

## **Transcript: Pearl**

**Rojas-5696973103087616-6088511448596480**

### **Full Transcript**

Your call may be monitored. The recorder is recording for insurance purposes. The subscriber you are trying to reach is not available. Please leave your message after the tone. Hi, good afternoon. This call is for Mr. Smiley. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff, the EDC, MAU. We are processing healthcare enrollment forms and on your form you chose dental coverage for employee plus children, but we did not receive any dependent information. Um, and due to a old hire date, your coverage will be placed into an eligibility review department, and based on the outcome of that your coverage will be placed into employee-only coverage. You do have 30 days from the date of your first paycheck to make any changes. If you are approved through that eligibility review to enroll, you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856, and any agent you speak to will be able to help you with this process. Thank you and have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored. The recorder is recording for insurance purposes.

Speaker speaker\_1: The subscriber you are trying to reach is not available. Please leave your message after the tone.

Speaker speaker\_2: Hi, good afternoon. This call is for Mr. Smiley. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff, the EDC, MAU. We are processing healthcare enrollment forms and on your form you chose dental coverage for employee plus children, but we did not receive any dependent information. Um, and due to a old hire date, your coverage will be placed into an eligibility review department, and based on the outcome of that your coverage will be placed into employee-only coverage. You do have 30 days from the date of your first paycheck to make any changes. If you are approved through that eligibility review to enroll, you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856, and any agent you speak to will be able to help you with this process. Thank you and have a great day.