

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Adeline? Who's calling? Hey, this is Victoria. I'm with Benefits on a Card. We administer, uh, medical insurance for BGS. Mm-hmm. So I'm just calling because we received a enrollment form that you signed and dated on the 20th of November. It looks like on the form you selected the virtual primary care but you also selected to decline benefits, so I was just calling to verify. Yeah. Are you wanting to decline or are you wanting to enroll? Hmm... How does the enrollment work? Well, I mean, it- it just depends on the plan that you choose. Um, it looks like you chose the virtual primary care benefit, um, which for that, it would be like, uh, telehealth. Um, I'll decline for now. Okay. Um, in the event that you change your mind, you do have 30 days from the date of your first check to get enrolled. Mm-hmm. Um, so you can always call us back within that time. Okay. Sounds good. Thank you so much for giving me a call. Yes, ma'am. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, is this Adeline?

Speaker speaker\_2: Who's calling?

Speaker speaker\_1: Hey, this is Victoria. I'm with Benefits on a Card. We administer, uh, medical insurance for BGS.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So I'm just calling because we received a enrollment form that you signed and dated on the 20th of November. It looks like on the form you selected the virtual primary care but you also selected to decline benefits, so I was just calling to verify.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Are you wanting to decline or are you wanting to enroll?

Speaker speaker\_2: Hmm... How does the enrollment work?

Speaker speaker\_1: Well, I mean, it- it just depends on the plan that you choose. Um, it looks like you chose the virtual primary care benefit, um, which for that, it would be like, uh, telehealth.

Speaker speaker\_2: Um, I'll decline for now.

Speaker speaker\_1: Okay. Um, in the event that you change your mind, you do have 30 days from the date of your first check to get enrolled.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, so you can always call us back within that time.

Speaker speaker\_2: Okay. Sounds good. Thank you so much for giving me a call.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: You too.