

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? Oh, yes. Hello. I would like to enroll for benefits. Okay. Um, what staff and agency are you with right now? I am with Oxford. Okay. And then, what's the last four of your Social? 4201. Underwood? That is correct. Okay. For security purposes, do you mind verifying your address and also your date of birth for me, please? Sure. My date of birth is November 24th, 1996. Mm-hmm. And my address is 7704 North Port Washington Road, Fox Point, Wisconsin, 53217. And I live in Apartment 207C. Okay, thank you. Is your phone number still the 8151- I'm sorry, 815-517-5832? Yes, that is correct. And then I have woodunder@hotmail.com as your email file. Is that still up to date? Yes, that is correct. Okay. Um, did you want me to go ahead and email you the PDF that has all the plans as well as- as the prices for those plans? I'm not sure if you have gotten any information about the plans that they offer. Uh, let's see. Weekly deductions, additional benefit options... 'Cause I can- Uh- ... send it to your email. Yes, please. Do that. Thank you. You're welcome. And then if you want, I can explain the plans as well. But I can go ahead and send that to you, just so that you get a visual about them. Yeah. Uh, I won't make you explain it to me. 'Cause there is different plans. Um, yeah. I think the guide will be perfect. Thank you. Okay. You're welcome. Okay. Sent it to your email file. Do you mind verifying for me that you have received it? It should come from an email that says info@benefitsinacard.com. All right. Let me refresh. Info Benefits in a Card? Yes, sir. So those are all the plans that they offer. It looks like they offer three medical plans, a preventative, and then your two hospital indemnity ones. And then for the additional benefits, they offer four different ones, dental, vision, term life and short-term disability. And I looked to see when the last day that you have to call us to enroll, and it looks like the last day for your company open enrollment period will be on the 19th. So yeah, on the 19th of December. Okay. And if you have any questions, you're welcome to give us a call and call us, and we'll be happy to help you. We're open from 8:00 AM up until 8:00 PM Eastern Time. All right. So my question... I guess one question I have now is, do I need to call in order to enroll or can I go to the website and do that online? Uh, give me one second. Let me verify. We do administrate diff- 'cause I know some of them do have a website to enroll and some of them don't. So let me verify real quick if that's one of the... Okay, so they do have a website which is www.mybiac.com/oxford. So you can either call this number or you could do it through the website. But it's still the same- Okay, could you say that... I'm sorry. Could you say that website again? Yes, sir. So that's gonna be www.mybiac.com/oxford. So that's www.mybiac.com/oxford. All right. So when I go to that website, there's a member login and enroll/decline coverage. I click on enroll and it tells me, "The online enrollment is disabled for your employer." Okay. So I'm not really familiar with the website 'cause that's, like, Oxfords. Right, so- But I know we... I can help you

with the phone enrollment 'cause we could do it over the phone too. Right. I think the number that I'm supposed to call is this one, but- Yes, yes. ... I guess the thing I was saying is, in order to do the phone enrollment, I'd have to already have all the, you know, my plan information and things picked out, right? Yeah, or I could go over the plans with you right now and then whenever you're ready, you're welcome to enroll, or you could do it now or later, as long as you don't pass that company open enrollment date. 'Cause I know sometimes in the past, members have called because I- I believe the website sometimes gives them a hard time, so they just end up calling and enrolling over the phone, if I'm completely honest. All right. Yes. I think M- you said Monday through Friday, 8:00 to 8:00 Eastern? Correct. All right. I think I'll go over it and I'll probably call back sometime next week. Okay, that's fine. Um- After I make my decision. And if you need help with, like, understanding anything, you're always welcome to give us a call. All right. And we'll be happy to explain it to you. All right. Well, thanks. Very, very nice of you. You're welcome. Have a nice day. You as well.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Oh, yes. Hello. I would like to enroll for benefits.

Speaker speaker_0: Okay. Um, what staff and agency are you with right now?

Speaker speaker_1: I am with Oxford.

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

Speaker speaker_1: 4201.

Speaker speaker_0: Underwood?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. For security purposes, do you mind verifying your address and also your date of birth for me, please?

