

Transcript: VICTORIA

Taylor-5898414147551232-5048004717264896

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. Um, my name's Carly Brancato. I just received a message a couple hours ago from somebody there, uh, saying that I'm able to enroll in insurance today and need to call back before 8:00 PM. Okay. Uh, what's the name of the agency you work for again? Oxford Global. And the last four of your Social? Uh, 9057. Okay. Uh, and your first and last name? Carly Brancato. All right. Do you mind verifying your address and date of birth? 40 East Cherry Street and April 2nd, 1998. Okay. Phone number 518-860-9740? Yes. And then email is first and last name at gmail.com? Yes. Okay. I'm seeing that the open enrollment actually ended yesterday on the 18th. Yes, and I just, I called somebody and talked to them earlier today and explained my situation, and then she called back and left a message and said that they are willing to make an exception and allow me to enroll today before 8:00 PM. Okay. Give me one second. Okay. Okay. Um, what exactly are you wanting to enroll into? Um, I looked at the plans and the InsurancePlus Enhanced plan. Okay. Are you just wanting that for employee only? Uh, yes. Okay. Was there anything else? Uh, no. I don't need like dental or vision or anything. Okay. Give me just one second. Okay. So the InsurPlus Enhanced for employee only? Yes. That means me, right? Yes. Then yes. I... Okay. Give me just one second. I'm gonna put you on a brief hold, and I'll be right back. Okay. Thank you. All righty. Thank you so much for holding. Um, so the Ensure Plus Enhanced for employee only, I'm sure you're aware of this- Mm-hmm. ... is, uh, \$25.17 a week. Okay. Um, so I will go ahead and process the enrollment. Now, the earliest that that will become effective, I believe is going to be... Let me look it up. Okay. It's gonna be... The earliest that it's gonna, gonna become active is the 6th of January, as long as you see the deduction being made out of your check the week before. Okay. Um, will I get insurance cards sent to me or how... Is it a website or an app or anything? So once the coverage is active that's when your policy information is made, um, and sent to you. They typically send it to you by email. The, the cards? Yes. The ID card will be sent to your email. Okay. Is it possible to get a hard copy of them? Because a lot of my doctor's offices require an actual card, unfortunately. So once the coverage is active, you can call us back and we can then put in a request to have it mailed to you. Okay. Is there anything else I need to do? Uh, nothing on my end. I went ahead and processed the enrollment, so you're good to go from here. Okay. Thank you so much. Thank you. Bye-bye. 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. Um, my name's Carly Brancato. I just received a message a couple hours ago from somebody there, uh, saying that I'm able to enroll in insurance today and need to call back before 8:00 PM.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for again?

Speaker speaker_2: Oxford Global.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 9057.

Speaker speaker_1: Okay. Uh, and your first and last name?

Speaker speaker_2: Carly Brancato.

Speaker speaker_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker_2: 40 East Cherry Street and April 2nd, 1998.

Speaker speaker_1: Okay. Phone number 518-860-9740?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is first and last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I'm seeing that the open enrollment actually ended yesterday on the 18th.

Speaker speaker_2: Yes, and I just, I called somebody and talked to them earlier today and explained my situation, and then she called back and left a message and said that they are willing to make an exception and allow me to enroll today before 8:00 PM.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, what exactly are you wanting to enroll into?

Speaker speaker_2: Um, I looked at the plans and the InsurancePlus Enhanced plan.

Speaker speaker_1: Okay. Are you just wanting that for employee only?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. Was there anything else?

Speaker speaker_2: Uh, no. I don't need like dental or vision or anything.

Speaker speaker_1: Okay. Give me just one second.

Speaker speaker_2: Okay.

Speaker speaker_1: So the InsurPlus Enhanced for employee only?

Speaker speaker_2: Yes. That means me, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Then yes.

Speaker speaker_1: I... Okay. Give me just one second. I'm gonna put you on a brief hold, and I'll be right back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All righty. Thank you so much for holding. Um, so the Ensure Plus Enhanced for employee only, I'm sure you're aware of this-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is, uh, \$25.17 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so I will go ahead and process the enrollment. Now, the earliest that that will become effective, I believe is going to be... Let me look it up. Okay. It's gonna be... The earliest that it's gonna, gonna become active is the 6th of January, as long as you see the deduction being made out of your check the week before.

Speaker speaker_2: Okay. Um, will I get insurance cards sent to me or how... Is it a website or an app or anything?

Speaker speaker_1: So once the coverage is active that's when your policy information is made, um, and sent to you. They typically send it to you by email.

Speaker speaker_2: The, the cards?

Speaker speaker_1: Yes. The ID card will be sent to your email.

Speaker speaker_2: Okay. Is it possible to get a hard copy of them? Because a lot of my doctor's offices require an actual card, unfortunately.

Speaker speaker_1: So once the coverage is active, you can call us back and we can then put in a request to have it mailed to you.

Speaker speaker_2: Okay. Is there anything else I need to do?

Speaker speaker_1: Uh, nothing on my end. I went ahead and processed the enrollment, so you're good to go from here.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.