

Transcript: VICTORIA

Taylor-5704946623234048-5063832023121920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Samantha Russell? It is. Hey, this is Victoria with Benefits on a Card. Uh, we administer the medical insurance for Oxford Global. Yes, ma'am. Okay, um, so we did reach out... We received your email, uh, for the QLE submission- Mm-hmm. ... and we did reach out- Mm-hmm. ... to eligibility. Um, is there any way that you would be able to send us a copy of the medical card for the policy that you lost? Uh, I have a copy right here. Um, yeah, I mean, I do have a copy. You talking about the actual card I use to go to the doctor? Yeah, like the- the medical- Yes. ... ID card. Yes, yes, I have it right here. Okay- It's in my hand. Mm-hmm. If you could just send that, like take a- a picture of it, just make sure that the picture is clear and show- shows the full medical ID card. If you could just send that, um, the same way that you sent the original, uh, document for the QLE submission. Um, that way we could forward it over to eligibility. I think I... Ooh, I don't remember which email, 'cause I talked to a few people. Um, I... Ooh. I can't recall. I can resend that to you. Okay, that'll work. Thank you. Mm-hmm. All right. You have a wonderful day. You too. All right. Thank you. Bye-bye. Mm-hmm. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, is this Samantha Russell?

Speaker speaker_2: It is.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. Uh, we administer the medical insurance for Oxford Global.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, um, so we did reach out... We received your email, uh, for the QLE submission-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and we did reach out-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to eligibility. Um, is there any way that you would be able to send us a copy of the medical card for the policy that you lost?

Speaker speaker_2: Uh, I have a copy right here. Um, yeah, I mean, I do have a copy. You talking about the actual card I use to go to the doctor?

Speaker speaker_1: Yeah, like the- the medical-

Speaker speaker_2: Yes.

Speaker speaker_1: ... ID card.

Speaker speaker_2: Yes, yes, I have it right here.

Speaker speaker_1: Okay-

Speaker speaker_2: It's in my hand.

Speaker speaker_1: Mm-hmm. If you could just send that, like take a- a picture of it, just make sure that the picture is clear and show- shows the full medical ID card. If you could just send that, um, the same way that you sent the original, uh, document for the QLE submission. Um, that way we could forward it over to eligibility.

Speaker speaker_2: I think I... Ooh, I don't remember which email, 'cause I talked to a few people. Um, I... Ooh. I can't recall.

Speaker speaker_3: I can resend that to you.

Speaker speaker_2: Okay, that'll work. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: You too. All right.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye-bye.