

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Accord. My name is Francesca. How can I assist you today? Uh, yeah, I got a message saying that I'd be enrolled in 30 days, and I don't really know what it's about. What does the message say? Hold on. "Congratulations on your job. You will be auto-enrolled in MEC tele- TeleRx?" TeleRx? We are advising you in regards to the company policy with our auto-enrollment new hires into the Medical Preventive Care Plan, which will be that MEC. Okay. You have 30 days to either decline it or enroll into another coverage if you wish to. Yeah, I would rather decline it. I'm going to ask for the social and the last name. 4414, and my last name's Champion. Please verify the mailing address and date of birth to make sure I have the right account in front of me. 255 Hickory Drive, Albertville. You, you got that part? Uh, July 8th, 1989. I have vessel number 256-860-6453. Yes, ma'am. Yes, ma'am. We have your email on us, first name 89champ@yahoo.com. Yes, ma'am. For the purposes of our conversation being recorded, you have stated you would like to decline auto-enrollment and the coverage will search staffing at the moment, correct? Yes, ma'am. All right. You're all set. Their system could still send you a couple of messages. You can simply ignore them. It doesn't have a way to filter who already declined it and who has not. Well, is there any way I can go exempt through you or do I have to call the surge that I got hired onto? Um, what do you mean by exempt? We only administer the health insurance. Anything else has to be with them. Okay. Yeah, then you can't help me. I'm g- I'm trying to go exempt. I'm not paying the government anymore to steal money from me. Okay. So, I'll just call them when I get a chance. Thank you. Of course. My pleasure. Have a wonderful rest of your day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accord. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yeah, I got a message saying that I'd be enrolled in 30 days, and I don't really know what it's about.

Speaker speaker_0: What does the message say?

Speaker speaker_1: Hold on. "Congratulations on your job. You will be auto-enrolled in MEC tele- TeleRx?" TeleRx?

Speaker speaker_0: We are advising you in regards to the company policy with our auto-enrollment new hires into the Medical Preventive Care Plan, which will be that MEC.

Speaker speaker_1: Okay.

Speaker speaker_0: You have 30 days to either decline it or enroll into another coverage if you wish to.

Speaker speaker_1: Yeah, I would rather decline it.

Speaker speaker_0: I'm going to ask for the social and the last name.

Speaker speaker_1: 4414, and my last name's Champion.

Speaker speaker_0: Please verify the mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 255 Hickory Drive, Albertville. You, you got that part? Uh, July 8th, 1989.

Speaker speaker_0: I have vessel number 256-860-6453.

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: We have your email on us, first name 89champ@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: For the purposes of our conversation being recorded, you have stated you would like to decline auto-enrollment and the coverage will search staffing at the moment, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. You're all set. Their system could still send you a couple of messages. You can simply ignore them. It doesn't have a way to filter who already declined it and who has not.

Speaker speaker_1: Well, is there any way I can go exempt through you or do I have to call the surge that I got hired onto?

Speaker speaker_0: Um, what do you mean by exempt? We only administer the health insurance. Anything else has to be with them.

Speaker speaker_1: Okay. Yeah, then you can't help me. I'm g- I'm trying to go exempt. I'm not paying the government anymore to steal money from me.

Speaker speaker_0: Okay.

Speaker speaker_1: So, I'll just call them when I get a chance. Thank you.

Speaker speaker_0: Of course. My pleasure. Have a wonderful rest of your day.

Speaker speaker_1: You too. Bye.