

## **Transcript: Francesca**

**Baez-5222443413848064-5004849029234688**

### **Full Transcript**

Your call may be monitored ... is not available. Please leave your message after the tone. Good afternoon. My name is Francesca at Benefits in Your Cart. Let me just speak with Mr. Anthony on behalf of Focus Workforce Management. We're giving you a call regarding the enrollment that you requested to be processed. You went ahead and enrolled in two plans that cannot be together. You can't have the MEC Enhanced Basic or the MEC Enhanced both together. For the time being, we'll go ahead and switch the enrollments per the policy for those procedures. The event that you would like to make any additional changes, you will be called back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a great day and thank you for your time.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored ... is not available. Please leave your message after the tone.

Speaker speaker\_1: Good afternoon. My name is Francesca at Benefits in Your Cart. Let me just speak with Mr. Anthony on behalf of Focus Workforce Management. We're giving you a call regarding the enrollment that you requested to be processed. You went ahead and enrolled in two plans that cannot be together. You can't have the MEC Enhanced Basic or the MEC Enhanced both together. For the time being, we'll go ahead and switch the enrollments per the policy for those procedures. The event that you would like to make any additional changes, you will be called back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a great day and thank you for your time.