

Transcript: Estefania

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Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BGSF. I'm looking to speak with Mr. Mario Angel Sanchez. Yes, ma'am. Um, we're currently processing the enrollment forms for your staffing agency, and you selected to be enrolled into virtual primary care for \$5.99, but you also selected not to participate. So I was actually calling to see if you accidentally selected that plan. Did you wanna decline or did you wanna enroll? Um, what i- what is it? Um... Uh, virtual primary care, virtual visits with, um, medical providers. Uh... And it's 5.99 a week from your paycheck. Okay. Oh, from my paycheck? Okay, yeah. Mm-hmm. I could do that, yeah. You do wanna enroll? Yeah. Okay. Did you wanna, um, add any other ones? They also offer, uh, medical plans, dental, short-term, life, vision, critical illness, group accident, and they all do have their separate deductions as well. Uh- Or did you just wanna do the virtual primary care? I'll just do the virtual primary care for now. Okay. Um, I do have to let you know that right now it's like a pending enrollment. So I do have to send a eligibility review to the main office to see if you're eligible. Okay? If you are, we will enroll you, but if you're not, we will let you know as well. But I will let them know that you do wanna be enrolled into that. Okay. But I do have to send that email out first. Okay? Okay. All right. Thank you. I hope you have a great day.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BGSF. I'm looking to speak with Mr. Mario Angel Sanchez.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Um, we're currently processing the enrollment forms for your staffing agency, and you selected to be enrolled into virtual primary care for \$5.99, but you also selected not to participate. So I was actually calling to see if you accidentally selected that plan. Did you wanna decline or did you wanna enroll?

Speaker speaker_0: Um, what i- what is it? Um...

Speaker speaker_2: Uh, virtual primary care, virtual visits with, um, medical providers.

Speaker speaker_0: Uh...

Speaker speaker_2: And it's 5.99 a week from your paycheck.

Speaker speaker_0: Okay. Oh, from my paycheck? Okay, yeah.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: I could do that, yeah.

Speaker speaker_2: You do wanna enroll?

Speaker speaker_0: Yeah.

Speaker speaker_2: Okay. Did you wanna, um, add any other ones? They also offer, uh, medical plans, dental, short-term, life, vision, critical illness, group accident, and they all do have their separate deductions as well.

Speaker speaker_0: Uh-

Speaker speaker_2: Or did you just wanna do the virtual primary care?

Speaker speaker_0: I'll just do the virtual primary care for now.

Speaker speaker_2: Okay. Um, I do have to let you know that right now it's like a pending enrollment. So I do have to send a eligibility review to the main office to see if you're eligible. Okay? If you are, we will enroll you, but if you're not, we will let you know as well. But I will let them know that you do wanna be enrolled into that.

Speaker speaker_0: Okay.

Speaker speaker_2: But I do have to send that email out first. Okay?

Speaker speaker_0: Okay.

Speaker speaker_2: All right. Thank you. I hope you have a great day.