

Transcript: VICTORIA

Taylor-4681351398998016-6682361495601152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello? Hey, is this Moline? Yes. Hey, this is Victoria with Benefits on a Card. Um, we administer the medical insurance for HSS. Hello? Yes. My name is Victoria, I'm with Benefits on a Card. We administer the medical insurance for Hospitality Staffing Solutions, HSS. Um, and we received- For what thing? I'm sorry? You call me for what please? This is for the medical insurance being offered through Hospitality Staffing Solutions. Hospital? Yeah. Did you apply to the staffing agency Hospitality Staffing Solutions? No. Okay. And this is for enrolling- For work? For work? Yes. It's a staffing agency. Oh, okay. Yes. Okay. So we administer the medical insurance for the staffing agency, um, and we received a enrollment form that you signed and dated on the 19th of February. It looks like on the form you did select to enroll but you also selected to decline, so I'm calling to figure out if you're wanting to enroll into the medical insurance. Mm, yes. Okay. Um, now, on the enrollment form, you did select a few different medical plans. What medical plan were you wanting? Um, medical plan. I'm sorry? Um, which medical plan? I don't have medical. I don't have any medical. Okay. Are you wanting to enroll into the medical insurance? Um... What? What medical? What medical plans? I- There's... Okay, so there's multiple- I which plan? Hmm? Here's what I'm gonna do to try and make it a little bit easier. Um, there's multiple plans to choose from, so I'm gonna send an email to you that goes over all of the plans, what they cover and how much they cost, so you can look at that and then you can call us back to enroll. Hmm. No, that's for agents and rehabilitation. Um, anything. Okay, I cannot just randomly enroll you into something, you would need to tell me what plan you're wanting to enroll into. So since you're unsure, I'm going to email you all of the plans, what they cover and how much they cost, so you can look over that and make a decision. Okay. But once you know what you want to enroll into, just call us back, the same phone number, and we can get you enrolled. Okay. Okay, thank you. Thank you. Have a wonderful day. Thank you. You too. Bye-bye. Bye. Do you need me to disconnect the call?

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Hey, is this Moline?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. Um, we administer the medical insurance for HSS.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes. My name is Victoria, I'm with Benefits on a Card. We administer the medical insurance for Hospitality Staffing Solutions, HSS. Um, and we received-

Speaker speaker_2: For what thing?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: You call me for what please?

Speaker speaker_1: This is for the medical insurance being offered through Hospitality Staffing Solutions.

Speaker speaker_2: Hospital?

Speaker speaker_1: Yeah. Did you apply to the staffing agency Hospitality Staffing Solutions?

Speaker speaker_2: No.

Speaker speaker_1: Okay. And this is for enrolling-

Speaker speaker_2: For work? For work?

Speaker speaker_1: Yes. It's a staffing agency.

Speaker speaker_2: Oh, okay. Yes.

Speaker speaker_1: Okay. So we administer the medical insurance for the staffing agency, um, and we received a enrollment form that you signed and dated on the 19th of February. It looks like on the form you did select to enroll but you also selected to decline, so I'm calling to figure out if you're wanting to enroll into the medical insurance.

Speaker speaker_2: Mm, yes.

Speaker speaker_1: Okay. Um, now, on the enrollment form, you did select a few different medical plans. What medical plan were you wanting?

Speaker speaker_2: Um, medical plan.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Um, which medical plan? I don't have medical. I don't have any medical.

Speaker speaker_1: Okay. Are you wanting to enroll into the medical insurance?

Speaker speaker_2: Um... What? What medical? What medical plans? I-

Speaker speaker_1: There's... Okay, so there's multiple-

Speaker speaker_2: I which plan? Hmm?

Speaker speaker_1: Here's what I'm gonna do to try and make it a little bit easier. Um, there's multiple plans to choose from, so I'm gonna send an email to you that goes over all of the plans, what they cover and how much they cost, so you can look at that and then you can call us back to enroll.

Speaker speaker_2: Hmm. No, that's for agents and rehabilitation. Um, anything.

Speaker speaker_1: Okay, I cannot just randomly enroll you into something, you would need to tell me what plan you're wanting to enroll into. So since you're unsure, I'm going to email you all of the plans, what they cover and how much they cost, so you can look over that and make a decision.

Speaker speaker_2: Okay.

Speaker speaker_1: But once you know what you want to enroll into, just call us back, the same phone number, and we can get you enrolled.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: Thank you. Have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.

Speaker speaker_1: Do you need me to disconnect the call?