

Transcript: Pearl

Rojas-5486192214851584-4659556938596352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi, welcome to Kendall Clinic. Hello? This is he. Hi, my name is Pearl. I'm calling for benefits and a card on behalf of your staffing agency, BCSF. Okay. Um, be- uh, we're processing healthcare enrollment forms and on your form you chose, um, coverage for primary, virtual primary care for employee plus child or children, but we did not receive any child information. So we're just calling to see if that coverage is supposed to be for you and your child, or just yourself, or just for you and your spouse? That was an, that was an accident because I, I have full coverage of everything and there was no, I declined it, no, I decline box. Which was yeah, I didn't need anything. Okay, so you don't want the, the dental coverage either? No. They were gonna send me another paperwork so I could read it, but they never did. Okay. I'll go ahead and cancel enrollment 'cause we did go, uh, enroll you for dental for employee plus spouse and then virtual care for yourself only. But I will go ahead and cancel that pending enrollment, um, and they'll take care of your account. Okay. Thank you very much. No problem. Thank you so much for attending my call. You have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hi, welcome to Kendall Clinic.

Speaker speaker_1: Hello? This is he.

Speaker speaker_2: Hi, my name is Pearl. I'm calling for benefits and a card on behalf of your staffing agency, BCSF.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, be- uh, we're processing healthcare enrollment forms and on your form you chose, um, coverage for primary, virtual primary care for employee plus child or children, but we did not receive any child information. So we're just calling to see if that coverage is supposed to be for you and your child, or just yourself, or just for you and your spouse?

Speaker speaker_1: That was an, that was an accident because I, I have full coverage of everything and there was no, I declined it, no, I decline box. Which was yeah, I didn't need

anything.

Speaker speaker_2: Okay, so you don't want the, the dental coverage either?

Speaker speaker_1: No. They were gonna send me another paperwork so I could read it, but they never did.

Speaker speaker_2: Okay. I'll go ahead and cancel enrollment 'cause we did go, uh, enroll you for dental for employee plus spouse and then virtual care for yourself only. But I will go ahead and cancel that pending enrollment, um, and they'll take care of your account.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_2: No problem. Thank you so much for attending my call. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_2: Bye-bye.