

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. Michael. This is him. Hey, good morning. We're currently processing enrollment forms for your staff and agency, and you selected a few plans such as Free RX, Virtual Primary Care, Dental, Short-Term Disability, Term Life, Vision, Critical Illness, Group Accident, Behavior Health, ID Experts, and then your VIP Standard, um, all with a dependent. However, in your enrollment form, you, you didn't put any dependent information down. So for now we changed the level of coverage to employee only for those selected plans. Did you still wanna add a child- Uh, at a later- ... to that coverage? I'll do that at a later time. I'm sorry? I'll do... I'll add my kid at a later time. Okay. Um, just keep in mind, they only give you 30 days from the day that you first receive your check to make any of these changes. Okay? Mm-hmm. Um, because if you pass those 30 days, you won't be able to add the child until the next company open enrollment. Um, but for now- Okay. ... we did keep all those selected plans, but for employee only. If you do wanna add the child, just keep in mind that you... only give you 30 days. So there is like a timeframe. Okay. Okay? And then it w-... Once you're ready to do that, you're welcome to call this number at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. And like I said, your, um, coverage was changed to employee only. Okay? Okay. All right. Well, I hope you have a great day. Thank you for your time. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of BGSS. I'm looking to speak with Mr. Michael.

Speaker speaker_1: This is him.

Speaker speaker_0: Hey, good morning. We're currently processing enrollment forms for your staff and agency, and you selected a few plans such as Free RX, Virtual Primary Care, Dental, Short-Term Disability, Term Life, Vision, Critical Illness, Group Accident, Behavior Health, ID Experts, and then your VIP Standard, um, all with a dependent. However, in your enrollment form, you, you didn't put any dependent information down. So for now we changed the level of coverage to employee only for those selected plans. Did you still wanna add a child-

Speaker speaker_1: Uh, at a later-

Speaker speaker_0: ... to that coverage?

Speaker speaker_1: I'll do that at a later time.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I'll do... I'll add my kid at a later time.

Speaker speaker_0: Okay. Um, just keep in mind, they only give you 30 days from the day that you first receive your check to make any of these changes. Okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, because if you pass those 30 days, you won't be able to add the child until the next company open enrollment. Um, but for now-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we did keep all those selected plans, but for employee only. If you do wanna add the child, just keep in mind that you... only give you 30 days. So there is like a timeframe.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? And then it w-... Once you're ready to do that, you're welcome to call this number at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time. And like I said, your, um, coverage was changed to employee only. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: You're welcome.