

Transcript: Francesca

Baez-5362560122535936-4648702063984640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, Francesca. My name is Justice Hendrickson, uh, new to the system and I was on the, uh, website today. I'm making payments, but it said the, uh, actual card I could not email to myself because the card was not ready. So I have a, um, just a checkup with my doctor on the... which is in the plan on the 20th. So what do I do? Do I tell the, uh, administrative person to look up benefits on a card on the website, uh, to pay for the... just the checkup or what? I will have to take a look and see into your benefits what the status of it is. What staffing company do you work with? Uh, Oxford. What are the last four of your Social? 0450. 0450? Yes. Uh, Social Security number 381-88-0450. And you said the last name is Henderson? Hendrickson. H-e-n-d-r-i-c-k-s-o-n. Yes. And to make sure I'm in the right account, could you please verify your mailing address and date of birth, please? Uh, 5201 North Grassway, Muncie, Indiana 47304. Date of birth, December 6th, 1967. You have the best phone number to reach you down as 248-636-9181. Uh, 248-639-9181. And we have your email down as JHendrickson@outlook.com? Yes. Sir, what website are you trying to access the benefit cards on? Uh, the Oxford... Uh, the Oxford, um... let me see. It's, uh, <https://mybenefitsinacard.com/enrollment-landing-page-employee-ID-393874>. I'm wondering if that, that's the wrong website. It shows the dashboard where I've, I've got, um, you know, I'm making my payments and everything, but... Yes, sir. But that website is still be only for the purpose of enrolling into coverage. You wouldn't be able to access- Okay. ... benefit cards through there. The only website where you will be able to do that is through the carrier's website. I'm gonna place you in a quick hold so that I can download the digital version of them to send into your email. Okay? Okay. Fantastic. Thank you. All right, please hold. Thank you so much for holding, Mr. Hendrickson. I went ahead and sent you three PDF files, which will be your medical, medical preventative and vision, as well as your dental benefit card. That will be the same benefit card that your spouse and children will also be using. Okay, so it's just waiting for it to come through. Hang on. No reply at Oxford. You sent that, that... Okay, yep, there it is. Well, I appreciate it, ma'am. Thank you. Of course. Um, now I did-

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 Francesca. How can I assist you today?

Speaker speaker_2: Hey, Francesca. My name is Justice Hendrickson, uh, new to the system and I was on the, uh, website today. I'm making payments, but it said the, uh, actual card I could not email to myself because the card was not ready. So I have a, um, just a checkup with my doctor on the... which is in the plan on the 20th. So what do I do? Do I tell the, uh, administrative person to look up benefits on a card on the website, uh, to pay for the... just the checkup or what?

Speaker speaker_1: I will have to take a look and see into your benefits what the status of it is. What staffing company do you work with?

Speaker speaker_2: Uh, Oxford.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 0450.

Speaker speaker_1: 0450?

Speaker speaker_2: Yes. Uh, Social Security number 381-88-0450.

Speaker speaker_1: And you said the last name is Henderson?

Speaker speaker_2: Hendrickson. H-e-n-d-r-i-c-k-s-o-n. Yes.

Speaker speaker_1: And to make sure I'm in the right account, could you please verify your mailing address and date of birth, please?

Speaker speaker_2: Uh, 5201 North Grassway, Muncie, Indiana 47304. Date of birth, December 6th, 1967.

Speaker speaker_1: You have the best phone number to reach you down as 248-636-9181.

Speaker speaker_2: Uh, 248-639-9181.

Speaker speaker_1: And we have your email down as JHendrickson@outlook.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Sir, what website are you trying to access the benefit cards on?

Speaker speaker_2: Uh, the Oxford... Uh, the Oxford, um... let me see. It's, uh, <https://mybenefitsinacard.com/enrollment-landing-page-employee-ID-393874>. I'm wondering if that, that's the wrong website. It shows the dashboard where I've, I've got, um, you know, I'm making my payments and everything, but...

Speaker speaker_1: Yes, sir. But that website is still be only for the purpose of enrolling into coverage. You wouldn't be able to access-

Speaker speaker_2: Okay.

Speaker speaker_1: ... benefit cards through there. The only website where you will be able to do that is through the carrier's website. I'm gonna place you in a quick hold so that I can download the digital version of them to send into your email. Okay?

Speaker speaker_2: Okay. Fantastic. Thank you.

Speaker speaker_1: All right, please hold. Thank you so much for holding, Mr. Hendrickson. I went ahead and sent you three PDF files, which will be your medical, medical preventative and vision, as well as your dental benefit card. That will be the same benefit card that your spouse and children will also be using.

Speaker speaker_2: Okay, so it's just waiting for it to come through. Hang on. No reply at Oxford. You sent that, that... Okay, yep, there it is. Well, I appreciate it, ma'am. Thank you.

Speaker speaker_1: Of course. Um, now I did-