

Transcript: Francesca

Baez-5316527629451264-6452557686423552

Full Transcript

... has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. My name is Francesca Benefits and I'd currently like to speak with Ms. Brokeman on behalf of MAU Staffing regarding the enrollment form for the health coverage that you filled out during March 25th, 2023. We're calling 'cause you selected benefits for yourself and child. However, the child's information as to the dependent was not provided. Due to us being unable to process the enrollment without the dependent's information, we'll go ahead and process it for employee only. In the event that you would still like for those childrens to be cover on the plan, please give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Reason why we're processing you as employee only is due to the fact that a policy for a dependent which information is not provided will be a policy your dependent is not able to utilize. And you as a poli-policy holder, sorry, will not be able to re... claim reimbursements for benefits that were not utilized. Hope you have a wonderful rest of your day. Thank you so much for listening to my message today.

Conversation Format

Speaker speaker_0: ... has been forwarded to voicemail.

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

Speaker speaker_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: Good afternoon. My name is Francesca Benefits and I'd currently like to speak with Ms. Brokeman on behalf of MAU Staffing regarding the enrollment form for the health coverage that you filled out during March 25th, 2023. We're calling 'cause you selected benefits for yourself and child. However, the child's information as to the dependent was not provided. Due to us being unable to process the enrollment without the dependent's information, we'll go ahead and process it for employee only. In the event that you would still like for those childrens to be cover on the plan, please give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Reason why we're processing you as employee only is due to the fact that a policy for a dependent which information is not provided will be a policy your dependent is not able to utilize. And you as a poli-policy holder, sorry, will not be able to re... claim reimbursements for benefits that were

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