Transcript: Justin Mills-4912318141382656-6286446152859648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Chris Carver. How are you doing today? I'm doing pretty well, and yourself? I'm doing well. Um, I got an email stating that there is some missing information on my enrollment- Okay. ... and that I needed to call. Okay. Yeah, so that email you received was just a courtesy reminder from us at Benefits in a Card that we received an, an enrollment form from your staffing agency letting us know you wanted to be enrolled into their health insurance, but you forgot dependent information, so we were just calling to obtain that. Okay. Okay. Um, what's the name of that staffing agency you work for? Um, Oxford Global Resources. Okay. And the last four of your Social? 1675. And for security purposes, could you verify the home address, including city, state and zip code, Christopher? 88 Scarlet Maple Court, Clayton, North Carolina 27520. And your date of birth? February 19th, 1977. Can I get a telephone number? I have a 717-330-2577? That's the one. And the email I have is carver1420@yahoo? Correct, sir. Okay, so let's see. So yes, so checking that history, I do see there was an outbound call to you, uh, regarding missing spouse information. Um, you put down employee plus family coverage, but didn't include your spouse's information, so we were just calling to obtain that. Okay. What information do you need, sir? Um, so we would need obviously first, last name, Social and date of birth. But let me make that change real quick to from employee plus child to employee plus family. I know I entered it. Interesting. Okay. So doing, so doing the term life for employee plus family would be $3.18 per week. Do you authorize Oxford to make that deduction for you? Okay, so we can save that. And then what's your spouse's first name? Amanda. Her middle name? Uh, Elia, E-L-I-A. And her Social? 197-72-3517. And her date of birth? June 20th, 1984. 84, okay. So I went ahead and added your spouse, Amanda, to the coverage for you, but is there anything else I can help you out with today, Christopher? I think, um, a participant ID, so I can create my account online. Participant ID. Let me see. Through the Benefits in a Card website, correct? Correct. Okay, so let me confirm something. Do you mind if I place you on a brief hold? No, that's fine, sir. Okay. Hello, Christopher. You still there? Yes, sir. Awesome, thank you so much for holding. A quick question, when you went to the myBIAC website/Oxford, did you click, uh... Hold on. Did you click Enroll in the Coverage? Yeah, hold on. Let me go to that website real quick. Um, think I clicked Member Login. Okay, so if you click Member Login- Or Register User. Yes. So, that wasn't supposed to be the case. Uh, you're supposed to click Enroll/Decline Coverage and then register y- your account from there using your Social. Oh. And then you create the account and then log in from there, and you should see all of the benefits you're currently enrolled into. Okay. Gotcha. Okay. Is there anything else I can help you out with today, Christopher? No. 'Cause like I said, I mean, I have my wife in here already and as my beneficiary as a spouse. That's interesting how that didn't...

Uh, I was just going based off what Know History said, so honestly. Yeah, yeah. It's all good. Um, okay, cool. I've got the dashboard open. We're good. Awesome. You have a wonderful day, okay? Sure thing. You too, sir. Thank you very much. Bye-bye. You're welcome. Bye-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. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. This is Chris Carver. How are you doing today?

Speaker speaker_1: I'm doing pretty well, and yourself?

Speaker speaker_2: I'm doing well. Um, I got an email stating that there is some missing information on my enrollment-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and that I needed to call.

Speaker speaker_1: Okay. Yeah, so that email you received was just a courtesy reminder from us at Benefits in a Card that we received an, an enrollment form from your staffing agency letting us know you wanted to be enrolled into their health insurance, but you forgot dependent information, so we were just calling to obtain that.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, what's the name of that staffing agency you work for?

Speaker speaker_2: Um, Oxford Global Resources.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 1675.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Christopher?

Speaker speaker_2: 88 Scarlet Maple Court, Clayton, North Carolina 27520.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: February 19th, 1977.

Speaker speaker_1: Can I get a telephone number? I have a 717-330-2577?

Speaker speaker_2: That's the one.

Speaker speaker_1: And the email I have is carver1420@yahoo?

Speaker speaker_2: Correct, sir.

Speaker speaker_1: Okay, so let's see. So yes, so checking that history, I do see there was an outbound call to you, uh, regarding missing spouse information. Um, you put down employee plus family coverage, but didn't include your spouse's information, so we were just calling to obtain that.

Speaker speaker_2: Okay. What information do you need, sir?

Speaker speaker_1: Um, so we would need obviously first, last name, Social and date of birth. But let me make that change real quick to from employee plus child to employee plus family.

Speaker speaker_2: I know I entered it. Interesting.

Speaker speaker_1: Okay. So doing, so doing the term life for employee plus family would be $3.18 per week. Do you authorize Oxford to make that deduction for you? Okay, so we can save that. And then what's your spouse's first name?

Speaker speaker_2: Amanda.

Speaker speaker_1: Her middle name?

Speaker speaker_2: Uh, Elia, E-L-I-A.

Speaker speaker_1: And her Social?

Speaker speaker_2: 197-72-3517.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: June 20th, 1984.

Speaker speaker_1: 84, okay. So I went ahead and added your spouse, Amanda, to the coverage for you, but is there anything else I can help you out with today, Christopher?

Speaker speaker_2: I think, um, a participant ID, so I can create my account online.

Speaker speaker_1: Participant ID. Let me see. Through the Benefits in a Card website, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let me confirm something. Do you mind if I place you on a brief hold?

Speaker speaker_2: No, that's fine, sir.

Speaker speaker_1: Okay. Hello, Christopher. You still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome, thank you so much for holding. A quick question, when you went to the myBIAC website/Oxford, did you click, uh... Hold on. Did you click Enroll in the Coverage? Yeah, hold on. Let me go to that website real quick.

Speaker speaker_2: Um, think I clicked Member Login.

Speaker speaker_1: Okay, so if you click Member Login-

Speaker speaker_2: Or Register User.

Speaker speaker_1: Yes. So, that wasn't supposed to be the case. Uh, you're supposed to click Enroll/Decline Coverage and then register y- your account from there using your Social.

Speaker speaker_2: Oh.

Speaker speaker_1: And then you create the account and then log in from there, and you should see all of the benefits you're currently enrolled into.

Speaker speaker_2: Okay. Gotcha.

Speaker speaker_1: Okay. Is there anything else I can help you out with today, Christopher?

Speaker speaker_2: No. 'Cause like I said, I mean, I have my wife in here already and as my beneficiary as a spouse. That's interesting how that didn't...

Speaker speaker_1: Uh, I was just going based off what Know History said, so honestly.

Speaker speaker_2: Yeah, yeah. It's all good. Um, okay, cool. I've got the dashboard open. We're good.

Speaker speaker_1: Awesome. You have a wonderful day, okay?

Speaker speaker_2: Sure thing. You too, sir. Thank you very much. Bye-bye.

Speaker speaker_1: You're welcome. Bye-bye.