

## **Transcript: VICTORIA**

**Taylor-5249311358009344-4674412839124992**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Jared? Yes. Hey, this is Victoria with Benefits and a Card. Um, we administer medical insurance for BGSS. Okay. Yeah, um, so I'm just calling because we got a enrollment form that you filled out on the 25th of November. Um- Okay. It looks like on the form you selected to enroll into the virtual primary care, but you also selected to decline. So, we're just calling to- Who is this? ... verify. Oh, sorry. Um, yeah, I'm not, um... I wasn't aware of e- that, that was a... right off the bat that this, that this was a temporary thing. So, I was just- Okay. ... wondering. I wasn't, I wasn't sure whether I actually needed to have health insurance or not because I am on my wife's company insurance. Oh, okay. So, I'm not sure if it en- I'm not sure if it would negate, so I've been trying to find that out. That's why she told, I, I, I, what insurance use, I can just decline until we can find out, because I don't, I don't- Okay. ... think you need it because I'm on her insurance for the rest of the year, I know. Well, for this cycle. Gotcha, okay. So, I didn't have... I, I don't think I need it. That's why I was trying to... Okay. Um, I will go ahead and decline the coverage for now. Um, if anything changes, I know you will have, uh, 30 days from the date of your first check to get enrolled. Okay. All right. Great. That, all that, that give me time to find out. I appreciate it. Yes, sir. Thanks for the call. Yeah, absolutely. Have a good day. You too. Thanks.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Jared?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, this is Victoria with Benefits and a Card. Um, we administer medical insurance for BGSS.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, um, so I'm just calling because we got a enrollment form that you filled out on the 25th of November. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: It looks like on the form you selected to enroll into the virtual primary care, but you also selected to decline. So, we're just calling to-

Speaker speaker\_2: Who is this?

Speaker speaker\_1: ... verify.

Speaker speaker\_2: Oh, sorry. Um, yeah, I'm not, um... I wasn't aware of e- that, that was a... right off the bat that this, that this was a temporary thing. So, I was just-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... wondering. I wasn't, I wasn't sure whether I actually needed to have health insurance or not because I am on my wife's company insurance.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: So, I'm not sure if it en- I'm not sure if it would negate, so I've been trying to find that out. That's why she told, I, I, I, what insurance use, I can just decline until we can find out, because I don't, I don't-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... think you need it because I'm on her insurance for the rest of the year, I know. Well, for this cycle.

Speaker speaker\_1: Gotcha, okay.

Speaker speaker\_2: So, I didn't have... I, I don't think I need it. That's why I was trying to...

Speaker speaker\_1: Okay. Um, I will go ahead and decline the coverage for now. Um, if anything changes, I know you will have, uh, 30 days from the date of your first check to get enrolled.

Speaker speaker\_2: Okay. All right. Great. That, all that, that give me time to find out. I appreciate it.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Thanks for the call.

Speaker speaker\_1: Yeah, absolutely. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thanks.