

Transcript: Francesca

Baez-4720827298529280-4622483318423552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Evans on behalf of BJS Staffing. Yeah. This is him. Yes, sir. We'll cover regarding an enrollment you submitted requesting to have virtual primary care for yourself and child but did not provide any information. I'm going to see if we can get at least a first and last name and date of birth on the child for that enrollment. Did you say for what? Yes, sir. You requested to be enrolled into the primary virtual care plan for employee plus child, but we didn't get any child information on the enrollment. No, I don't remember doing that. Because everything else that you selected, you only put yourself and your spouse, um, as filled on the policy, but no child on it. What was this? Let's see. So it shows me it was submitted on January 17th, 2025. January 17th, 2026. Yes, sir. January 2026 ain't got here yet. 2025, sir. Fifth at the start of this year. This 25. This ain't 26. That's what I'm telling you, sir. I said 20, 25th. Not 26th, 25th. Hmm. You raised my record is coming in. No, I'm not doing that. You filled out the form online. Mm. For what purpose though? For the health insurance that you would have with BGS staffing. Insured? Yes, sir. You filled out an insurance. Life insurance? No, sir. Health insurance. You filled out a health insurance form to enroll into coverage with BGS Staffing. Well, yeah. I'm already, uh, have insurance. Okay. So you want me to decline the enrollment and cancel it? Yeah. Understood. I'll go ahead and process a cancellation on that pending enrollment and process a declination for you. Thank you for your time today, Mr. Evans. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Evans on behalf of BJS Staffing.

Speaker speaker_2: Yeah. This is him.

Speaker speaker_1: Yes, sir. We'll cover regarding an enrollment you submitted requesting to have virtual primary care for yourself and child but did not provide any information. I'm going to see if we can get at least a first and last name and date of birth on the child for that enrollment.

Speaker speaker_2: Did you say for what?

Speaker speaker_1: Yes, sir. You requested to be enrolled into the primary virtual care plan for employee plus child, but we didn't get any child information on the enrollment.

Speaker speaker_2: No, I don't remember doing that.

Speaker speaker_1: Because everything else that you selected, you only put yourself and your spouse, um, as filled on the policy, but no child on it.

Speaker speaker_2: What was this?

Speaker speaker_1: Let's see. So it shows me it was submitted on January 17th, 2025.

Speaker speaker_2: January 17th, 2026.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: January 2026 ain't got here yet.

Speaker speaker_1: 2025, sir. Fifth at the start of this year.

Speaker speaker_2: This 25. This ain't 26.

Speaker speaker_1: That's what I'm telling you, sir. I said 20, 25th. Not 26th, 25th.

Speaker speaker_2: Hmm. You raised my record is coming in. No, I'm not doing that.

Speaker speaker_1: You filled out the form online.

Speaker speaker_2: Mm. For what purpose though?

Speaker speaker_1: For the health insurance that you would have with BGS staffing.

Speaker speaker_2: Insured?

Speaker speaker_1: Yes, sir. You filled out an insurance.

Speaker speaker_2: Life insurance?

Speaker speaker_1: No, sir. Health insurance. You filled out a health insurance form to enroll into coverage with BGS Staffing.

Speaker speaker_2: Well, yeah. I'm already, uh, have insurance.

Speaker speaker_1: Okay. So you want me to decline the enrollment and cancel it?

Speaker speaker_2: Yeah.

Speaker speaker_1: Understood. I'll go ahead and process a cancellation on that pending enrollment and process a declination for you. Thank you for your time today, Mr. Evans.

Speaker speaker_2: All right.

Speaker speaker_1: Bye-bye.