

Transcript: Pearl

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Full Transcript

Thank you for calling Plan to Protect in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. This is Juan Jose Malave. And how can I assist you? Hi. I'm having an error, uh, signing up for BIC. It says... I have an alert saying, "Enrollment not allowed. Please call the contact center for any changes." Okay. What's the name of the company that, that you work for? Oxford Global Resources. And the last four digits of your SSN? Last four digits is 1703. Okay. And if you can confirm your address and date of birth for me. My address is 21330 Bridle, which is B-I- uh, B-R-I-D-L-E, Rose Trail, Tomball, Texas 77377. And my date of birth is 07-03-1986. Okay. May I have your phone number as 281-703-7584? Correct. And I have your email address as juanj.malave@gmail.com? Correct. I see. So, okay, so with the issue, it most likely is that we have to hire these for you. Um- Mm-hmm. ... so what we have to do before we can actually get you enrolled, is have our main office perform what's called an eligibility review. And all this is, is our main office reaching out to Oxford to confirm that you are eligible to enroll. This process takes about 24 to 48 hours. Once they let me know that you are eligible to enroll, um, I will give you a call back. Well, actually, right now we'll take that. Did you know what you wanted to enroll in today? Uh, I wanted to enroll into the, um, the medical. I wanted to, of course, enroll on, on the options that you guys had. All right, so do you know which medical plan? Um, either the Plus or the Basic... I mean, I'm sorry, the Basic or the Enhanced for Medical? Um, I'm interested in the Enhanced. The Enhanced? Okay. Did you want to do any other plans? Uh, no, not at this- Uh, dental, vision? Uh, not at this moment. Okay. So just the Plus Enhanced. Okay, so once they let you know- If my option does change when you call, can, can I update that plan as well? Yes, sir. Okay. So what... Um, I'm gonna note here that you want um, the en- the InsurancePlus Enhanced for Employee Only. If they let me know that you are approved, I'll go ahead and get you enrolled and then give you a call to confirm that you were enrolled. Um, if they say that you're not eligible to enroll, I'll also give you a call and let you know if you're not eligible, and give you further steps from there. Um, the process after enrollment takes about one to two weeks for them to, to begin deductions. Once they begin deductions, the next Monday you're active and then later that week you receive your card in the... in your email. Mm-hmm. Um, and then if... Like you said, if you have... if you decide that you do want to do vision or dental, when I give you a call, we can just add those on. Mm-hmm. Um, depending on what they say. Okay. Do you have any questions? No, that, that was all I had. All right. Thank you so much for calling. You have a great day. Likewise. Take care.

Conversation Format

Speaker speaker_0: Thank you for calling Plan to Protect in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, Pearl. This is Juan Jose Malave.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi. I'm having an error, uh, signing up for BIC. It says... I have an alert saying, "Enrollment not allowed. Please call the contact center for any changes."

Speaker speaker_0: Okay. What's the name of the company that, that you work for?

Speaker speaker_1: Oxford Global Resources.

Speaker speaker_0: And the last four digits of your SSN?

Speaker speaker_1: Last four digits is 1703.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth for me.

Speaker speaker_1: My address is 21330 Bridle, which is B-I- uh, B-R-I-D-L-E, Rose Trail, Tomball, Texas 77377. And my date of birth is 07-03-1986.

Speaker speaker_0: Okay. May I have your phone number as 281-703-7584?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as juanj.malave@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: I see. So, okay, so with the issue, it most likely is that we have to hire these for you. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so what we have to do before we can actually get you enrolled, is have our main office perform what's called an eligibility review. And all this is, is our main office reaching out to Oxford to confirm that you are eligible to enroll. This process takes about 24 to 48 hours. Once they let me know that you are eligible to enroll, um, I will give you a call back. Well, actually, right now we'll take that. Did you know what you wanted to enroll in today?

Speaker speaker_1: Uh, I wanted to enroll into the, um, the medical. I wanted to, of course, enroll on, on the options that you guys had.

Speaker speaker_0: All right, so do you know which medical plan? Um, either the Plus or the Basic... I mean, I'm sorry, the Basic or the Enhanced for Medical?

Speaker speaker_1: Um, I'm interested in the Enhanced.

Speaker speaker_0: The Enhanced? Okay. Did you want to do any other plans?

Speaker speaker_1: Uh, no, not at this-

Speaker speaker_0: Uh, dental, vision?

Speaker speaker_1: Uh, not at this moment.

Speaker speaker_0: Okay. So just the Plus Enhanced. Okay, so once they let you know-

Speaker speaker_1: If my option does change when you call, can, can I update that plan as well?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: So what... Um, I'm gonna note here that you want um, the en- the InsurancePlus Enhanced for Employee Only. If they let me know that you are approved, I'll go ahead and get you enrolled and then give you a call to confirm that you were enrolled. Um, if they say that you're not eligible to enroll, I'll also give you a call and let you know if you're not eligible, and give you further steps from there. Um, the process after enrollment takes about one to two weeks for them to, to begin deductions. Once they begin deductions, the next Monday you're active and then later that week you receive your card in the... in your email.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and then if... Like you said, if you have... if you decide that you do want to do vision or dental, when I give you a call, we can just add those on.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, depending on what they say.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, that, that was all I had.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Likewise. Take care.