

Transcript: Francesca

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Full Transcript

Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes. Um, I called yesterday and, um, let the person I talked to know that I wanted to reinstate my dental benefits that I had previously had when I worked with, uh, Oxford Global Resources before, because I only worked for them a few months prior to, uh, um... Well, I was employed with them from, like, 2022 to October of last year, and then got rehired in January by then. And so I called yesterday and requested to be, um, for those benefits to be reinstated. And I was curious when that would become effective, like, what the effective date would be for that dental benefit. I'll have to take a look into the account. What are the last four of the social and the staffing company you're with? 0704, and it's called Oxford Global Resources. And your last name? It's K-n-i-e-s-s. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 905 Teakwood Avenue, Yukon, Oklahoma, 73099. Date of birth is 11/2/79. Best contact for all, 5924-2870? Yes. We have your email down as your first initial, last name, 79 at gmail.com? Yes. So in general, um, the enrollments take seven to ten business days, one to two weeks for your employer to start making the deductions. And then when you see that first deduction, following Monday will be when coverage becomes effective, and that same week of activation, on Fridays will be when the carrier send out the benefit cards. Um, specifically in your state, it will be after this week going on to Monday, it will be one to two weeks from Monday on, since we processed it yesterday, Thursday. Okay. All right. But then the minute that you see that deduction of the 962 on your paycheck, that following Monday you become active. Um, for example, let's say that it was last week that you had called in to get reinstated, and then on this week's paycheck you had seen a deduction, that will mean that next Monday 24th you will be active, if that makes sense. Okay. All right. Um, and then I do have to say as far as the benefit cards go, you're more than welcome to call in when you do see the deduction being made, that Monday, to see if we have... Monday or Tuesday, to see if we have access to at least a policy number. But if I'm not mistaking, it will be the same benefit card, because you don't have more than 18 months since the last time that you had the coverage in there. Mm-hmm. Okay. Um, okay. All right. All right. Um, so the effective date will be the Monday following the deduction? Correct, yes. Okay. All right. Thank you. Of course. It was my pleasure. Was there anything else we can assist you with today? No, that's it. All right. I hope you have a wonderful rest of your day. Was a pleasure speaking with you today. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. Um, I called yesterday and, um, let the person I talked to know that I wanted to reinstate my dental benefits that I had previously had when I worked with, uh, Oxford Global Resources before, because I only worked for them a few months prior to, uh, um... Well, I was employed with them from, like, 2022 to October of last year, and then got rehired in January by then. And so I called yesterday and requested to be, um, for those benefits to be reinstated. And I was curious when that would become effective, like, what the effective date would be for that dental benefit.

Speaker speaker_0: I'll have to take a look into the account. What are the last four of the social and the staffing company you're with?

Speaker speaker_1: 0704, and it's called Oxford Global Resources.

Speaker speaker_0: And your last name?

Speaker speaker_1: It's K-n-i-e-s-s.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 905 Teakwood Avenue, Yukon, Oklahoma, 73099. Date of birth is 11/2/79.

Speaker speaker_0: Best contact for all, 5924-2870?

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as your first initial, last name, 79 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So in general, um, the enrollments take seven to ten business days, one to two weeks for your employer to start making the deductions. And then when you see that first deduction, following Monday will be when coverage becomes effective, and that same week of activation, on Fridays will be when the carrier send out the benefit cards. Um, specifically in your state, it will be after this week going on to Monday, it will be one to two weeks from Monday on, since we processed it yesterday, Thursday.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. But then the minute that you see that deduction of the 962 on your paycheck, that following Monday you become active. Um, for example, let's say that it was last week that you had called in to get reinstated, and then on this week's paycheck you had seen a deduction, that will mean that next Monday 24th you will be active, if that makes sense.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Um, and then I do have to say as far as the benefit cards go, you're more than welcome to call in when you do see the deduction being made, that Monday, to see if we have... Monday or Tuesday, to see if we have access to at least a policy number. But if I'm not mistaking, it will be the same benefit card, because you don't have more than 18 months since the last time that you had the coverage in there.

Speaker speaker_1: Mm-hmm. Okay. Um, okay. All right.

Speaker speaker_0: All right.

Speaker speaker_1: Um, so the effective date will be the Monday following the deduction?

Speaker speaker_0: Correct, yes.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Of course. It was my pleasure. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. Was a pleasure speaking with you today.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.