

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? May I ask who is this? Hi. Uh, my name is Pamela and I'm calling from Benefits in a Card on behalf of HSS. Um, may I speak to Nana Savannah Washington? This is her. Hi, Ms. Washington. I'm calling you because we are processing the enrollment form that you signed and dated on October 24th for enrolling the health benefits with this Uh-huh. ... agency. On the form you selected that you wanted to enroll yourself and your spouse, and also requested not to be enrolled, so we were trying to figure out what happened, if you want to enroll or not. Can you speak up? I'm sorry? What did you say? It's kind of windy, so I didn't hear you. Okay. So we are processing the r- the enrollment form that you signed and dated on the 24th of O- October. Uh-huh. On the form you wanted to enroll yourself and your spouse, and at the same time you selected that you did not wanted to participate, that you didn't wanna enroll. So we were trying to figure out if you want to enroll or not. Yes, I do. Okay. So on the form, you did not provide your spouse information, and also you selected the three medical plan that they offer and you're only allowed to select one for combined - So when I was doing that, it didn't let me, um... Um, select? Yes. Okay. Okay. No problem. So you do have 30 days from your first paycheck. Do you want me to email you the, um, benefit guide so that way you could choose the correct medical plan? Yes. All right. So, um, I could go, go ahead and enroll you in um, you selected behavioral health as well, and the free Rx. Okay. If you, if you would like I could go ahead and enroll you on those, and then you will give us a call back when you the medical plan you wa- you want to select. Okay. That would... So the e- That's fine, I can do that. Okay. So the email we have on file is vannawashington3@gmail.com. Yes. Okay. The email will be coming from info@benefitsinacard... Check your mail, it might go there. Okay. All right. So remember you have 10, uh, 30 days from your first paycheck to give us a call to enroll in the medical plan. Okay. All right. If you have questions just give us a call. We're here 9:00 AM to 8:00 PM Eastern Time Monday through Friday. Okay. Thank you for your time, Ms. Washington, and have a great rest of the day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hello? May I ask who is this?

Speaker speaker_0: Hi. Uh, my name is Pamela and I'm calling from Benefits in a Card on behalf of HSS. Um, may I speak to Nana Savannah Washington?

Speaker speaker_1: This is her.

Speaker speaker_0: Hi, Ms. Washington. I'm calling you because we are processing the enrollment form that you signed and dated on October 24th for enrolling the health benefits with this

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... agency. On the form you selected that you wanted to enroll yourself and your spouse, and also requested not to be enrolled, so we were trying to figure out what happened, if you want to enroll or not.

Speaker speaker_1: Can you speak up?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: What did you say? It's kind of windy, so I didn't hear you.

Speaker speaker_0: Okay. So we are processing the r- the enrollment form that you signed and dated on the 24th of O- October.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: On the form you wanted to enroll yourself and your spouse, and at the same time you selected that you did not wanted to participate, that you didn't wanna enroll. So we were trying to figure out if you want to enroll or not.

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Okay. So on the form, you did not provide your spouse information, and also you selected the three medical plan that they offer and you're only allowed to select one for combined -

Speaker speaker_1: So when I was doing that, it didn't let me, um...

Speaker speaker_0: Um, select?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay. No problem. So you do have 30 days from your first paycheck. Do you want me to email you the, um, benefit guide so that way you could choose the correct medical plan?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So, um, I could go, go ahead and enroll you in um, you selected behavioral health as well, and the free Rx.

Speaker speaker_1: Okay.

Speaker speaker_0: If you, if you would like I could go ahead and enroll you on those, and then you will give us a call back when you the medical plan you wa- you want to select.

Speaker speaker_1: Okay.

Speaker speaker_0: That would... So the e-

Speaker speaker_1: That's fine, I can do that.

Speaker speaker_0: Okay. So the email we have on file is vannawashington3@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. The email will be coming from info@benefitsinacard... Check your mail, it might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So remember you have 10, uh, 30 days from your first paycheck to give us a call to enroll in the medical plan.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. If you have questions just give us a call. We're here 9:00 AM to 8:00 PM Eastern Time Monday through Friday.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you for your time, Ms. Washington, and have a great rest of the day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye.