

Transcript: Pearl

Rojas-5024670782898176-6105519032942592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? Crystal. And how can I assist you? Yes, I wanted to sign up for the, uh, BIC medical plan. Okay, no worries. I can definitely assist you with that. What's the name of the staff agency you work for? Oxford. And the last four digits of your Social? 3672. 3672? Mm-hmm. All right, and if you can confirm your address and date of birth. 12/23/81 18110 Umber River Lane, Houston, Texas 77044. All righty. Okay, so there's... So I have currently a pending enrollment for you for short-term disability, life insurance and vision. You only have 30 days from the date of your first paycheck to make any changes or add any plans on, um, which for you has passed. Let me take a look when open enrollment is for your comp- Okay. So for Oxford it just passed, it was the beginning of this month from the 4th to the 18th. Oh wow, okay. Um- Um, let me take a look. Some companies did extend their open enrollment. Let me take a look if Oxford was one. Give me one. Okay, yes, so no, they weren't one of those companies, so yeah, you would either have to wait until, um, December of next year or if you involuntarily I- involuntarily lost coverage elsewhere, um, had a child, adopted a child, marriage, divorce, anything like that, you would be able to enroll providing paperwork. Um, but other than that, you would have to wait until December of next year. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_2: Crystal.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, I wanted to sign up for the, uh, BIC medical plan.

Speaker speaker_1: Okay, no worries. I can definitely assist you with that. What's the name of the staff agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 3672.

Speaker speaker_1: 3672?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right, and if you can confirm your address and date of birth.

Speaker speaker_2: 12/23/81 18110 Umber River Lane, Houston, Texas 77044.

Speaker speaker_1: All righty. Okay, so there's... So I have currently a pending enrollment for you for short-term disability, life insurance and vision. You only have 30 days from the date of your first paycheck to make any changes or add any plans on, um, which for you has passed. Let me take a look when open enrollment is for your comp-

Speaker speaker_2: Okay.

Speaker speaker_1: So for Oxford it just passed, it was the beginning of this month from the 4th to the 18th.

Speaker speaker_2: Oh wow, okay. Um-

Speaker speaker_1: Um, let me take a look. Some companies did extend their open enrollment. Let me take a look if Oxford was one. Give me one. Okay, yes, so no, they weren't one of those companies, so yeah, you would either have to wait until, um, December of next year or if you involuntary I- involuntarily lost coverage elsewhere, um, had a child, adopted a child, marriage, divorce, anything like that, you would be able to enroll providing paperwork. Um, but other than that, you would have to wait until December of next year.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You as well.