

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Center Call. My name is Stephanie. How can I assist you? Yeah, hi. Uh, I was calling to, uh, ask some questions about my, um, um, benefits package and what I was, um... Yeah. Okay. What staff and agency do you work for? Uh, Oxford. Oxford Global. Okay. And then, what are the last four of your Social? 3786. And your first and last name, please? Alberto Gallegos. For security purposes, can you verify your address and your date of birth? Uh, 16 Nantucket Trail, Sandwich, MA 02563. Uh, and then, what is the... The phone number you said? Or- I'm sorry. I'm sorry. You were breaking up. You, what was that last part? You said something about, um, phone number? No, your date of birth. I'm sorry. Oh, date of birth, date of birth. Um, October 18th, '76. Okay, thank you at 205-0994 is your phone number. Is that correct? Yes, correct. And then I have your first name. Last name 55 @yahoo.com. Is that up to date? Correct. Yep, that's right. Okay. What was your question? So I wanted to make sure or, uh, uh, find out when my benefits were actually, um, activated or, you know, usable or whatever. Um, so I had, um, I believe my first deduction, payroll deduction was, uh, like December 27th, around that- that time. Mm-hmm. So I was able to log into the, um, the- the medical side of it. Um, and I, you know, I was able to, like, make my profile online, blah, blah, blah. So it seems like the... That part, the MEC, I believe it's called, um, seems to be good to go because I'm able to access stuff. Mm-hmm. Um, but I called MetLife to see if the vision was... Um, if I had coverage there, and they- they didn't have me on file. When did you call? I just wanted to know... When? Mm-hmm. Uh, this morning. Yeah, this morning. Let me see. I called the number that was on the- on the brochure that we get, that- that we, that I received when I onboarded. And they told you that you didn't have coverage? That I wasn't even in the system or anything like that, and they said to- That's weird. ... speak with you guys or whatever. Yeah. 'Cause you do have coverage for vision. Let me see. You've been having it since, since your coverage started, yeah? Since, uh, January 6th that you've been having, um... Let me see. You've been having your Ensure Plus Enhance, which is your medical plan. You've been having dental, short-term, term life, vision, and then your preventatives. That's weird of why they would tell you that. So- 'Cause you do have active coverage for vision. What... Yeah. So, uh, one of the things they asked me is, uh, if I knew which- which specific plan I- I had, and I, um- Well, there's only one vision plan. I- And it's active. Okay. Did you have your card by any chance already? No, no. I think it's, uh... I think it's- So- ... um, our- our pamphlet specifically says, like, this is a, uh, like, a cardless, um, insurance. Like, you- you can just, you know, give them your Social, and then that should be enough, and you should be in the system or whatever. Um- So, I have, um... I can send it to you 'cause I don't understand why they would tell you that you don't have sh- insurance when you do. Like, I'm looking at it right now, and it's active. Oh. Yeah, if you... Uh, yeah, if that's... If you have it on file, that'd be awesome. Yeah. Let me send it to you 'cause I don't know why

they would've told you that 'cause I'm... You've been having since January the 6th. Okay. Yeah, no, that's fine. I just wasn't sure. You know, like I said, I was- I was gonna get, uh, contacts, whatever. But I'm like, well, I don't wanna, you know, whatever. Anyway. Yeah. So... Let me send it real quick. And did... Let me see. Did you call the 855-638-3931 number? Uh, give me one second. I can find that in my history. Yes. Uh, 833-393-5433. Oh, that's a different number. Say that again. You said 833... 8- 833-393-5433. So that was the number that- that we got that is listed in the... In the Oxford benefits package pamphlet that says, you know, you know, "Here's some benefits if you subscribe." I don't have that number. Oh, really? Okay. So I think you called the wrong number. It goes directly to MetLife, is that... The number that you gave me- Yeah, I would just- ... is that also MetLife? Okay. Yes, I would just call the number that I'm gonna give you. I don't know what that number is, the 833... Okay. Yeah, I don't- I don't even see that number. Yeah, let me... I'm gonna give you a new number. Um, I'm gonna give you... I'm gonna send you your card, and I'm, um, I'm gonna send you this email. I'm- Hmm. Yeah, can you throw that number into the email as well? 'Cause I don't- I don't have it with me right now. Yeah, I already have it. Yeah. Yeah, I have it in the email already. Oh, okay. I'm just getting your card ready. Okay. Um, give me one second while I put you in a brief hold. Yeah. Sure, sure. Of course. Dial tone. Did you just want me to go ahead and send you, um, all your CARNS? And then on that email, there's also numbers for the providers for those specific plans. Y- yeah. Yeah, sure. Th- that would be helpful, um, you know- Okay. ... just so I can verify that I actually have the most updated medical one as well. Okay. Yep. Give me one second. Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Call. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, hi. Uh, I was calling to, uh, ask some questions about my, um, um, benefits package and what I was, um... Yeah.

Speaker speaker_0: Okay. What staff and agency do you work for?

Speaker speaker_1: Uh, Oxford. Oxford Global.

Speaker speaker_0: Okay. And then, what are the last four of your Social?

Speaker speaker_1: 3786.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Alberto Gallegos.

Speaker speaker_0: For security purposes, can you verify your address and your date of birth?

Speaker speaker_1: Uh, 16 Nantucket Trail, Sandwich, MA 02563. Uh, and then, what is the... The phone number you said? Or-

Speaker speaker_0: I'm sorry. I'm sorry. You were breaking up. You, what was that last part? You said something about, um, phone number? No, your date of birth. I'm sorry.

