

Transcript: Francesca

Baez-5552195490594816-6212839441219584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. is not available. Good morning. My name is Francesca of Benefits InterCard looking to speak with Mr. Robinson on behalf of OnTrack Staffing. We're calling in regards to the pending enrollment you processed online for dental benefits for yourself and child or children. Unfortunately, sir, you did not provide a dependent's information. For the moment, the policy is going to be changed to employee only. Having a policy with no dependent's information for a dependent's coverage will result in you being unable to provide services to your dependent. They won't be able to utilize this when their information is not in it. In the event that your personal enrollment period or company enrollment period ends prior to be able to put in that dependent's information, you will not be able to request a reimbursement and your dependent will not be able to utilize that policy. For the moment, it will be switched over to employee only. In the event that you still would like to add the dependents, you can always call back at 800-497-4856, open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Thank you for your time today. Hope you have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: is not available.

Speaker speaker_2: Good morning. My name is Francesca of Benefits InterCard looking to speak with Mr. Robinson on behalf of OnTrack Staffing. We're calling in regards to the pending enrollment you processed online for dental benefits for yourself and child or children. Unfortunately, sir, you did not provide a dependent's information. For the moment, the policy is going to be changed to employee only. Having a policy with no dependent's information for a dependent's coverage will result in you being unable to provide services to your dependent. They won't be able to utilize this when their information is not in it. In the event that your personal enrollment period or company enrollment period ends prior to be able to put in that dependent's information, you will not be able to request a reimbursement and your dependent will not be able to utilize that policy. For the moment, it will be switched over to employee only. In the event that you still would like to add the dependents, you can always call back at 800-497-4856, open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Thank you for your time today. Hope you have a wonderful rest of your day.