Speaker speaker_1: Sure. My date of birth is November 24th, 1996.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And my address is 7704 North Port Washington Road, Fox Point, Wisconsin, 53217. And I live in Apartment 207C.

Speaker speaker_0: Okay, thank you. Is your phone number still the 8151- I'm sorry, 815-517-5832?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: And then I have woodunder@hotmail.com as your email file. Is that still up to date?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Okay. Um, did you want me to go ahead and email you the PDF that has all the plans as well as- as the prices for those plans? I'm not sure if you have gotten any information about the plans that they offer.

Speaker speaker_1: Uh, let's see. Weekly deductions, additional benefit options...

Speaker speaker_0: 'Cause I can-

Speaker speaker_1: Uh-

Speaker speaker_0: ... send it to your email.

Speaker speaker_1: Yes, please. Do that. Thank you.

Speaker speaker_0: You're welcome. And then if you want, I can explain the plans as well. But I can go ahead and send that to you, just so that you get a visual about them.

Speaker speaker_1: Yeah. Uh, I won't make you explain it to me.

Speaker speaker_0: 'Cause there is different plans.

Speaker speaker_1: Um, yeah. I think the guide will be perfect. Thank you.

Speaker speaker_0: Okay. You're welcome. Okay. Sent it to your email file. Do you mind verifying for me that you have received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: All right. Let me refresh. Info Benefits in a Card?

Speaker speaker_0: Yes, sir. So those are all the plans that they offer. It looks like they offer three medical plans, a preventative, and then your two hospital indemnity ones. And then for the additional benefits, they offer four different ones, dental, vision, term life and short-term disability. And I looked to see when the last day that you have to call us to enroll, and it looks like the last day for your company open enrollment period will be on the 19th. So yeah, on the 19th of December.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you have any questions, you're welcome to give us a call and call us, and we'll be happy to help you. We're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_1: All right. So my question... I guess one question I have now is, do I need to call in order to enroll or can I go to the website and do that online?

Speaker speaker_0: Uh, give me one second. Let me verify. We do administrate diff- 'cause I know some of them do have a website to enroll and some of them don't. So let me verify real quick if that's one of the... Okay, so they do have a website which is www.mybiac.com/oxford. So you can either call this number or you could do it through the website. But it's still the same-

Speaker speaker_1: Okay, could you say that... I'm sorry. Could you say that website again?

Speaker speaker_0: Yes, sir. So that's gonna be www.mybiac.com/oxford. So that's www.mybiac.com/oxford.

Speaker speaker_1: All right. So when I go to that website, there's a member login and enroll/decline coverage. I click on enroll and it tells me, "The online enrollment is disabled for your employer."

Speaker speaker_0: Okay. So I'm not really familiar with the website 'cause that's, like, Oxfords.

Speaker speaker_1: Right, so-

Speaker speaker_0: But I know we... I can help you with the phone enrollment 'cause we could do it over the phone too.

Speaker speaker_1: Right. I think the number that I'm supposed to call is this one, but-

Speaker speaker_0: Yes, yes.

Speaker speaker_1: ... I guess the thing I was saying is, in order to do the phone enrollment, I'd have to already have all the, you know, my plan information and things picked out, right?

Speaker speaker_0: Yeah, or I could go over the plans with you right now and then whenever you're ready, you're welcome to enroll, or you could do it now or later, as long as you don't pass that company open enrollment date. 'Cause I know sometimes in the past, members have called because I- I believe the website sometimes gives them a hard time, so they just end up calling and enrolling over the phone, if I'm completely honest.

Speaker speaker_1: All right. Yes. I think M- you said Monday through Friday, 8:00 to 8:00 Eastern?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. I think I'll go over it and I'll probably call back sometime next week.

Speaker speaker_0: Okay, that's fine. Um-

Speaker speaker_1: After I make my decision.

Speaker speaker_0: And if you need help with, like, understanding anything, you're always welcome to give us a call.

Speaker speaker_1: All right.

Speaker speaker_0: And we'll be happy to explain it to you.

Speaker speaker_1: All right. Well, thanks. Very, very nice of you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You as well.