

Transcript: VICTORIA

Taylor-4511792113336320-6459540991590400

Full Transcript

Your call has been forwarded to an automated voice messaging system. Your call may be monitored or recorded for quality assurance purposes. ... is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options. Hey, this message is for Joshua Hill. This is Victoria with Benefits on a Card. We administer medical insurance for MAU and we did receive a enrollment form that you signed and dated on the 14th of November. Um, there's a couple errors on the form itself that we have some questions about. It looks like you selected the StayHealthy MEC as well as the StayHealthy MEC Enhance. Unfortunately, you cannot have both. Um, so as of right now, we are just gonna enroll you into the StayHealthy MEC. Um, it looks like also for a few of the plans, you selected coverage for employee plus family, um, and then other plans you selected for yourself. So we're unsure if, uh, you're wanting the coverage for just yourself or if there are dependents you're wanting to cover. Um, if you are wanting to cover dependents, we would need their names, date of births, and full Social Security numbers. Since we're missing that information as of right now, we're just gonna enroll you into everything that you selected for employee only. If you will please give us a call back, our phone number is 844-886-5373. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

Conversation Format

Speaker speaker_0: Your call has been forwarded to an automated voice messaging system.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... is not available. At the tone, please record your message. When you've finished recording, you may hang up or press one for more options.

Speaker speaker_2: Hey, this message is for Joshua Hill. This is Victoria with Benefits on a Card. We administer medical insurance for MAU and we did receive a enrollment form that you signed and dated on the 14th of November. Um, there's a couple errors on the form itself that we have some questions about. It looks like you selected the StayHealthy MEC as well as the StayHealthy MEC Enhance. Unfortunately, you cannot have both. Um, so as of right now, we are just gonna enroll you into the StayHealthy MEC. Um, it looks like also for a few of the plans, you selected coverage for employee plus family, um, and then other plans you selected for yourself. So we're unsure if, uh, you're wanting the coverage for just yourself or if there are dependents you're wanting to cover. Um, if you are wanting to cover dependents, we would

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