

## **Transcript: Francesca**

**Baez-5546783166480384-5137966758936576**

### **Full Transcript**

This is an- Your call may be monitored or recorded for quality assurance purposes. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. To send a fax, press four now. To leave a callback number, press five. Good morning, Mr. Garner. My name is Francesca with Benefits Intercom, giving you a call on behalf of Versera Care and Services. We're calling in regards to the enrollment request that for yourself and child physician as well as for the one specifically for free or ex membership with the BIP Standard Package for medication, I mean, for medical for yourself and spouse. You only provided the child information. You did not provide your spouse's information. For the moment, we're going to go ahead and switch it over to employee only for those two plans that you selected to have coverage with yourself and your spouse. Due to the fact that a policy-free dependent without their information will be a policy for services that a dependent will not be able to utilize and you will not be able to request reimbursement on. In the event that you do want to still add your spouse to those two plans, please give us a callback at 800-497-4856. Keep in mind there are only two occasions in which you'll be able to make any policy changes or additions, which will be an open enrollment or a qualified live event. Do hope you have a wonderful rest of your day. Thank you so much for your time as well as for listening to this message. Goodbye.

### **Conversation Format**

Speaker speaker\_0: This is an-

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Speaker speaker\_3: Good morning, Mr. Garner. My name is Francesca with Benefits Intercom, giving you a call on behalf of Versera Care and Services. We're calling in regards to the enrollment request that for yourself and child physician as well as for the one specifically for free or ex membership with the BIP Standard Package for medication, I mean, for medical for yourself and spouse. You only provided the child information. You did not provide your spouse's information. For the moment, we're going to go ahead and switch it over to employee only for those two plans that you selected to have coverage with yourself and your spouse. Due to the fact that a policy-free dependent without their information will be a policy

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