

## **Transcript: Franchesca**

**Baez-5096904383578112-4708226284961792**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Alicia Guardo. Good afternoon, Ms. Guardorado. My name is Francesca Beneficiano Cardivenueco on behalf of MAU Staffing. We're giving you a call regarding the enrollment form that you filled out due March 13, 2025, where you selected coverage for yourself and spouse. The reason why we're calling is 'cause there is a one issue with your enrollment form. You selected both of the Insure Plus plans for yourself, and then you selected to be enrolled into the preventative MEC plan with your spouse and by yourself in the MEC Enhance. You cannot have both Insure Plus plans or the Insure Plus with the MEC Enhance. For the time being, we'll process your enrollment into the lowest tiers of this plan, which would be the Stay Healthy MEC plan with the Insure Plus Basic. In the event that there is any changes you would like to make to this policy, give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I do hope you have a wonderful rest of your day. Thank you for your time today as well for listening to my message.

### **Conversation Format**

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

Speaker speaker\_1: Please leave your message for...

Speaker speaker\_2: Alicia Guardo.

Speaker speaker\_3: Good afternoon, Ms. Guardorado. My name is Francesca Beneficiano Cardivenueco on behalf of MAU Staffing. We're giving you a call regarding the enrollment form that you filled out due March 13, 2025, where you selected coverage for yourself and spouse. The reason why we're calling is 'cause there is a one issue with your enrollment form. You selected both of the Insure Plus plans for yourself, and then you selected to be enrolled into the preventative MEC plan with your spouse and by yourself in the MEC Enhance. You cannot have both Insure Plus plans or the Insure Plus with the MEC Enhance. For the time being, we'll process your enrollment into the lowest tiers of this plan, which would be the Stay Healthy MEC plan with the Insure Plus Basic. In the event that there is any changes you would like to make to this policy, give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I do hope you have a wonderful rest of your day. Thank you for your time today as well for listening to my message.