

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BGS. I'm currently looking to speak with Mr. Cleon Craig? Yes, this is Cleon. Um, I'm calling because we're processing an enrollment form that you filled out on the 8th of this month. Um, you selected to be enrolled into virtual primary care. However, you also selected not to participate. Um, so I was actually calling to see if you wanted to decline the coverage, or if you did wanna enroll into that. Uh, let's see. I misunderstood, I guess. I'm sorry. Um, yeah, uh, when, when could I ch-... So, am I able to change it later or can I... Like, what? So, either way, it would be pending because I would have to see, um, you would, they would have to do a eligibility review to see if you are eligible for that plan. Um, but I did have to call you to see if you did wanna enroll or if you wanted to decline, so that I can let them know if you do wanna be enrolled into any of the benefits, so they can go ahead- Uh-huh. ... and do a eligibility review to see if you're eligible. Uh, so for right now, it would be pending if you did, but they typically give you 30 days from the time that you receive your first check to be eligible to enroll. But, uh, eligibility review would have to be done first. Okay. Um, let's go ahead and say yes. Okay. I do, because I'm still trying to determine that. Um, I wasn't able to view the, uh, benefits as far as the choices, and what, you know, the deductible and all of that. I wasn't able to view that until after the fact. It wouldn't allow me to click on it, so yeah. Okay, that's fine. I'll go ahead and put a eligibility review, and I'll let you know if you are eligible or not. And if you are, then I'll go ahead and send you the benefit card whenever I give you that call. Okay. Thank you so much. You're welcome. Um, and then, did you have any other questions? Um, no, that was all. Thank you so much. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of BGS. I'm currently looking to speak with Mr. Cleon Craig?

Speaker speaker_2: Yes, this is Cleon.

Speaker speaker_1: Um, I'm calling because we're processing an enrollment form that you filled out on the 8th of this month. Um, you selected to be enrolled into virtual primary care. However, you also selected not to participate. Um, so I was actually calling to see if you wanted to decline the coverage, or if you did wanna enroll into that.

Speaker speaker_2: Uh, let's see. I misunderstood, I guess. I'm sorry. Um, yeah, uh, when, when could I ch-... So, am I able to change it later or can I... Like, what?

Speaker speaker_1: So, either way, it would be pending because I would have to see, um, you would, they would have to do a eligibility review to see if you are eligible for that plan. Um, but I did have to call you to see if you did wanna enroll or if you wanted to decline, so that I can let them know if you do wanna be enrolled into any of the benefits, so they can go ahead-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... and do a eligibility review to see if you're eligible. Uh, so for right now, it would be pending if you did, but they typically give you 30 days from the time that you receive your first check to be eligible to enroll. But, uh, eligibility review would have to be done first.

Speaker speaker_2: Okay. Um, let's go ahead and say yes.

Speaker speaker_1: Okay.

Speaker speaker_2: I do, because I'm still trying to determine that. Um, I wasn't able to view the, uh, benefits as far as the choices, and what, you know, the deductible and all of that. I wasn't able to view that until after the fact. It wouldn't allow me to click on it, so yeah.

Speaker speaker_1: Okay, that's fine. I'll go ahead and put a eligibility review, and I'll let you know if you are eligible or not. And if you are, then I'll go ahead and send you the benefit card whenever I give you that call.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Um, and then, did you have any other questions?

Speaker speaker_2: Um, no, that was all. Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.