

Transcript: VICTORIA

Taylor-4508767672549376-5251628068192256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, Victoria. Hi. Um, I just got, like, an email, um, and I'm not really sure 'cause I'm at work, but I just wanted to, like... 'Cause I know today is 8/18. And I'm, like, at, for Oxford, um, like, uh, like, that's what I am. And, like, I know, like, about re... Like, it said about re-enrollment or whatever, and that's, like, due today. I just wanted to ask, like, is there anything that I need to do to, like, confirm that or to re-enroll, like, what I have? Like, I know it says, like, there's no changes or anything, but is there, like, something that I have to do to, like, keep the ones that I have already set up? Or... I just wanted to call and ask to do that or see what I have to do. Sorry. Okay. Um, are you already enrolled with them? Yeah. Like, I'm already enrolled, I just didn't know, like, if... Because I just saw something about re-enroll. I just, like, I was like, you know, I didn't know, like, if once it gets past the sixth, like, what it says, like, the benefits effective the sixth, I didn't know if, like, I had to re-enroll to make sure they, they carry over or... So that's why I just called, just to see and ask or see what's going on. Yeah, if you're already enrolled, as long as the plan that you're enrolled into is still being offered, it should automatically roll over. Um- Oh, okay. I actually didn't onto that. I just wanted to make sure. Okay. I mean, I can pull up your file and make sure that everything you're enrolled into is going to roll over if you'd like. Yeah. Can you, can you do that? That's, that's basically what I wanted to do, is, like, just call and see if that's possible or if you, that's what you did. So I appreciate that. Yeah, what's the last four of your Social? Uh, uh, 7764. And your first and last name? Uh, Michael Klingensmith. K-L-I-N-G-E-N-S-M-I-T-H. And then if you will verify your address and date of birth. Uh, so the one that I have is, uh, 104 Phillips Street, um, and my date of birth is 4/1/96. Okay, it looks like I have a different address, 101 Hillcrest Drive? Okay, that's where, like, I'm actually... Like, that's where I'm actually... But, like, I'm stationed here with the contract. Yeah, so 101 Hillcrest Drive is, like, my Pennsylvania address. But then, um, where I'm stationed is... I didn't know if you wanted the New York one, but yeah, that's 101 Hillcrest Drive, Punxsutawney, Pennsylvania, 15767. Okay, is that a good mailing address? Yeah. Yes. Gotcha. And then phone number, 814-952-9426? Yep, 26. Yep, this number right here. And then email is mike_ your last name @yahoo.com? Yes. Yeah. Okay, so it looks like, yes, you are enrolled and everything that you're enrolled into should roll over automatically into the new year. Okay, perfect. Thank you. Um, I just wanted to see. And I, that's, like, the... And while I have you, 'cause I know, I can never... I got it... My, I have the... 'Cause I have my dentist appointment coming up. Dentist appointment and, uh, my eye appointment. And, like, I know I have those cards physically, like, in my wallet- Mm-hmm. But, like, I don't, I don't ever remember. I do... I mean, I probably did, but, like, I don't remember ever getting, like, a medical card. Is there, like, a physical card or is it, like, a e-card? Yeah, it's, it's emailed to you from the carrier. Okay. So that's, I think, I

had. I think I saved it in my emails, but, okay. I just wanted to make sure, 'cause I was like... I was willing to do it whenever I was home a couple weeks ago. I was like, "I, I don't even remember having..." Like, I, I know I don't, like, throw things away and I was like, "I don't have, like, a physical card." But I, but I was like, "I think it's an e-card, but I'll eventually find out." But no, it was just, I figured it would just be good to ask right there just to see. But, so I think I do have it in my email, so, um, thank you. Okay. So then that's good... Yep, so we're good to go with roll it all, roll it over and everything like that, so we're good. Yeah, so as long... Everything should roll over automatically. Um, did you need me to email you copies of your ID cards? Um, m- can you, uh... I mean, wouldn't, wouldn't hurt to have my, like, the medical one, 'cause I have the phys- well, I have my eye and dental one that I have, but I think it's, like, just deeper in my email. I'm sure the, one of them I saved. But it wouldn't, like, if you don't mind, it doesn't, like, take time, you could, can you email the medical ones so I can have it, like, pretty recent in my emails? Yeah, I'll go ahead and just look up copies of all of them, and it isn't, it's not too much work, so I'll email- Oh, thank you. ... you copies of all of them, and that way you have copies. Oh, thank you so much. I appreciate that. And thank you for answering all my questions today. Yes, sure. You have a wonderful day. Thank you. You too. Bye. Thank you. B- bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_2: Hi, Victoria. Hi. Um, I just got, like, an email, um, and I'm not really sure 'cause I'm at work, but I just wanted to, like... 'Cause I know today is 8/18 . And I'm, like, at, for Oxford, um, like, uh, like, that's what I am. And, like, I know, like, about re... Like, it said about re-enrollment or whatever, and that's, like, due today. I just wanted to ask, like, is there anything that I need to do to, like, confirm that or to re-enroll, like, what I have? Like, I know it says, like, there's no changes or anything, but is there, like, something that I have to do to, like, keep the ones that I have already set up? Or... I just wanted to call and ask to do that or see what I have to do. Sorry.

