

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 972-916-8907. Good afternoon. My name is Francesca. I'm an attorney with Karr Lopez. To speak with Ms. Taverita on behalf of OnTrak Staffing. We're giving you a call today regarding the enrollment you processed online for dental benefits for yourself and spouse. Unfortunately, you did not provide your spouse's information. A policy for the dependent in which information isn't provided will be a policy that dependent is unable to utilize and the policyholder will not be able to claim reimbursement for services that have not been utilized. For the time being, your enrollment's gonna be switched over to employee only and processed as such. In the event that you would still like to have your spouse on that dental plan, please give us a callback at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Friday to assist you further. Keeping in mind that once you start working with OnTrak Staffing and receive your first paycheck, you'll have 30 days after that first paycheck to be eligible for enrollments and changes to this policy. We hope you have a wonderful rest of your day, and thank you for listening to our message.

Conversation Format

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

Speaker speaker_1: Please leave your message for 972-916-8907.

Speaker speaker_2: Good afternoon. My name is Francesca. I'm an attorney with Karr Lopez. To speak with Ms. Taverita on behalf of OnTrak Staffing. We're giving you a call today regarding the enrollment you processed online for dental benefits for yourself and spouse. Unfortunately, you did not provide your spouse's information. A policy for the dependent in which information isn't provided will be a policy that dependent is unable to utilize and the policyholder will not be able to claim reimbursement for services that have not been utilized. For the time being, your enrollment's gonna be switched over to employee only and processed as such. In the event that you would still like to have your spouse on that dental plan, please give us a callback at 800-497-4856. We're open 8:00 AM to 8:00 PM Monday through Friday to assist you further. Keeping in mind that once you start working with OnTrak Staffing and receive your first paycheck, you'll have 30 days after that first paycheck to be eligible for enrollments and changes to this policy. We hope you have a wonderful rest of your day, and thank you for listening to our message.