

Transcript: VICTORIA

Taylor-6233687860756480-5553817136709632

Full Transcript

Your call is being recorded for quality assurance purposes. Your call has been forwarded to voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Hey, this message is for Vivian. This is Victoria with Benefits on a Card. Um, we administer the medical insurance through your employer, Creative Circle. I did reach out to my back office to see if there's anything that we can send to you by email about what you're currently enrolled into. Unfortunately, we don't have anything that we would be able to send to you. However, they did want me to assure you that, uh, we are working with your employer and your employer is aware of what you're currently enrolled into, um, as well as how much it costs. Um, so if you have any further questions or concerns regarding what's being taken out of your check, um, honestly, the best thing to do would be to reach out to your payroll department directly regarding that. Um, again, they are aware of what you are currently enrolled into and how much it costs a week for the MUC TeleRx, but unfortunately, there's just nothing that we can send to you by email. Um, now, I did also check on the MetLife, uh, coverage, um, and I do want to assure you, again, that the coverage for MetLife was- uh, the last day for that was on February 9th of 2025. Now, I did also find out that sometimes it does take a couple of weeks for the carriers to get up to date with the cancellations. However, once they have processed the cancellation in their system, it will reflect the last day of coverage being the 9th of February, um, of this year. So everything is taken care of on our end, um, and like I said, your employer is up to date with everything that's going on. I am gonna send you a, uh, reimbursement form that I was able to obtain for the MetLife coverage. Um, take a look at the form, fill it out. It does have instructions on how to submit that to MetLife directly. Um, if you have any other questions or concerns from there, feel free to give us a call back. But again, any, um, concerns regarding your payroll deductions, it is best that you speak directly with your payroll department. Um, all right, well, thank you so much.

Conversation Format

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

Speaker speaker_1: Your call has been forwarded to voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: Hey, this message is for Vivian. This is Victoria with Benefits on a Card. Um, we administer the medical insurance through your employer, Creative Circle. I did reach

out to my back office to see if there's anything that we can send to you by email about what you're currently enrolled into. Unfortunately, we don't have anything that we would be able to send to you. However, they did want me to assure you that, uh, we are working with your employer and your employer is aware of what you're currently enrolled into, um, as well as how much it costs. Um, so if you have any further questions or concerns regarding what's being taken out of your check, um, honestly, the best thing to do would be to reach out to your payroll department directly regarding that. Um, again, they are aware of what you are currently enrolled into and how much it costs a week for the MUC TeleRx, but unfortunately, there's just nothing that we can send to you by email. Um, now, I did also check on the MetLife, uh, coverage, um, and I do want to assure you, again, that the coverage for MetLife was- uh, the last day for that was on February 9th of 2025. Now, I did also find out that sometimes it does take a couple of weeks for the carriers to get up to date with the cancellations. However, once they have processed the cancellation in their system, it will reflect the last day of coverage being the 9th of February, um, of this year. So everything is taken care of on our end, um, and like I said, your employer is up to date with everything that's going on. I am gonna send you a, uh, reimbursement form that I was able to obtain for the MetLife coverage. Um, take a look at the form, fill it out. It does have instructions on how to submit that to MetLife directly. Um, if you have any other questions or concerns from there, feel free to give us a call back. But again, any, um, concerns regarding your payroll deductions, it is best that you speak directly with your payroll department. Um, all righty, well, thank you so much.