Speaker speaker_1: Okay. Um, are you already enrolled with them?

Speaker speaker_2: Yeah. Like, I'm already enrolled, I just didn't know, like, if... Because I just saw something about re-enroll. I just, like, I was like, you know, I didn't know, like, if once it gets past the sixth, like, wha- what it says, like, the benefits effective the sixth, I didn't know if, like, I had to re-enroll to make sure they, they carry over or... So that's why I just called, just to see and ask or see what's going on.

Speaker speaker_1: Yeah, if you're already enro- enrolled, as long as the plan that you're enrolled into is still being offered, it should automatically roll over. Um-

Speaker speaker_2: Oh, okay. I actually didn't onto that. I just wanted to make sure.

Speaker speaker_1: Okay. I mean, I can pull up your file and make sure that everything you're enrolled into is going to roll over if you'd like.

Speaker speaker_2: Yeah. Can you, can you do that? That's, that's basically what I wanted to do, is, like, just call and see if that's possible or if you, that's what you did. So I appreciate that.

Speaker speaker_1: Yeah, what's the last four of your Social?

Speaker speaker_2: Uh, uh, 7764.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Michael Klingensmith. K-L-I-N-G- -E-N-S-M-I-T-H.

Speaker speaker_1: And then if you will verify your address and date of birth.

Speaker speaker_2: Uh, so the one that I have is, uh, 104 Phillips Street, um, and my date of birth is 4/1/96.

Speaker speaker_1: Okay, it looks like I have a different address, 101 Hillcrest Drive?

Speaker speaker_2: Okay, that's where, like, I'm actually... Like, that's where I'm actually... But, like, I'm stationed here with the contract. Yeah, so 101 Hillcrest Drive is, like, my Pennsylvania address. But then, um, where I'm stationed is... I didn't know if you wanted the New York one, but yeah, that's 101 Hillcrest Drive, Punxsutawney, Pennsylvania, 15767.

Speaker speaker_1: Okay, is that a good mailing address?

Speaker speaker_2: Yeah. Yes.

Speaker speaker_1: Gotcha. And then phone number, 814-952-9426?

Speaker speaker_2: Yep, 26. Yep, this number right here.

Speaker speaker_1: And then email is mike_ your last name @yahoo.com?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: Okay, so it looks like, yes, you are enrolled and everything that you're enrolled into should roll over automatically into the new year.

Speaker speaker_2: Okay, perfect. Thank you. Um, I just wanted to see. And I, that's, like, the... And while I have you, 'cause I know, I can never... I got it... My, I have the... 'Cause I have my dentist appointment coming up. Dentist appointment and, uh, my eye appointment. And, like, I know I have those cards physically, like, in my wallet-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But, like, I don't, I don't ever remember. I do... I mean, I probably did, but, like, I don't remember ever getting, like, a medical card. Is there, like, a physical card or is it, like, a e-card?

Speaker speaker_1: Yeah, it's, it's emailed to you from the carrier.

Speaker speaker_2: Okay. So that's, I think, I had. I think I saved it in my emails, but, okay. I just wanted to make sure, 'cause I was like... I was willing to do it whenever I was home a couple weeks ago. I was like, "I, I don't even remember having..." Like, I, I know I don't, like, throw things away and I was like, "I don't have, like, a physical card." But I, but I was like, "I think it's an e-card, but I'll eventually find out." But no, it was just, I figured it would just be good to ask right there just to see. But, so I think I do have it in my email, so, um, thank you.

Speaker speaker_1: Okay.

Speaker speaker_2: So then that's good... Yep, so we're good to go with roll it all, roll it over and everything like that, so we're good.

Speaker speaker_1: Yeah, so as long... Everything should roll over automatically. Um, did you need me to email you copies of your ID cards?

Speaker speaker_2: Um, m- can you, uh... I mean, wouldn't, wouldn't hurt to have my, like, the medical one, 'cause I have the phys- well, I have my eye and dental one that I have, but I think it's, like, just deeper in my email. I'm sure the, one of them I saved. But it wouldn't, like, if you don't mind, it doesn't, like, take time, you could, can you email the medical ones so I can have it, like, pretty recent in my emails?

Speaker speaker_1: Yeah, I'll go ahead and just look up copies of all of them, and it isn't, it's not too much work, so I'll email-

Speaker speaker_2: Oh, thank you.

Speaker speaker_1: ... you copies of all of them, and that way you have copies.

Speaker speaker_2: Oh, thank you so much. I appreciate that. And thank you for answering all my questions today.

Speaker speaker_1: Yes, sure. You have a wonderful day.

Speaker speaker_2: Thank you. You too. Bye.

Speaker speaker_1: Thank you. B- bye.