

Transcript: Sara

Marulanda-6416713089335296-5037376490487808

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Kerria Williams? Hello. Hi. This is Benefits in a Cart calling on behalf of BGS Staffing. Can I speak with Kerria Williams? This is she. Hello, Ms. Williams. We are processing the enrollment forms for healthcare coverage. There's two things, as you request coverage for employee plus a spouse, but we're missing the spouse information. So, the only thing we have here- I didn't... Hey, you're, you're calling from where? Benefits in a Cart on behalf of BGS Staffing. I didn't request any, um... I didn't request any healthcare. So, you did not request- Not for no husband. ... any healthcare coverage? I, I'm not, I'm not married, no. Okay. I'm divorced. We got, we got here Shere Scott. Shere Scott is my daughter. Oh, okay. But she was listed as a, as her spouse. Okay. Okay. Okay. Hold on. Makes sense now? Yes. Okay. . We have here virtual primary care request for employee plus a spouse, but you don't have a spouse, so this person- No, I don't have spouse. It's supposed to be child. Child, for both dental and virtual primary care. Is that correct? That's correct. Okay. That part is clear now. Now, um, at this moment, uh, per the system information, you are not eligible to enroll. I'm gonna have to send an eligibility review to the main office. Once they send me the information back, uh, I will see if you're eligible. I will go ahead and enroll you and will call you and inform you. But if you're not eligible, I will inform you as well then. Uh, we cannot enroll you at this time, okay? Okay, no problem. Yes. I haven't started with them yet, though. Yes. Uh, what that means is then, uh, the enrollment is pending eligibility. Okay. Okay? And the enrollment is gonna be for employee plus child. Thank you for clarifying that for me. No problem. Um, okay now, do you have any questions for us? No, just... That's it. I thought it was a scam at first, though. Most of the people are saying that. But no. We are not. . Okay, Ms. Williams. I really appreciate your help and, uh, if you have any question, please feel free to give us a call back and I will be contacting you as soon as I get information back from the main office. Okay? Thank you. Have a good one. You're more than welcome and have a great day. Thank you. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Kerria Williams? Hello. Hi. This is Benefits in a Cart calling on behalf of BGS Staffing. Can I speak with Kerria Williams? This is she. Hello, Ms. Williams. We are processing the enrollment forms for healthcare coverage. There's two things, as you request coverage for employee plus a spouse, but we're missing the spouse information. So, the only thing we have here- I didn't... Hey, you're, you're calling from where? Benefits in a Cart on

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