

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and knows what you're speaking with? This is Wynona Holloway. And how can I assist you? I was trying to see if I can enroll in, uh, BIC. Okay. What's the name of the staff agency you work for? Excuse me? What's the name of the staff agency you work for? Oxford. Uh, Oxford, is this your social? 4329. All right. And your date of birth? 01/16/62. I need you to confirm your address. 4534 Villa Parkway, Unit C, Eagan, Minnesota 55122. Can I have your phone number as 952-465-7610? Yes. All righty. Okay. All right, so when did you start working with them, with Oxford Global? I've been working with them in a while, but I... . The client I was working for, they, um, I got laid off from them in, like, October, and then I, uh, my, uh, recruiter found another job for me in, like, Jan- January. And then I, I was laid off with that one. And then I recently just went back, like, a couple of weeks ago at the, at the one I'm at now. Okay. So you would have had to enroll within 30 days of receiving your first paycheck. Um, what I can do is I can reinstate your coverage. But you would need to keep it, the coverage that you had before. The insurance has to have, which is your medical, dental, vision and, and, ME-C TelRx. Mm-hmm. Okay. Do you want to go ahead and choose those ones? Yeah. Because I, I tried when I... They sent me the, um, enrollment letter in December, but when I tried to go on there to, um, enroll, it told me I wasn't eligible. You know, I thought it was because, you know, I was in between jobs at that time. You know, when my recruiter found me another client. Yes. So even if you were, were, um, to enroll, your, the deduction, the first deduction for your coverage to become active has to be from your payroll check. Um, and then they only give you 30 days from the date of your first paycheck to enroll, which for you, because you worked with them for so many times, there's a couple of different ones. Um, but if you want to reinstate your coverage, we can do that, and we'll just keep the coverage the same. Okay, that's fine. Okay, it will take one to two weeks for the staff agency to start making deductions. Once they do, the following Monday you become active, and then later that week you receive your dental, vision, and preventative health card in the mail and your medical go to your email. Okay. Do you have any questions? Well, you know, when are, when are they going to start taking the first payment out? Will it be this week or next? I'm not sure. It takes one to two weeks. Oh, okay. Okay, then. All right. I just want to make sure I, uh, get back on there. All righty. Is there anything I can assist you with? No, that was it. I just need to take care of it. All right. Thank you so much for calling. You have a great day. All right. Thank you and you too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and knows what you're speaking with?

Speaker speaker_1: This is Wynona Holloway.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was trying to see if I can enroll in, uh, BIC.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What's the name of the staff agency you work for?

Speaker speaker_1: Oxford.

Speaker speaker_0: Uh, Oxford, is this your social?

Speaker speaker_1: 4329.

Speaker speaker_0: All right. And your date of birth?

Speaker speaker_1: 01/16/62.

Speaker speaker_0: I need you to confirm your address.

Speaker speaker_1: 4534 Villa Parkway, Unit C, Eagan, Minnesota 55122.

Speaker speaker_0: Can I have your phone number as 952-465-7610?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. Okay. All right, so when did you start working with them, with Oxford Global?

Speaker speaker_1: I've been working with them in a while, but I... . The client I was working for, they, um, I got laid off from them in, like, October, and then I, uh, my, uh, recruiter found another job for me in, like, Jan- January. And then I, I was laid off with that one. And then I recently just went back, like, a couple of weeks ago at the, at the one I'm at now.

Speaker speaker_0: Okay. So you would have had to enroll within 30 days of receiving your first paycheck. Um, what I can do is I can reinstate your coverage. But you would need to keep it, the coverage that you had before. The insurance has to have, which is your medical, dental, vision and, and, ME-C TelRx.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Do you want to go ahead and choose those ones?

Speaker speaker_1: Yeah. Because I, I tried when I... They sent me the, um, enrollment letter in December, but when I tried to go on there to, um, enroll, it told me I wasn't eligible. You know, I thought it was because, you know, I was in between jobs at that time. You know, when my recruiter found me another client.

Speaker speaker_0: Yes. So even if you were, were, um, to enroll, your, the deduction, the first deduction for your coverage to become active has to be from your payroll check. Um, and then they only give you 30 days from the date of your first paycheck to enroll, which for you, because you worked with them for so many times, there's a couple of different ones. Um, but if you want to reinstate your coverage, we can do that, and we'll just keep the coverage the same.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay, it will take one to two weeks for the staff agency to start making deductions. Once they do, the following Monday you become active, and then later that week you receive your dental, vision, and preventative health card in the mail and your medical go to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Well, you know, when are, when are they going to start taking the first payment out? Will it be this week or next?

Speaker speaker_0: I'm not sure. It takes one to two weeks.

Speaker speaker_1: Oh, okay. Okay, then. All right. I just want to make sure I, uh, get back on there.

Speaker speaker_0: All righty. Is there anything I can assist you with?

Speaker speaker_1: No, that was it. I just need to take care of it.

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

Speaker speaker_1: All right. Thank you and you too.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye-bye.