

## **Transcript: Francesca**

**Baez-5515710276780032-5593401604653056**

### **Full Transcript**

Your call is being monitored or recorded for quality assurance purposes. Call has been forwarded to voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon, Mr. Adams, my name is Francesca, a beneficiary of CARA giving you a call on behalf of MAU Staffing. We're giving you a call today in regards to the enrollment form you filled out on October 10th, 2024, where you have selected the Medical Preventative Care Plan, State Health Beam, UC TeleRX, but you also selected to opt out of benefits. We were calling to see if there was an issue with the system and there was an error and you did still want to be enrolled into coverage, and if so, to assist you processing an enrollment. As of right now, due to being unable to get a hold of you, we will be going ahead and declining coverage. This doesn't necessarily mean that you will be unable to enroll into benefits, it just means that for the moment no enrollment will be processed, keeping in mind you have 30 days after your first paycheck to make any coverage decisions. Thank you so much for your time. If you wish to reach us, we can be reached at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Call has been forwarded to voicemail. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Good afternoon, Mr. Adams, my name is Francesca, a beneficiary of CARA giving you a call on behalf of MAU Staffing. We're giving you a call today in regards to the enrollment form you filled out on October 10th, 2024, where you have selected the Medical Preventative Care Plan, State Health Beam, UC TeleRX, but you also selected to opt out of benefits. We were calling to see if there was an issue with the system and there was an error and you did still want to be enrolled into coverage, and if so, to assist you processing an enrollment. As of right now, due to being unable to get a hold of you, we will be going ahead and declining coverage. This doesn't necessarily mean that you will be unable to enroll into benefits, it just means that for the moment no enrollment will be processed, keeping in mind you have 30 days after your first paycheck to make any coverage decisions. Thank you so much for your time. If you wish to reach us, we can be reached at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Have a wonderful rest of your day.