

## **Transcript: Estefania**

**Acevedo-5827213734756352-6399536414113792**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Stephanie, my name is Paul Maurin, M-A-U-R-I-N, responding to the text message about opener enrollment, which I suspect really doesn't apply to me, but I'm calling anyway. Okay, sir. Yeah, I can help you. Um, what staffing agency do you work for? Uh, Rose Bowl, the Rose Bowl, Pasadena Rose Bowl. Okay, give me- Or City of Pasadena might be another one it's listed under. Okay. Give me one second. Let's see. I have no health insurance, anything. I'm a part-time employee there. Okay. And then were you looking into enrolling? Give me one second. No, if you pull up my record, it's gonna be exactly the same way it is now. Hmm. I can give you my social if you need it. Does it go by a different name? Sometimes the agencies have a secondary name. What was... You said, um, the name of the agency was Rosenberry? No, no. Rose Bowl. The famous Rose Bowl, B-O-W-L, which is owned by the City of Pasadena. It might also be the Rose Bowl Operating Committee, RBOC. Yeah. So- Okay. ... with that, with that name, we don't have a agency... Who was the agency that you applied with? The name of that staffing agency? Oh my goodness. Well, I bet this is something else. Are you in the El Monte office? No, sir. So we're only the health care administrators- Oh, that's it. Yeah. See, I have no healthcare. So basically I don't need to do anything. I have no healthcare. I'm a part-time employee. As I said, I don't think that text message I got really applies to me. Okay. I don't have enrollment at all. So I guess we could just forget I called you. Sorry. That's fine, but I do want to let you know, just... I just want to make sure, um, that it's not one of the agencies that auto enrolls their members. Um, does it say anything about auto enrollment on that text message? No, it doesn't. No, it doesn't. Okay. Okay, because if it did, it would tell you, so that means it- Yeah. ... doesn't auto enroll their members. Yeah. No, I, I, no. I have no auto... no, uh, enrollment whatsoever in a health plan. Okay, that's fine. So you can just disregard it- Okay. ... then. Thank you. I appreciate your help. Have a good day. You're welcome. You too. Uh-huh. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Stephanie, my name is Paul Maurin, M-A-U-R-I-N, responding to the text message about opener enrollment, which I suspect really doesn't apply to me, but I'm calling anyway.

Speaker speaker\_0: Okay, sir. Yeah, I can help you. Um, what staffing agency do you work for?

Speaker speaker\_1: Uh, Rose Bowl, the Rose Bowl, Pasadena Rose Bowl.

Speaker speaker\_0: Okay, give me-

Speaker speaker\_1: Or City of Pasadena might be another one it's listed under.

Speaker speaker\_0: Okay. Give me one second. Let's see.

Speaker speaker\_1: I have no health insurance, anything. I'm a part-time employee there.

Speaker speaker\_0: Okay. And then were you looking into enrolling? Give me one second.

Speaker speaker\_1: No, if you pull up my record, it's gonna be exactly the same way it is now.

Speaker speaker\_0: Hmm.

Speaker speaker\_1: I can give you my social if you need it.

Speaker speaker\_0: Does it go by a different name? Sometimes the agencies have a secondary name. What was... You said, um, the name of the agency was Rosenberry?

Speaker speaker\_1: No, no. Rose Bowl. The famous Rose Bowl, B-O-W-L, which is owned by the City of Pasadena. It might also be the Rose Bowl Operating Committee, RBOC.

Speaker speaker\_0: Yeah. So-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... with that, with that name, we don't have a agency... Who was the agency that you applied with? The name of that staffing agency?

Speaker speaker\_1: Oh my goodness. Well, I bet this is something else. Are you in the El Monte office?

Speaker speaker\_0: No, sir. So we're only the health care administrators-

Speaker speaker\_1: Oh, that's it. Yeah. See, I have no healthcare. So basically I don't need to do anything. I have no healthcare. I'm a part-time employee. As I said, I don't think that text message I got really applies to me.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't have enrollment at all. So I guess we could just forget I called you. Sorry.

Speaker speaker\_0: That's fine, but I do want to let you know, just... I just want to make sure, um, that it's not one of the agencies that auto enrolls their members. Um, does it say anything about auto enrollment on that text message?

Speaker speaker\_1: No, it doesn't. No, it doesn't.

Speaker speaker\_0: Okay. Okay, because if it did, it would tell you, so that means it-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... doesn't auto enroll their members.

Speaker speaker\_1: Yeah. No, I, I, no. I have no auto... no, uh, enrollment whatsoever in a health plan.

Speaker speaker\_0: Okay, that's fine. So you can just disregard it-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... then.

Speaker speaker\_1: Thank you. I appreciate your help. Have a good day.

Speaker speaker\_0: You're welcome. You too.

Speaker speaker\_1: Uh-huh. Bye-bye.