Speaker speaker_1: Oh, date of birth, date of birth. Um, October 18th, '76.

Speaker speaker_0: Okay, thank you at 205-0994 is your phone number. Is that correct?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And then I have your first name. Last name 55 @yahoo.com. Is that up to date?

Speaker speaker_1: Correct. Yep, that's right.

Speaker speaker_0: Okay. What was your question?

Speaker speaker_1: So I wanted to make sure or, uh, uh, find out when my benefits were actually, um, activated or, you know, usable or whatever. Um, so I had, um, I believe my first deduction, payroll deduction was, uh, like December 27th, around that- that time.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I was able to log into the, um, the- the medical side of it. Um, and I, you know, I was able to, like, make my profile online, blah, blah, blah. So it seems like the... That part, the MEC, I believe it's called, um, seems to be good to go because I'm able to access stuff.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, but I called MetLife to see if the vision was... Um, if I had coverage there, and they- they didn't have me on file.

Speaker speaker_0: When did you call?

Speaker speaker_1: I just wanted to know... When?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, this morning. Yeah, this morning.

Speaker speaker_0: Let me see.

Speaker speaker_1: I called the number that was on the- on the brochure that we get, that- that we, that I received when I onboarded.

Speaker speaker_0: And they told you that you didn't have coverage?

Speaker speaker_1: That I wasn't even in the system or anything like that, and they said to-

Speaker speaker_0: That's weird.

Speaker speaker_1: ... speak with you guys or whatever. Yeah.

Speaker speaker_0: 'Cause you do have coverage for vision. Let me see. You've been having it since, since your coverage started, yeah? Since, uh, January 6th that you've been having, um... Let me see. You've been having your Ensure Plus Enhance, which is your medical plan. You've been having dental, short-term, term life, vision, and then your preventatives. That's weird of why they would tell you that.

Speaker speaker_1: So-

Speaker speaker_0: 'Cause you do have active coverage for vision.

Speaker speaker_1: What... Yeah. So, uh, one of the things they asked me is, uh, if I knew which- which specific plan I- I had, and I, um-

Speaker speaker_0: Well, there's only one vision plan.

Speaker speaker_1: I-

Speaker speaker_0: And it's active.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you have your card by any chance already?

Speaker speaker_1: No, no. I think it's, uh... I think it's-

Speaker speaker_0: So-

Speaker speaker_1: ... um, our- our pamphlet specifically says, like, this is a, uh, like, a cardless, um, insurance. Like, you- you can just, you know, give them your Social, and then that should be enough, and you should be in the system or whatever. Um-

Speaker speaker_0: So, I have, um... I can send it to you 'cause I don't understand why they would tell you that you don't have sh- insurance when you do. Like, I'm looking at it right now, and it's active.

Speaker speaker_1: Oh. Yeah, if you... Uh, yeah, if that's... If you have it on file, that'd be awesome.

Speaker speaker_0: Yeah. Let me send it to you 'cause I don't know why they would've told you that 'cause I'm... You've been having since January the 6th.

Speaker speaker_1: Okay. Yeah, no, that's fine. I just wasn't sure. You know, like I said, I was- I was gonna get, uh, contacts, whatever. But I'm like, well, I don't wanna, you know, whatever. Anyway. Yeah. So...

Speaker speaker_0: Let me send it real quick. And did... Let me see. Did you call the 855-638-3931 number?

Speaker speaker_1: Uh, give me one second. I can find that in my history. Yes. Uh, 833-393-5433.

Speaker speaker_0: Oh, that's a different number. Say that again. You said 833...

Speaker speaker_1: 8- 833-393-5433. So that was the number that- that we got that is listed in the... In the Oxford benefits package pamphlet that says, you know, you know, "Here's some benefits if you subscribe."

Speaker speaker_0: I don't have that number.

Speaker speaker_1: Oh, really? Okay.

Speaker speaker_0: So I think you called the wrong number.

Speaker speaker_1: It goes directly to MetLife, is that... The number that you gave me-

Speaker speaker_0: Yeah, I would just-

Speaker speaker_1: ... is that also MetLife? Okay.

Speaker speaker_0: Yes, I would just call the number that I'm gonna give you. I don't know what that number is, the 833...

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, I don't- I don't even see that number. Yeah, let me... I'm gonna give you a new number. Um, I'm gonna give you... I'm gonna send you your card, and I'm, um, I'm gonna send you this email. I'm-

Speaker speaker_1: Hmm. Yeah, can you throw that number into the email as well? 'Cause I don't- I don't have it with me right now.

Speaker speaker_0: Yeah, I already have it.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, I have it in the email already.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: I'm just getting your card ready.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, give me one second while I put you in a brief hold.

Speaker speaker_1: Yeah. Sure, sure. Of course.

Speaker speaker_0: Dial tone. Did you just want me to go ahead and send you, um, all your CARNS? And then on that email, there's also numbers for the providers for those specific plans.

Speaker speaker_2: Y- yeah. Yeah, sure. Th- that would be helpful, um, you know-

Speaker speaker_0: Okay.

Speaker speaker_2: ... just so I can verify that I actually have the most updated medical one as well.

Speaker speaker_0: Okay. Yep. Give me one second.

Speaker speaker_2: Sure.