

## Transcript: Justin

**Mills-5860579494117376-5691155650756608**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, sir. Uh, uh, so I'm trying to update or enroll my newborn baby into my benefits. Uh, can you please... Uh, I already shared the, uh, verification of birth letter. Uh, I already emailed a copy, uh, but I didn't get any... I didn't heard anything from you s- so far. So I just wanna check, check on this because it's been, all- already... This is... It's been already two weeks. I reported- Yeah, let me check something for you. ... my change of... Yeah, I reported- Okay. ... a change of event on, um, uh, February 27. What's the staffing agency you work for? Uh, I work for Oxford Global Resource LLC. Oxford Global Resource- And the last four for your social? Four, five, two, zero. And your first and last name? My first name is Kesava. Last name is Nidadavolu. K-E-S-A-V-A, that's my first name. N-I-D-A-D-A-V-O-L-U, that's my last name. And for security purposes, could you verify your home address, including city, state and zip code? Uh, the permanent address is 3058 Lightridge Court, Southwest Concord, North Carolina. Uh, 28027 is the zip code. And the date of birth? Phone number is 669... Uh, April 5th, 1994. And a good telephone number has 669-999-1225. Nine, nine, nine, yeah. Yes, sir. Yes. And the email has mq.keshav at gmail? Yeah. Yes, sir. Yes. Okay. So checking the history I do see there was an outbound call back on March 3rd to let you know that the QLE was approved. So we can go ahead and get this process started. Let me switch this to Employee Plus Family coverage. Bear with me one second. Yeah. And, uh, uh, I want everything to be covered in the insurance, so you can go and update the premium, uh, uh, the best one, because, uh, I know there will be, like, multiple visits to the hospital in the future. So I would like to... Uh- Huh? So the only thing- ... do the math in my- ... that I can add the child to is the currently... the current plan that you're currently enrolled into which is the MAC TeleRx. So that's the only plan I can add the child to because that's what you're currently enrolled into. Oh. I mean, is there any possibility to, to, to, to, to, to change the current plan possibly? Um, so unfortunately the QLE was to add the child to the current coverage that you already have, not to make any upgrades or anything. Uh... Okay. Okay, sir. Yeah. Yeah. Yeah. Try to do, uh... Yeah, try to do the... Sorry. I mean... Uh, try to add my baby into the coverage and can you please send me the exact provider, the 90-degree benefit, right? Is the... Is that the insurance company, right? Correct. Because that's the... That's for the MAC TeleRx. Yes, sir. Oh, okay. Okay, sir. Okay. Okay. Yeah. Okay, so your current deductions- So now- ... right now- Uh-huh. So your current deductions right now- Yeah. ... with Employee Plus Spouse coverage was \$19.78. However, switching it- Uh-huh. ... to Employee Plus Family would make your new total deductions \$23.54. Would you authorize Oxford to make that deduction for you? Yes, sir. Please. Yeah. Okay. So- But this is like every week \$23, right? Correct. Perfect, perfect, perfect. Yeah. And then let me add your child down. What's this, uh, child's first and last name? Uh, so my kid's first name, uh, J for Jayatri. Her name is Jayatri. J for... Uh, J for Jack, J for Junior, A for

