

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah. I'd like to enroll in a health plan. Okay. Um, what staffing agency do you work for? I work for Oxford. Okay. And then what are the last four of your social? 5915. Ooh, I'm sorry, you were cutting up a little bit. Um, I think you said 57... What was the rest of it? Uh, 5... Sorry, 5915. Okay, thank you. And your first and last name, please. Michael Andres. Okay. Um, how long have you been with them? Uh, this is my second week on the job. Okay. Um, so I'm still not seeing your file. Okay. I still haven't seen that they have sent us your file, but we can do two things. Either you can be calling throughout the week to see if they went ahead and sent that to us, or I can go ahead and create a file for you. But for that, I do need your full social, full address and all that information. It's whatever makes you feel more comfortable. It's your choice. Okay. I, I mean, I just got an email from them today, so I don't know if it takes, uh, a few days to get back. Um, but I can keep checking back. Okay. And can I do this on the web too, or do I need to, like call- Uh, I believe you can. ... because it wasn't working for me. Gotcha. Um, we don't really have control over websites. We really just do the phone enrollments, but I believe they do have a website where you can do it from. Let me check real quick. It looks like it's www.mybiac.com/oxford. Okay. Yeah, that's, that's what I see too. Yeah. Mm-hmm. Yeah, but you're welcome to keep calling through the, throughout the week, um, or we can go ahead and create it, but it's your choice. Okay. I just, I don't think I'm getting the best cell service right now, so, um, I'll, I'll, I'll call back throughout the week and see if it... Or I'll go on the website to see if it, it popped up again. Okay, that's fine. Thank you. I hope you have a great day. Cool. Thank you. You too. 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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah. I'd like to enroll in a health plan.

Speaker speaker_1: Okay. Um, what staffing agency do you work for?

Speaker speaker_2: I work for Oxford.

Speaker speaker_1: Okay. And then what are the last four of your social?

Speaker speaker_2: 5915.

Speaker speaker_1: Ooh, I'm sorry, you were cutting up a little bit. Um, I think you said 57... What was the rest of it?

Speaker speaker_2: Uh, 5... Sorry, 5915.

Speaker speaker_1: Okay, thank you. And your first and last name, please.

Speaker speaker_2: Michael Andres.

Speaker speaker_1: Okay. Um, how long have you been with them?

Speaker speaker_2: Uh, this is my second week on the job.

Speaker speaker_1: Okay. Um, so I'm still not seeing your file.

Speaker speaker_2: Okay.

Speaker speaker_1: I still haven't seen that they have sent us your file, but we can do two things. Either you can be calling throughout the week to see if they went ahead and sent that to us, or I can go ahead and create a file for you. But for that, I do need your full social, full address and all that information. It's whatever makes you feel more comfortable. It's your choice.

Speaker speaker_2: Okay. I, I mean, I just got an email from them today, so I don't know if it takes, uh, a few days to get back. Um, but I can keep checking back.

Speaker speaker_1: Okay.

Speaker speaker_2: And can I do this on the web too, or do I need to, like call-

Speaker speaker_1: Uh, I believe you can.

Speaker speaker_2: ... because it wasn't working for me.

Speaker speaker_1: Gotcha. Um, we don't really have control over websites. We really just do the phone enrollments, but I believe they do have a website where you can do it from. Let me check real quick. It looks like it's www.mybiac.com/oxford.

Speaker speaker_2: Okay. Yeah, that's, that's what I see too. Yeah.

Speaker speaker_1: Mm-hmm. Yeah, but you're welcome to keep calling through the, throughout the week, um, or we can go ahead and create it, but it's your choice.

Speaker speaker_2: Okay. I just, I don't think I'm getting the best cell service right now, so, um, I'll, I'll, I'll call back throughout the week and see if it... Or I'll go on the website to see if it, it popped up again.

Speaker speaker_1: Okay, that's fine. Thank you. I hope you have a great day.

Speaker speaker_2: Cool. Thank you. You too.

Speaker speaker_1: Bye.