

Transcript: Francesca

Baez-5880059737587712-6170536965750784

Full Transcript

Your call may be monitored or recorded. Please leave your message for 787-264-9026. Good afternoon, my name is Francesca with Benefit Center Carlos. I am calling Mr. Valentin Javette on behalf of Hospitality Staffing Solutions. I am calling about the form that you filled out on March 14, 2025 for the insurance that HSS offers where you had selected plans but at the same time opted not to accept the insurance. The purpose of my calls are two. The first would be that I want to verify that you are not trying to enroll if our system made an error and declined your enrollment. And the second would be the problem of your residence. In the form, you put that you currently live in Puerto Rico. Based on the records, it appears that when you worked with HSS in 2019, during that time you had an address from the United States. We are calling you because if you currently live in Puerto Rico and you are no longer at your old address, unfortunately you do not qualify for the coverage that you were selecting. When you live in Puerto Rico, the only plan for which you are eligible to enroll would be in the virtual emergency service. For now, since I could not speak with you, what would be done would be processing a decline to deny coverage. In case you do want to enroll or need to update your address, give us a call back at 800-497-4856. We are open 8 AM to 8 PM Eastern Time. I hope you have a very good day. Thank you very much for your time, as well as listening to my message.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded. Please leave your message for 787-264-9026.

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