Apple, Y for Yellow, A for Alpha, T for Tom, R for Romeo, I for Indigo. J-A-Y-A-T-R-I. Jayatri. Jayatri. Okay. And, and her middle name is my name, K-E-S-A-V, K-E-S-A-V. K for Kennedy, E for East, S for South, A for Alpha, V for Victor, A for Apple. K-E-S-A-V. Okay. It's only got five letters. And last name? Yeah, last name is my last name. N-I-D-A-D-A-V-O-L-U. Jayatri, first name. K-E-S-A-V, Kesav, last, middle name. Last name is Nidadavolu, Nidadavolu. Okay. And her social? Oh, she didn't... She didn't got the social yet. It's... I think I will get it tomorrow, I mean, this week. Okay. So I can put in... okay. So I can put in all zeros for now, but when you do have the child's social- Yeah, I would love that. ... just give us a call back. Um, and what's their date of birth? I would love that too, sir. Uh, February 25, 2025. 25, okay. February month, date 25, 2025. Female. Okay. So let's see here. Gender, female. So I do want to let you know, um, how this pending enrollment process works, it will take one to two weeks for it to go through and then whenever you witness- Okay. ... your first payroll reduction of the \$23.54 come off your paycheck, that's how you know your newborn child was added to the coverage. Um- Okay. Seven to 10 business days later you'll receive new policy and ID card information in the mail. Um, but like I said- Mm-hmm. ... once you do have the child's social, just give us a call back so we can add that- Sure, I will do that, sir. ... to the file, okay? Yep, yeah, yeah. And, um, can you do me one more favor, sir, please? Yes. Can you mail the physical copy to my mailing address? Because my permanent address is in North Carolina but, uh, due to my work, I was staying in New York State. Uh, that- Um, yes, so I can... Do you want me to send them to the North Carolina address? No, no, no, no, no. I want that copy, the ID, the ID copy to New York address. Uh, like if... I mean, I rented that home my, the... I have my own house in North Carolina. That's my permanent address. I rented that home to my family friends itself, but still, uh, I have to call them and I have to make them to, to ship that ID card to me. That's like biggest, biggest, biggest thing for me. So can you, um, ship the ID card to my new address? Yeah. Uh, what's the new address? It's 3702, thirty-seven oh two Coventry, C-O-V-E-N-T-R-Y, Coventry Lane, L-N. The city, East Greenbush, East Greenbush is the city, New York State. And zip code, 12061. And that's it. Okay. And that's it. What? And just to confirm, 3702 Coventry Lane, East Greenwood, New York, 12061? Perfect. Yes, sir. That's my mailing address. Okay, so I'll go ahead and put in the request for new physical ID cards to be met out to that one. So you should receive those, uh, once you do become active in the new physical or the new employee plus family coverage, okay? Uh, perfect. And- Awesome. Uh, so if, if I go to hospital, if I show that card, that will be good enough, right? Um, so the MAC TeleRx just covers preventative healthcare services, so like physicals- Uh-huh. ... diabetes screenings, vaccinations, yearly exams, stuff like that. Uh-huh. Uh-huh. No, no, no, no. What about my baby? I mean, uh, there will be like general visits, prenatal visits for the baby, so do you wanna cover or not? Yeah, so preventative services would be covered under the medical plan. Okay. Yes, sir. Oh, okay. Perfect. Perfect. Perfect. So if we visit the hospital, I have to show that ID, right? Correct. Yes, sir. Perfect, perfect, perfect. That's it. That's all I needed for today. Uh- Awesome. Is there anything else I could assist you with today? Uh, uh, is it possible to send a, uh, electronic copy to me, to my mailing address? Yeah, I can email it- That's good. ... to you real quick. Do you mind if I place you on a brief hold? Sure, sure thing. Take your time. Hello. Are you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for, it would be coming from info, that's I-N-F-O, @benefitsintercard.com. I just got, I just got... Yep. Yeah, I just got, I just got the ID.

Awesome. Is there anything else I could help you out with today? Uh, only one last question. If I go to the hospital, if I show this, uh, ID, th- this will work, right? Um, correct. So like I said, it just covers preventative healthcare services, like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. Yes, sir. Yes, I got it. Anything- I don't see, uh, medical coverage for... It, it was still showing medical coverage employee and spouse. I don't see the baby. So like I said, pending enrollments for, to add your child- Oh, okay, okay. Thank you. ... to the coverage took one to two weeks to go through. Makes sense now. I see what you did, yeah. So it will get updated, right? Correct. Yes, sir, in one to two weeks. Uh, perfect. Perfect, perfect, perfect. Yeah. So then I can see the, uh- Is there anything else I can help you with today? Yeah, so if it was updated, I can see medical coverage employee and family, right? Correct. Yes, sir. Perfect. Thank you. Yeah. Is there anything else- I got everything. ... I could help you out with today? That's it, sir. Thank you so much. You're welcome. You have a great day, okay? Yes, sir. Yes, yes. All right, bye-bye. Yeah.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, sir. Uh, uh, so I'm trying to update or enroll my newborn baby into my benefits. Uh, can you please... Uh, I already shared the, uh, verification of birth letter. Uh, I already emailed a copy, uh, but I didn't get any... I didn't heard anything from you s- so far. So I just wanna check, check on this because it's been, all- already... This is... It's been already two weeks. I reported-

Speaker speaker\_0: Yeah, let me check something for you.

Speaker speaker\_1: ... my change of... Yeah, I reported-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... a change of event on, um, uh, February 27.

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: Uh, I work for Oxford Global Resource LLC. Oxford Global Resource-

Speaker speaker\_0: And the last four for your social?

Speaker speaker\_1: Four, five, two, zero.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: My first name is Kesava. Last name is Nidadavolu. K-E-S-A-V-A, that's my first name. N-I-D-A-D-A-V-O-L-U, that's my last name.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Uh, the permanent address is 3058 Lightridge Court, Southwest Concord, North Carolina. Uh, 28027 is the zip code.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: Phone number is 669... Uh, April 5th, 1994.

