

## Transcript: Franchesca

**Baez-5168214629466112-6280062611275776**

### Full Transcript

Thank you for calling Benefits Retiro Care. My name is Francesca. How can I assist you today? Yes, hi. I was, um, filling out the, um, insurance stuff and, um, right now I have, um, Medicaid. I'm enrolled in Medicaid. Um, so the question that says, um, "Are you currently... um, are you covered by other insurance?" What if I get this job and get the insurance, I have to, um, you know, call them up and let them know that I have another job? So do I put down yes or no, because once I get this job, I'm going to have to cancel Medicaid? So to be quite frank with you, the question itself doesn't really affect your enrollment. We do ask this in the event there are cases like you that have Medicaid, in the event that you do have Medicaid, depending on the state, some of them cancel it once you have another carrier. Okay. So that's mainly the reason why we put that question in the form. But regardless of whether or not you put yes or no, it's not going to affect your enrollment. Okay. I thought- Because that policy will kick in once you start working with your staffing company, since their paycheck that they provide to you is where they take the premium out from. Okay. All right. Thank you for clarifying. Of course. Did you have any other questions? Uh, that was it. I just needed, um, that answer. Understood. Well, it was my pleasure. I hope you have a wonderful rest of your day. All right, thank you. You too. Thank you, bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Retiro Care. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, hi. I was, um, filling out the, um, insurance stuff and, um, right now I have, um, Medicaid. I'm enrolled in Medicaid. Um, so the question that says, um, "Are you currently... um, are you covered by other insurance?" What if I get this job and get the insurance, I have to, um, you know, call them up and let them know that I have another job? So do I put down yes or no, because once I get this job, I'm going to have to cancel Medicaid?

Speaker speaker\_0: So to be quite frank with you, the question itself doesn't really affect your enrollment. We do ask this in the event there are cases like you that have Medicaid, in the event that you do have Medicaid, depending on the state, some of them cancel it once you have another carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So that's mainly the reason why we put that question in the form. But regardless of whether or not you put yes or no, it's not going to affect your enrollment.

Speaker speaker\_1: Okay. I thought-

Speaker speaker\_0: Because that policy will kick in once you start working with your staffing company, since their paycheck that they provide to you is where they take the premium out from.

Speaker speaker\_1: Okay. All right. Thank you for clarifying.

Speaker speaker\_0: Of course. Did you have any other questions?

Speaker speaker\_1: Uh, that was it. I just needed, um, that answer.

Speaker speaker\_0: Understood. Well, it was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker\_1: All right, thank you. You too.

Speaker speaker\_0: Thank you, bye-bye.

Speaker speaker\_1: Bye.