

## **Transcript: Pearl**

**Rojas-4700194722201600-5979713630289920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 662-491-3195. Hi, good afternoon. This call is from ... Calling on behalf of your staff and agency, the Hamilton Riker Group. We are processing healthcare enrollment forms, and on your form, you chose two medical plans that can't be chosen together. So we're just calling to see if there's a plan you wanted to enroll in. At the moment, you, we do have to perform what's called an eligibility review before you are enrolled. Once the eligibility comes back as approved or denied, um, we will give you a call to advise. If it is approved, you'll be enrolled in the lower price medical plan of the two, two you chose plus your other options. If you have any questions, 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 agents you speak to will be happy 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 for quality assurance purposes. Please leave your message for 662-491-3195.

Speaker speaker\_1: Hi, good afternoon. This call is from ... Calling on behalf of your staff and agency, the Hamilton Riker Group. We are processing healthcare enrollment forms, and on your form, you chose two medical plans that can't be chosen together. So we're just calling to see if there's a plan you wanted to enroll in. At the moment, you, we do have to perform what's called an eligibility review before you are enrolled. Once the eligibility comes back as approved or denied, um, we will give you a call to advise. If it is approved, you'll be enrolled in the lower price medical plan of the two, two you chose plus your other options. If you have any questions, 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 agents you speak to will be happy to help you with this enrollment process. Thank you and have a great day.