

Transcript: Pearl

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Full Transcript

Your call is being monitored for quality assurance purposes. Gary Stevens. Is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options. Hi, good morning. This call is for Mr. Stevens. My name is Pearl calling from Benefits and a Card, calling on behalf of your staffing agency, Mega Force Staffing. We spoke yesterday about an eligibility review because you wanted to enroll in coverage. Um, I did get back that you are ineligible to enroll in coverage, um, at this time. But you are eligible to reinstate your previous coverage. At this moment, no changes or enrollments will be made. Um, if you do want to reinstate that previous coverage that you had, you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856 and then the agent that you speak with will be able to assist you in this process. Thank you and have a great day.

Conversation Format

Speaker speaker_0: Your call is being monitored for quality assurance purposes.

Speaker speaker_1: Gary Stevens.

Speaker speaker_0: Is not available. At the tone, please record your message. When you have finished recording, you may hang up or press one for more options.

Speaker speaker_2: Hi, good morning. This call is for Mr. Stevens. My name is Pearl calling from Benefits and a Card, calling on behalf of your staffing agency, Mega Force Staffing. We spoke yesterday about an eligibility review because you wanted to enroll in coverage. Um, I did get back that you are ineligible to enroll in coverage, um, at this time. But you are eligible to reinstate your previous coverage. At this moment, no changes or enrollments will be made. Um, if you do want to reinstate that previous coverage that you had, you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856 and then the agent that you speak with will be able to assist you in this process. Thank you and have a great day.