaker_1: Um, yeah.

Speaker speaker_2: Okay. Last time I worked for them, I was able to do this online.

Speaker speaker_1: I would not be able to tell you one way or the other as to why they-

Speaker speaker_2: Okay.

Speaker speaker_1: ... may have set it up this way this year, 'cause that's completely-

Speaker speaker_2: Okay.

Speaker speaker_1: ... their prerogative.

Speaker speaker_2: Okay. Um, I'll follow up with them and, and try to figure this out.

Speaker speaker_1: All right, then. Um, like I said, if they don't have any forms there for you to fill out or any way for you to enroll on their side, then, yeah, the only other way to do so is gonna be calling us.

Speaker speaker_2: Okay. Thanks so much.

Speaker speaker_1: You're welcome. Thanks for calling-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and have a good day.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Goodbye.