Speaker speaker\_0: And a good telephone number has 669-999-1225.

Speaker speaker\_1: Nine, nine, nine, yeah. Yes, sir. Yes.

Speaker speaker\_0: And the email has mq.keshav at gmail?

Speaker speaker\_1: Yeah. Yes, sir. Yes.

Speaker speaker\_0: Okay. So checking the history I do see there was an outbound call back on March 3rd to let you know that the QLE was approved. So we can go ahead and get this process started. Let me switch this to Employee Plus Family coverage. Bear with me one second.

Speaker speaker\_1: Yeah. And, uh, uh, I want everything to be covered in the insurance, so you can go and update the premium, uh, uh, the best one, because, uh, I know there will be, like, multiple visits to the hospital in the future. So I would like to...

Speaker speaker\_0: Uh-

Speaker speaker\_1: Huh?

Speaker speaker\_0: So the only thing-

Speaker speaker\_1: ... do the math in my-

Speaker speaker\_0: ... that I can add the child to is the currently... the current plan that you're currently enrolled into which is the MAC TeleRx. So that's the only plan I can add the child to because that's what you're currently enrolled into.

Speaker speaker\_1: Oh. I mean, is there any possibility to, to, to, to, to, to change the current plan possibly?

Speaker speaker\_0: Um, so unfortunately the QLE was to add the child to the current coverage that you already have, not to make any upgrades or anything.

Speaker speaker\_1: Uh... Okay. Okay, sir. Yeah. Yeah. Yeah. Try to do, uh... Yeah, try to do the... Sorry. I mean... Uh, try to add my baby into the coverage and can you please send me the exact provider, the 90-degree benefit, right? Is the... Is that the insurance company, right?

Speaker speaker\_0: Correct. Because that's the... That's for the MAC TeleRx. Yes, sir.

Speaker speaker\_1: Oh, okay. Okay, sir. Okay. Okay. Yeah.

Speaker speaker\_0: Okay, so your current deductions-

Speaker speaker\_1: So now-

Speaker speaker\_0: ... right now-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: So your current deductions right now-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... with Employee Plus Spouse coverage was \$19.78. However, switching it-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... to Employee Plus Family would make your new total deductions \$23.54. Would you authorize Oxford to make that deduction for you?

Speaker speaker\_1: Yes, sir. Please. Yeah.

Speaker speaker\_0: Okay. So-

Speaker speaker\_1: But this is like every week \$23, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Perfect, perfect, perfect. Yeah.

Speaker speaker\_0: And then let me add your child down. What's this, uh, child's first and last name?

Speaker speaker\_1: Uh, so my kid's first name, uh, J for Jayatri. Her name is Jayatri. J for... Uh, J for Jack, J for Junior, A for Apple, Y for Yellow, A for Alpha, T for Tom, R for Romeo, I for Indigo. J-A-Y-A-T-R-I. Jayatri. Jayatri.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And, and her middle name is my name, K-E-S-A-V, K-E-S-A-V. K for Kennedy, E for East, S for South, A for Alpha, V for Victor, A for Apple. K-E-S-A-V.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It's only got five letters.

Speaker speaker\_0: And last name?

Speaker speaker\_1: Yeah, last name is my last name. N-I-D-A-D-A-V-O-L-U. Jayatri, first name. K-E-S-A-V, Kesav, last, middle name. Last name is Nidadavolu, Nidadavolu.

Speaker speaker\_0: Okay. And her social?

Speaker speaker\_1: Oh, she didn't... She didn't got the social yet. It's... I think I will get it tomorrow, I mean, this week.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So I can put in... okay. So I can put in all zeros for now, but when you do have the child's social- Yeah, I would love that.

Speaker speaker\_0: ... just give us a call back. Um, and what's their date of birth?

Speaker speaker\_1: I would love that too, sir. Uh, February 25, 2025.

Speaker speaker\_0: 25, okay.

Speaker speaker\_1: February month, date 25, 2025. Female.

Speaker speaker\_0: Okay. So let's see here.

Speaker speaker\_1: Gender, female.

Speaker speaker\_0: So I do want to let you know, um, how this pending enrollment process works, it will take one to two weeks for it to go through and then whenever you witness-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your first payroll reduction of the \$23.54 come off your paycheck, that's how you know your newborn child was added to the coverage. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Seven to 10 business days later you'll receive new policy and ID card information in the mail. Um, but like I said-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... once you do have the child's social, just give us a call back so we can add that-

Speaker speaker\_1: Sure, I will do that, sir.

Speaker speaker\_0: ... to the file, okay?

