

Transcript: Francesca

Baez-4637665075314688-5629838793031680

Full Transcript

Thank you for calling Benefits in all Common. I'm Francesca. How can I assist you today? Hey, Francesca, this is Mark. Um, I'm still on my... Oh. Hello? Sir, are you still... There we go. Yes, sir. I can hear you much better now. Sorry. It was a little bit more 401. Okay. Uh, my name is Mark and I was filling out the insurance form for, uh, Doherty Staffing. And I got to the pa- part where it says, uh, MEC or MEC Enhanced, and it won't let me choose any- anything. Any button I push, it just comes back, uh, orange on the header. Did, did you already process that enrollment? With what? Yes, sir. Did you already process the enrollment? No, she hasn't processed it yet. You mean the lady at Doherty? How is it exactly that you're processing this enrollment, sir? I thought it was online. I'm sorry. What's that? Oh, I'm... No, I'm doing it online. Okay. So, did you hit process or save to that specific enrollment you're calling regarding? No, 'cause it won't let me go to the next until I click something out up here on the MEC place. And every time I try to click one of them, it just turns orange. It turnsen what, sir? I'm sorry. Um, like both of them being selected or it has a glitch? No, I haven't been able to select either one. So- Okay. ... okay. So, what I was asking 'cause I got confused is when you said every time you try to process or select, it turns on, what turns on? No, it turns orange. The, the button, instead of turning blue, it turns orange. Okay. Once it does that, are you able to process that enrollment after you select which one you want? No, it turns orange when I put the... When I put the, uh... When I scroll down through it, when I put the pointer on it, it turns orange, um, it won't let me select. Okay. So, we don't have access to the specific portion of the site that you're on since you need to be in actual employment to get that far into the enrollment. Can you be a little bit more specific so that I can assist you? What specifically turns orange? The page itself, the full form or just the selections for that specific MEC plan? It says MEC and as soon as I choose- Mm-hmm. ... from either thing on either plan- Mm-hmm. ... then the whole header across the top turns orange and my selection turns orange. Is it like a red orange? Yeah. Have you selected the FreeRx selection? Have I selected a what? The FreeRx selection. I think so, yeah. Okay. So, the reason more than likely why it's not letting you do that and it's turning orange is because the MEC that's \$15.70 already includes a FreeRx membership and you can't have it twice. Try to see if unclicking on the FreeRx and trying to click on the MEC that you want to will work. All right. Okay, that worked, but now the FreeRx one is not there. Yes, sir. The reason for it is because the selection of MEC does \$15.70 already comes with that membership. The system is not gonna let you enroll into it twice. Okay. I got it now. Thank you. Of course. My pleasure. Thank you for your patience to assist us in helping you and I hope you have a wonderful rest of your day. Well, and, uh, is this, this is deducted weekly or biweekly? So, it will depend on how frequently you're getting paid. The price itself is for weekly deductions, so if you do get paid weekly, that will be the deduction that's gonna take out of each check. But if you get paid biweekly, then you have to double that

amount and that will be what's deducted per paycheck. Okay. All right then, I guess that's all. Thank you. All right. If you run into any other issues, feel free to give us a call back. We'll be here till 8:00 PM Eastern Time. Okay, thank you. My pleasure. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in all Common. I'm Francesca. How can I assist you today?

Speaker speaker_1: Hey, Francesca, this is Mark. Um, I'm still on my...

Speaker speaker_0: Oh.

Speaker speaker_1: Hello?

Speaker speaker_0: Sir, are you still... There we go. Yes, sir. I can hear you much better now. Sorry. It was a little bit more 401.

Speaker speaker_1: Okay. Uh, my name is Mark and I was filling out the insurance form for, uh, Doherty Staffing. And I got to the pa- part where it says, uh, MEC or MEC Enhanced, and it won't let me choose any- anything. Any button I push, it just comes back, uh, orange on the header.

Speaker speaker_0: Did, did you already process that enrollment?

Speaker speaker_1: With what?

Speaker speaker_0: Yes, sir. Did you already process the enrollment?

Speaker speaker_1: No, she hasn't processed it yet. You mean the lady at Doherty?

Speaker speaker_0: How is it exactly that you're processing this enrollment, sir? I thought it was online. I'm sorry.

Speaker speaker_1: What's that? Oh, I'm... No, I'm doing it online.

Speaker speaker_0: Okay. So, did you hit process or save to that specific enrollment you're calling regarding?

Speaker speaker_1: No, 'cause it won't let me go to the next until I click something out up here on the MEC place. And every time I try to click one of them, it just turns orange.

Speaker speaker_0: It turnsen what, sir? I'm sorry. Um, like both of them being selected or it has a glitch?

Speaker speaker_1: No, I haven't been able to select either one. So-

Speaker speaker_0: Okay.

Speaker speaker_1: ... okay.

Speaker speaker_0: So, what I was asking 'cause I got confused is when you said every time you try to process or select, it turns on, what turns on?

Speaker speaker_1: No, it turns orange. The, the button, instead of turning blue, it turns orange.

Speaker speaker_0: Okay. Once it does that, are you able to process that enrollment after you select which one you want?

Speaker speaker_1: No, it turns orange when I put the... When I put the, uh... When I scroll down through it, when I put the pointer on it, it turns orange, um, it won't let me select.

Speaker speaker_0: Okay. So, we don't have access to the specific portion of the site that you're on since you need to be in actual employment to get that far into the enrollment. Can you be a little bit more specific so that I can assist you? What specifically turns orange? The page itself, the full form or just the selections for that specific MEC plan?

Speaker speaker_1: It says MEC and as soon as I choose-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... from either thing on either plan-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... then the whole header across the top turns orange and my selection turns orange.

Speaker speaker_0: Is it like a red orange?

Speaker speaker_1: Yeah.

Speaker speaker_0: Have you selected the FreeRx selection?

Speaker speaker_1: Have I selected a what?

Speaker speaker_0: The FreeRx selection.

Speaker speaker_1: I think so, yeah.

Speaker speaker_0: Okay. So, the reason more than likely why it's not letting you do that and it's turning orange is because the MEC that's \$15.70 already includes a FreeRx membership and you can't have it twice. Try to see if unclicking on the FreeRx and trying to click on the MEC that you want to will work.

Speaker speaker_1: All right. Okay, that worked, but now the FreeRx one is not there.

Speaker speaker_0: Yes, sir. The reason for it is because the selection of MEC does \$15.70 already comes with that membership. The system is not gonna let you enroll into it twice.

Speaker speaker_1: Okay. I got it now. Thank you.

Speaker speaker_0: Of course. My pleasure. Thank you for your patience to assist us in helping you and I hope you have a wonderful rest of your day.

Speaker speaker_1: Well, and, uh, is this, this is deducted weekly or biweekly?

Speaker speaker_0: So, it will depend on how frequently you're getting paid. The price itself is for weekly deductions, so if you do get paid weekly, that will be the deduction that's gonna take out of each check. But if you get paid biweekly, then you have to double that amount and that will be what's deducted per paycheck.

Speaker speaker_1: Okay. All right then, I guess that's all. Thank you.

Speaker speaker_0: All right. If you run into any other issues, feel free to give us a call back. We'll be here till 8:00 PM Eastern Time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too.