

## **Transcript: VICTORIA**

**Taylor-6253660936912896-4716765643849728**

### **Full Transcript**

Your call may be monitored for reported quality assurance purposes. ... number, 1-94-20-2130 is not available. Hey, this message is for Yolanda. This is Victoria with Benefits on a Card. We administer medical insurance for the Hamilton Riker Group, and we did receive an enrollment form that you signed and dated on the 9th of January. Um, on the enrollment form, it looks like you selected a couple different medical plans, uh, the StayHealthy MEC TelRx, the VIP Standard, and the StayHealthy MEC Enhanced. Unfortunately, you cannot have both StayHealthy plans. Um, so as of right now, we are gonna enroll you into the StayHealthy MEC TelRx as well as the VIP Standard for employee only, um, as well as the additional add-ons that you selected, the dental and the vision for employee only. Um, but if you are wanting to make changes specifically to the medical plan, um, please give us a call back. Our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day. If you're satisfied with the message, press one. To listen to your message, press two. To erase and re-record, press three. To continue recording where you left off, press four. If you're satisfied with the message, press one. To listen to your message, press two. To erase and re-record, press three. To continue recording where you left off, press four. To leave the number from which you are calling, press pound. To leave another callback number... Phone number 800-497-4856. If the number is correct, press one. To re-enter the number, press two. To send your message with normal delivery, press one. To send your message with urgent delivery, press two. Thank you. Your message has been sent.

### **Conversation Format**

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

Speaker speaker\_1: ... number, 1-94-20-2130 is not available.

Speaker speaker\_2: Hey, this message is for Yolanda. This is Victoria with Benefits on a Card. We administer medical insurance for the Hamilton Riker Group, and we did receive an enrollment form that you signed and dated on the 9th of January. Um, on the enrollment form, it looks like you selected a couple different medical plans, uh, the StayHealthy MEC TelRx, the VIP Standard, and the StayHealthy MEC Enhanced. Unfortunately, you cannot have both StayHealthy plans. Um, so as of right now, we are gonna enroll you into the StayHealthy MEC TelRx as well as the VIP Standard for employee only, um, as well as the additional add-ons that you selected, the dental and the vision for employee only. Um, but if you are wanting to make changes specifically to the medical plan, um, please give us a call back. Our phone

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