Speaker speaker\_1: Yep, yeah, yeah. And, um, can you do me one more favor, sir, please?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Can you mail the physical copy to my mailing address? Because my permanent address is in North Carolina but, uh, due to my work, I was staying in New York State. Uh, that-

Speaker speaker\_0: Um, yes, so I can... Do you want me to send them to the North Carolina address?

Speaker speaker\_1: No, no, no, no, no. I want that copy, the ID, the ID copy to New York address. Uh, like if... I mean, I rented that home my, the... I have my own house in North Carolina. That's my permanent address. I rented that home to my family friends itself, but still, uh, I have to call them and I have to make them to, to ship that ID card to me. That's like biggest, biggest, biggest thing for me. So can you, um, ship the ID card to my new address?

Speaker speaker\_0: Yeah. Uh, what's the new address?

Speaker speaker\_1: It's 3702, thirty-seven oh two Coventry, C-O-V-E-N-T-R-Y, Coventry Lane, L-N. The city, East Greenbush, East Greenbush is the city, New York State. And zip code, 12061. And that's it.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And that's it.

Speaker speaker\_2: What?

Speaker speaker\_0: And just to confirm, 3702 Coventry Lane, East Greenwood, New York, 12061?

Speaker speaker\_1: Perfect. Yes, sir. That's my mailing address.

Speaker speaker\_0: Okay, so I'll go ahead and put in the request for new physical ID cards to be met out to that one. So you should receive those, uh, once you do become active in the new physical or the new employee plus family coverage, okay?

Speaker speaker\_1: Uh, perfect. And-

Speaker speaker\_0: Awesome.

Speaker speaker\_1: Uh, so if, if I go to hospital, if I show that card, that will be good enough, right?

Speaker speaker\_0: Um, so the MAC TeleRx just covers preventative healthcare services, so like physicals-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... diabetes screenings, vaccinations, yearly exams, stuff like that.

Speaker speaker\_1: Uh-huh. Uh-huh. No, no, no, no. What about my baby? I mean, uh, there will be like general visits, prenatal visits for the baby, so do you wanna cover or not?

Speaker speaker\_0: Yeah, so preventative services would be covered under the medical plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh, okay. Perfect. Perfect. Perfect. So if we visit the hospital, I have to show that ID, right?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_1: Perfect, perfect, perfect. That's it. That's all I needed for today. Uh-

Speaker speaker\_0: Awesome. Is there anything else I could assist you with today?

Speaker speaker\_1: Uh, uh, is it possible to send a, uh, electronic copy to me, to my mailing address?

Speaker speaker\_0: Yeah, I can email it-

Speaker speaker\_1: That's good.

Speaker speaker\_0: ... to you real quick. Do you mind if I place you on a brief hold?

Speaker speaker\_1: Sure, sure thing. Take your time.

Speaker speaker\_0: Hello. Are you still there?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for, it would be coming from info, that's I-N-F-O, @benefitsintercard.com.

Speaker speaker\_1: I just got, I just got... Yep. Yeah, I just got, I just got the ID.

Speaker speaker\_0: Awesome. Is there anything else I could help you out with today?

Speaker speaker\_1: Uh, only one last question. If I go to the hospital, if I show this, uh, ID, th- this will work, right?

Speaker speaker\_0: Um, correct. So like I said, it just covers preventative healthcare services, like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Mm-hmm. Yes, sir. Yes, I got it.

Speaker speaker\_0: Anything-

Speaker speaker\_1: I don't see, uh, medical coverage for... It, it was still showing medical coverage employee and spouse. I don't see the baby.

Speaker speaker\_0: So like I said, pending enrollments for, to add your child-

Speaker speaker\_1: Oh, okay, okay. Thank you.

Speaker speaker\_0: ... to the coverage took one to two weeks to go through.

Speaker speaker\_1: Makes sense now. I see what you did, yeah. So it will get updated, right?

Speaker speaker\_0: Correct. Yes, sir, in one to two weeks.

Speaker speaker\_1: Uh, perfect. Perfect, perfect, perfect. Yeah. So then I can see the, uh-

Speaker speaker\_0: Is there anything else I can help you with today?

Speaker speaker\_1: Yeah, so if it was updated, I can see medical coverage employee and family, right?

Speaker speaker\_0: Correct. Yes, sir.



Speaker speaker\_1: Perfect. Thank you. Yeah.

Speaker speaker\_0: Is there anything else-

Speaker speaker\_1: I got everything.

Speaker speaker\_0: ... I could help you out with today?

Speaker speaker\_1: That's it, sir. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Yes, sir. Yes, yes.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Yeah.