

Transcript: Estefania

Acevedo-5172431538012160-5561443905880064

Full Transcript

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of Ontrak. I was just calling you regarding, um, your vision coverage. So you called yesterday saying that you weren't being... You weren't, um, showing up as covered for... When it comes to your vision. And I did tell you that the main office would have to reach out to the carrier, so it looks like they went ahead and did that. So I just wanted to let you know that you should be showing up as active when it comes to vision. Um, if you have any questions, you're welcome to contact us at 800-497-4856. Again, I was just contacting you to let you know that the main office did reach back out to the carrier, and you should be showing up as active as an effective date of April the 7th of 2025. Thank you. Have a nice day.

Conversation Format

Speaker speaker_0: Your call has been forwarded to voicemail.

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

Speaker speaker_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of Ontrak. I was just calling you regarding, um, your vision coverage. So you called yesterday saying that you weren't being... You weren't, um, showing up as covered for... When it comes to your vision. And I did tell you that the main office would have to reach out to the carrier, so it looks like they went ahead and did that. So I just wanted to let you know that you should be showing up as active when it comes to vision. Um, if you have any questions, you're welcome to contact us at 800-497-4856. Again, I was just contacting you to let you know that the main office did reach back out to the carrier, and you should be showing up as active as an effective date of April the 7th of 2025. Thank you. Have a nice day.