Transcript: Malcolm Nash-4505661866819584-6735187778781184

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Sorry. Um, hi. I just recently, um, enrolled in benefits last week, and I'm trying to get my, uh, information emailed to, to me, for my, uh, I guess, ID number and What staffing company do you work for? ... Could you say that one more time? What staffing company do you work for? Uh, Oxford. Last four of your Social? Two, zero, six, two. First name? Brandon. Last name? Richardson. For security purposes can you verify your address and date of birth for me? Yep. Um, address, 501 South Fourth Street, Smithfield, North Carolina. Uh, date of birth, 6/29/1990. Thank you. So it doesn't look like your coverage become, is active yet, Mr. Richardson, so I wouldn't have any information to send you yet. Okay. Uh, so I guess I should contact Oxford to get the activation sent through? Is that how that, how it works? So typically, depending on whenever you got enrolled, it takes one to two weeks for the enrollment process. Once you see that first deduction- Oh. ... from your paycheck and we see it in our system down on Monday is when your coverage will become active. Oh, okay. Um, so I guess in that period if I do go see a provider, um, would I just have to... Would I get, uh, reimbursed for that coverage prior to that or how does that situation work? If you... Well, indeed that wouldn't work until your coverage actually becomes active, since you don't have... You technically don't have coverage right now. Okay. So you would then wouldn't be covered. Okay. Gotcha. Okay. Thank you. No problem, Mr. Brandon. Was there anything else I can help you with today? Uh, nope. That should be it. Okay. Then if nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. Thank you. Mm-hmm.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. Sorry. Um, hi. I just recently, um, enrolled in benefits last week, and I'm trying to get my, uh, information emailed to, to me, for my, uh, I guess, ID number and

Speaker speaker_2: What staffing company do you work for?

Speaker speaker_1: ... Could you say that one more time?

Speaker speaker_2: What staffing company do you work for?

Speaker speaker_1: Uh, Oxford.

Speaker speaker_2: Last four of your Social?

Speaker speaker_1: Two, zero, six, two.

Speaker speaker_2: First name?

Speaker speaker_1: Brandon.

Speaker speaker_2: Last name?

Speaker speaker_1: Richardson.

Speaker speaker_2: For security purposes can you verify your address and date of birth for me?

Speaker speaker_1: Yep. Um, address, 501 South Fourth Street, Smithfield, North Carolina. Uh, date of birth, 6/29/1990.

Speaker speaker_2: Thank you. So it doesn't look like your coverage become, is active yet, Mr. Richardson, so I wouldn't have any information to send you yet.

Speaker speaker_1: Okay. Uh, so I guess I should contact Oxford to get the activation sent through? Is that how that, how it works?

Speaker speaker_2: So typically, depending on whenever you got enrolled, it takes one to two weeks for the enrollment process. Once you see that first deduction-

Speaker speaker_1: Oh.

Speaker speaker_2: ... from your paycheck and we see it in our system down on Monday is when your coverage will become active.

Speaker speaker_1: Oh, okay. Um, so I guess in that period if I do go see a provider, um, would I just have to... Would I get, uh, reimbursed for that coverage prior to that or how does that situation work?

Speaker speaker_2: If you... Well, indeed that wouldn't work until your coverage actually becomes active, since you don't have... You technically don't have coverage right now.

Speaker speaker_1: Okay.

Speaker speaker_2: So you would then wouldn't be covered.

Speaker speaker_1: Okay. Gotcha. Okay. Thank you.

Speaker speaker_2: No problem, Mr. Brandon. Was there anything else I can help you with today?

Speaker speaker_1: Uh, nope. That should be it.

Speaker speaker_2: Okay. Then if nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm.