

Transcript: VICTORIA

Taylor-6248144686465024-5905495483924480

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hi, is this, uh, Geraldine Mills? Yes, it is. Hey, this is Victoria with Benefits on a Card. Uh, we administer the medical insurance being offered through BGS. Uh-huh. Hey, so I'm looking at a enrollment form that you signed and dated, it looks like, uh, on the 11th of April. Uh-huh. And we're just confused if you're wanting to enroll or not, 'cause it looks like you selected the Virtual Primary Care benefit, but you also selected to decline. Oh, yeah. I dec- I wanted to decline because, um, unfortunately... So I had... They gave me something through you all, and it's not paying like for no medicals, no nothing. Like I had to do an echo, and I couldn't... They said the m- the prescription wouldn't even pay for it. So my insurance wouldn't even pay for the echo stress test. I was in the hospital, like I still got a bill. Yeah, like I need something. If it's... If I'ma have anything, I need something that's going to pay for like, for my medicine and stuff. I'm not even working, like nothing. Okay. Yeah, so we just administer the medical insurance that BGS offers, so we're not sure if you're currently working or not. Uh, this is typically something that you would fill out like during the onboarding process. Um- Oh, okay. Okay, I didn't see that. I'm sorry. I know who you are. I thought you was another person. But yeah, I didn't see that. Is there somewhere that I need to fill it out, or... Nope, I want to decline it. I'm sorry. Yeah, decline. That's what I meant to do. Decline. Okay, I will go ahead and decline it for you. Uh, if there's nothing else you need to do on your end, I'll just go ahead and manually decline it. Okay then. Thank you. I really appreciate it. Yes, ma'am. Have a good day. Uh-huh. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, is this, uh, Geraldine Mills?

Speaker speaker_0: Yes, it is.

Speaker speaker_2: Hey, this is Victoria with Benefits on a Card. Uh, we administer the medical insurance being offered through BGS.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: Hey, so I'm looking at a enrollment form that you signed and dated, it looks like, uh, on the 11th of April.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: And we're just confused if you're wanting to enroll or not, 'cause it looks like you selected the Virtual Primary Care benefit, but you also selected to decline.

Speaker speaker_0: Oh, yeah. I dec- I wanted to decline because, um, unfortunately... So I had... They gave me something through you all, and it's not paying like for no medicals, no nothing. Like I had to do an echo, and I couldn't... They said the m- the prescription wouldn't even pay for it. So my insurance wouldn't even pay for the echo stress test. I was in the hospital, like I still got a bill. Yeah, like I need something. If it's... If I'ma have anything, I need something that's going to pay for like, for my medicine and stuff. I'm not even working, like nothing.

Speaker speaker_2: Okay. Yeah, so we just administer the medical insurance that BGS offers, so we're not sure if you're currently working or not. Uh, this is typically something that you would fill out like during the onboarding process. Um-

Speaker speaker_0: Oh, okay. Okay, I didn't see that. I'm sorry. I know who you are. I thought you was another person. But yeah, I didn't see that. Is there somewhere that I need to fill it out, or... Nope, I want to decline it. I'm sorry. Yeah, decline. That's what I meant to do. Decline.

Speaker speaker_2: Okay, I will go ahead and decline it for you. Uh, if there's nothing else you need to do on your end, I'll just go ahead and manually decline it.

Speaker speaker_0: Okay then. Thank you. I really appreciate it.

Speaker speaker_2: Yes, ma'am. Have a good day.

Speaker speaker_0: Uh-huh. You too. Bye-bye.

Speaker speaker_2: Bye-bye.