

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded. Please leave your message for- Hi, with Ms. Robinson, please? Hi. Good afternoon. This call is for Ms. Robinson. My name is Pearl from Benefits in a Card, calling on behalf of your staff at UCBCSF. We are processing healthcare enrollment forms today, and on your form you chose coverage for employee plus child or children, but we did not receive any dependent information. Also, here on your account you do have an out-of-date... You have multiple hired dates. So before we can enroll you, we'll need to perform what's called an eligibility review. If this review comes back approved, you will be placed into employee-only coverage. You do have 30 days from the date of your first paycheck to add your fa- your children back on, providing the information we need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856. And any agent you speak to will be able to help you with this enrollment process. Thank you and have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded. Please leave your message for-

Speaker speaker_1: Hi, with Ms. Robinson, please? Hi. Good afternoon. This call is for Ms. Robinson. My name is Pearl from Benefits in a Card, calling on behalf of your staff at UCBCSF. We are processing healthcare enrollment forms today, and on your form you chose coverage for employee plus child or children, but we did not receive any dependent information. Also, here on your account you do have an out-of-date... You have multiple hired dates. So before we can enroll you, we'll need to perform what's called an eligibility review. If this review comes back approved, you will be placed into employee-only coverage. You do have 30 days from the date of your first paycheck to add your fa- your children back on, providing the information we need. You can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856. And any agent you speak to will be able to help you with this enrollment process. Thank you and have a great day.