

Transcript: VICTORIA

Taylor-6282901022097408-6583050617274368

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, so my name is Jessica Kniess, and I am an employee of Oxford Global Resources, and I just recently became employed with them again, and I was employed with them previously, and that, um, it ended, the interim that I was not employed by them, was, like, mid-October until late January, and I w- I had dental benefits with you guys, um, while I was previously employed with Oxford, so I wanted to see what I need to do to get that reinstated. Okay. Um, let me pull up your file. What's the last four of your Social? 0704. Okay. And, uh, first name is Jessica. What's your last name again? K-N-I-E-S-S. Okay. Do you mind verifying your address and date of birth? It's 905 Teakwood Avenue, T-E-A-K-W-O-O-D Avenue, Yukon, Oklahoma 73099, and date of birth is 11/2/'79. And then phone number 405-924-2870? Yes. Email is first initial, last name, 79 at gmail. Yeah. Okay. Um, so are you just wanting to reinstate the dental plan that you had previously? Well, as of right now, yes. Um, I may end up getting everything, like the, you know, the other benefits that you guys provide as far as, like, certain medical services. But right now, I definitely want the dental. That's what I had before. Okay. So here's what I can do. If you're just wanting the dental for employee plus child, what you were previously enrolled, I can reinstate the coverage. Now, if you're wanting to get enrolled into that and other plans, at that point, I would have to verify your eligibility as a rehire. Okay. I mean, that's fine. I just... I have a dental issue right now I need taken care of, and I don't have any coverage right now with any other provider, so I need to get that back. Okay. All right. Um, I will go ahead and reinstate the dental for employee plus children. Now, it does take about one to two weeks for the reinstatement to be processed through payroll. So once you see that first deduction of \$9.62 being made out of your check, the coverage will start the following Monday. Okay, so it's not like an automatic thing. Like, it wouldn't start tomorrow or anything? No, ma'am. Any type of enrollment, cancellation, reinstatement, change to enrollment, it takes about one to two weeks to be processed through payroll. Um, it really just depends on how fast payroll processes it, you know, the reinstatement on their end. Right. Okay. Well, if I'm going to get more benefits than this, if that's the decision I make, um, would it be better to just wait? Honestly, it's, it's up to you. I would do it as soon as you can because, like I said, if you're wanting to... Reinstatement, we can do over the phone. But, like, if you're wanting to enroll into other plans, we have to verify on our end that you are eligible as a rehire to enroll. So... Okay. Yeah. I mean, but reinstating what I did have, that's not going to affect me adding additional benefits in the future, correct? Not that I'm a- Okay. ... not that I'm aware of. So if you're- Okay. ... eligible as a w- a rehire, keep in mind they only give you 30 days from the date of your first check to get enrolled. Right. Yeah, we haven't made it that far yet. But, um, yeah, I am... like, I am currently working for them again, and it's been a couple weeks since I got my first paycheck. So, um, but I just need to go ahead and get... 'Cause I

saw that I could still get... I could get that benefit back since it hasn't been that long since I was previously employed with Oxford. Yeah. Um, let's go ahead and do that. Okay. And I will say now, if you end up calling us back and say, "Hey, you know, I do want to actually add on to the enrollment," at that point, what we would have to do is reach out to our eligibility team, which will take about 24 to 48 hours for a follow-up. Okay. So as soon as you have an idea about if you are wanting to add on to the enrollment, try to give us a call back as soon as you can, 'cause it- it's gonna take some time to verify your eligibility and fall back, follow back up with you. Okay. Okay, I'll do that as soon as possible. Thank you. You're welcome. Did you need help with anything else? Not at this time now. Thank you. All right. You have a wonderful day. Okay. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, so my name is Jessica Kniess, and I am an employee of Oxford Global Resources, and I just recently became employed with them again, and I was employed with them previously, and that, um, it ended, the interim that I was not employed by them, was, like, mid-October until late January, and I w- I had dental benefits with you guys, um, while I was previously employed with Oxford, so I wanted to see what I need to do to get that reinstated.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 0704.

Speaker speaker_0: Okay. And, uh, first name is Jessica. What's your last name again?

Speaker speaker_1: K-N-I-E-S-S.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: It's 905 Teakwood Avenue, T-E-A-K-W-O-O-D Avenue, Yukon, Oklahoma 73099, and date of birth is 11/2/'79.

Speaker speaker_0: And then phone number 405-924-2870?

Speaker speaker_1: Yes.

Speaker speaker_0: Email is first initial, last name, 79 at gmail.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so are you just wanting to reinstate the dental plan that you had previously?

Speaker speaker_1: Well, as of right now, yes. Um, I may end up getting everything, like the, you know, the other benefits that you guys provide as far as, like, certain medical services.

But right now, I definitely want the dental. That's what I had before.

Speaker speaker_0: Okay. So here's what I can do. If you're just wanting the dental for employee plus child, what you were previously enrolled, I can reinstate the coverage. Now, if you're wanting to get enrolled into that and other plans, at that point, I would have to verify your eligibility as a rehire.

Speaker speaker_1: Okay. I mean, that's fine. I just... I have a dental issue right now I need taken care of, and I don't have any coverage right now with any other provider, so I need to get that back.

Speaker speaker_0: Okay. All right. Um, I will go ahead and reinstate the dental for employee plus children. Now, it does take about one to two weeks for the reinstatement to be processed through payroll. So once you see that first deduction of \$9.62 being made out of your check, the coverage will start the following Monday.

Speaker speaker_1: Okay, so it's not like an automatic thing. Like, it wouldn't start tomorrow or anything?

Speaker speaker_0: No, ma'am. Any type of enrollment, cancellation, reinstatement, change to enrollment, it takes about one to two weeks to be processed through payroll. Um, it really just depends on how fast payroll processes it, you know, the reinstatement on their end.

Speaker speaker_1: Right. Okay. Well, if I'm going to get more benefits than this, if that's the decision I make, um, would it be better to just wait?

Speaker speaker_0: Honestly, it's, it's up to you. I would do it as soon as you can because, like I said, if you're wanting to... Reinstatement, we can do over the phone. But, like, if you're wanting to enroll into other plans, we have to verify on our end that you are eligible as a rehire to enroll. So...

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: I mean, but reinstating what I did have, that's not going to affect me adding additional benefits in the future, correct?

Speaker speaker_0: Not that I'm a-

Speaker speaker_1: Okay.

Speaker speaker_0: ... not that I'm aware of. So if you're-

Speaker speaker_1: Okay.

Speaker speaker_0: ... eligible as a w- a rehire, keep in mind they only give you 30 days from the date of your first check to get enrolled.

Speaker speaker_1: Right. Yeah, we haven't made it that far yet. But, um, yeah, I am... like, I am currently working for them again, and it's been a couple weeks since I got my first paycheck. So, um, but I just need to go ahead and get... 'Cause I saw that I could still get... I

could get that benefit back since it hasn't been that long since I was previously employed with Oxford.

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, let's go ahead and do that.

Speaker speaker_0: Okay. And I will say now, if you end up calling us back and say, "Hey, you know, I do want to actually add on to the enrollment," at that point, what we would have to do is reach out to our eligibility team, which will take about 24 to 48 hours for a follow-up.

Speaker speaker_1: Okay.

Speaker speaker_0: So as soon as you have an idea about if you are wanting to add on to the enrollment, try to give us a call back as soon as you can, 'cause it- it's gonna take some time to verify your eligibility and fall back, follow back up with you.

Speaker speaker_1: Okay. Okay, I'll do that as soon as possible. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Not at this time now. Thank you.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Okay. You too. Bye-bye.