

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. Good afternoon. My name is Geraldo Castillo. And I can assist you, Mr. Castillo. Hi. Um, I work for Oxford. I am a new employee. And I- Okay. ... I would like to... Yeah. I would like to understand, um, how does or when does my benefits start? I know that you mentioned something about payroll and when I received my cards. But I would like to know- Okay. What are the last four digits? Yeah. Can you repeat it for me? Last four digits of my social? Yes. 4324. Okay. Give me one moment. 4324? Yes. And how long have you been working with Oxford? Um, four days. Okay. Give me one moment. Okay. So it looks like they haven't sent us over your information yet. Um, did you sign up through onboarding for your coverage? I did my onboarding. Uh- D- is that where you signed up for your, your coverage? ... I think. Okay. So it usually takes- So, so- ... one to two weeks from the day you en- you signed up. Okay. So- And then after the... Go ahead. So it means that, um, if I, if I go to the doctor in any of these days, uh, will I be covered or can I kind of, uh, request reimbursement or something like that or, or not at all? No, sir. You would have to wait until your coverage is active. Okay. Okay. Until the coverage is active and that's one or two weeks after my start date? So one to two weeks after you, um, you enrolled. Okay. Okay? Okay. And then once you see the first deduction, the next Monday you're active. And then later that week you'll receive... If you signed up for dental and vision, you'll receive those cards to your house and then your medical card will go to your email. Okay. All right. Do you have any questions? All right. Thanks for the clarification. No, thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi. Good afternoon. My name is Geraldo Castillo.

Speaker speaker_0: And I can assist you, Mr. Castillo.

Speaker speaker_1: Hi. Um, I work for Oxford. I am a new employee. And I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I would like to... Yeah. I would like to understand, um, how does or when does my benefits start? I know that you mentioned something about payroll and when I received my cards. But I would like to know-

Speaker speaker_0: Okay. What are the last four digits?

Speaker speaker_1: Yeah.

Speaker speaker_0: Can you repeat it for me?

Speaker speaker_1: Last four digits of my social?

Speaker speaker_0: Yes.

Speaker speaker_1: 4324.

Speaker speaker_0: Okay. Give me one moment. 4324?

Speaker speaker_1: Yes.

Speaker speaker_0: And how long have you been working with Oxford?

Speaker speaker_1: Um, four days.

Speaker speaker_0: Okay. Give me one moment. Okay. So it looks like they haven't sent us over your information yet. Um, did you sign up through onboarding for your coverage?

Speaker speaker_1: I did my onboarding. Uh-

Speaker speaker_0: D- is that where you signed up for your, your coverage?

Speaker speaker_1: ... I think.

Speaker speaker_0: Okay. So it usually takes-

Speaker speaker_1: So, so-

Speaker speaker_0: ... one to two weeks from the day you en- you signed up.

Speaker speaker_1: Okay. So-

Speaker speaker_0: And then after the... Go ahead.

Speaker speaker_1: So it means that, um, if I, if I go to the doctor in any of these days, uh, will I be covered or can I kind of, uh, request reimbursement or something like that or, or not at all?

Speaker speaker_0: No, sir. You would have to wait until your coverage is active.

Speaker speaker_1: Okay. Okay. Until the coverage is active and that's one or two weeks after my start date?

Speaker speaker_0: So one to two weeks after you, um, you enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And then once you see the first deduction, the next Monday you're active. And then later that week you'll receive... If you signed up for dental and vision, you'll receive those cards to your house and then your medical card will go to your email.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: All right. Thanks for the clarification. No, thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.