

Transcript: Francesca

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Full Transcript

Thank you for calling Medical Climate. My name is Francesca Javina. How may I assist you today? Uh, yes, ma'am. I had two missed calls from you guys. I think you were trying to respond back to me from yesterday. Okay. Did they leave any voice message for you? Um, actually let me look. I don't think they did. No, ma'am they didn't. Okay, I can try to take a look at the account and see if they left any note. Do you work with any staffing companies? Uh, yes, ma'am. Which staffing company? Yes, ma'am, First Staffing. What are the last four of their social? 9583. And your last name? McGary, M-C-G-A-R-Y. Could you please verify your mailing address and date of birth? 1505 North McCann Street, Fairmont, Alabama 37201. Date of birth, 4/18/98. I have best contact, 334-431-4518, with the email of lj.mcgary@yahoo.com? Uh-huh. And let's see. Bear with me one moment. Okay, so it looks like they were replying back to you today regarding your inquiry about why you were not auto-enrolled. It states here that the investigation that was conducted resulted in them seeing that the reason why you were not auto-enrolled was because you had previous enrollment with the staffing company. You worked with them back in 2022. Their auto-enrollment only affects their new hire so in their system you're recognized as a re-hire. Once a person is auto-enrolled, no person will be auto-enrolled if there was a previous enrollment or declination process during that. Um, it does say that she was able to get the front office to approve for you to get enrollment into any plan of your choice but that you will have 'til the end of tomorrow, Friday the 25th, to make that enrollment be processed. Okay, ma'am. How do I do that? Do I have to do it now or is it something I do online? So let's say you're being a re-hire, it won't let you do it online. You'll have to do it with us over the phone to process that enrollment. Do you know which plans you wanted to be enrolled into, um, or do you not have time currently to go through the process? Um, I know I'm at work right now. I go on break... Mm-hmm. ... at 11:00. If it's all right that I can call back at 11:00 or do you got to call me back at 11:00 so I can go over? Yes, you'll be able to call back, back at 11:00. We're open 8:00 AM to 8:00 PM Eastern Time. Okay, okay, well yeah. As long as I don't work out at 11:00, and I was going to call them back and go over Understood. I'll go ahead and send a copy of Surge benefit guide to your email. Mm-hmm. That way when you call us you can have it in front of you and whoever it is that picks the call, they will be able to go over the benefits with you on the phone. So any questions that you will have, we will be able to answer them while we talk about enrollment with you on the phone. Okay. All right. Was there anything else aside from knowing why you were getting called back that I can assist you with today? Um, no ma'am, that's all. Understood sir. I'll go ahead and note to the account that you are going to give us that call back to get you enrolled, okay? Mm-hmm, okay. All right, you are all set. I hope you have a wonderful rest of your day and we look forward to your call. All right, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Climate. My name is Francesca Javina. How may I assist you today?

Speaker speaker_1: Uh, yes, ma'am. I had two missed calls from you guys. I think you were trying to respond back to me from yesterday.

Speaker speaker_0: Okay. Did they leave any voice message for you?

Speaker speaker_1: Um, actually let me look. I don't think they did. No, ma'am they didn't.

Speaker speaker_0: Okay, I can try to take a look at the account and see if they left any note. Do you work with any staffing companies?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Which staffing company?

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

Speaker speaker_0: What are the last four of their social?

Speaker speaker_1: 9583.

Speaker speaker_0: And your last name?

Speaker speaker_1: McGary, M-C-G-A-R-Y.

Speaker speaker_0: Could you please verify your mailing address and date of birth?

Speaker speaker_1: 1505 North McCann Street, Fairmont, Alabama 37201. Date of birth, 4/18/98.

Speaker speaker_0: I have best contact, 334-431-4518, with the email of lj.mcgary@yahoo.com?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And let's see. Bear with me one moment. Okay, so it looks like they were replying back to you today regarding your inquiry about why you were not auto-enrolled. It states here that the investigation that was conducted resulted in them seeing that the reason why you were not auto-enrolled was because you had previous enrollment with the staffing company. You worked with them back in 2022. Their auto-enrollment only affects their new hire so in their system you're recognized as a re-hire. Once a person is auto-enrolled, no person will be auto-enrolled if there was a previous enrollment or declination process during that. Um, it does say that she was able to get the front office to approve for you to get enrollment into any plan of your choice but that you will have 'til the end of tomorrow, Friday the 25th, to make that enrollment be processed.

Speaker speaker_1: Okay, ma'am. How do I do that? Do I have to do it now or is it something I do online?

Speaker speaker_0: So let's say you're being a re-hire, it won't let you do it online. You'll have to do it with us over the phone to process that enrollment. Do you know which plans you wanted to be enrolled into, um, or do you not have time currently to go through the process?

Speaker speaker_1: Um, I know I'm at work right now. I go on break...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... at 11:00. If it's all right that I can call back at 11:00 or do you got to call me back at 11:00 so I can go over?

Speaker speaker_0: Yes, you'll be able to call back, back at 11:00. We're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay, okay, well yeah. As long as I don't work out at 11:00, and I was going to call them back and go over

Speaker speaker_2: Understood. I'll go ahead and send a copy of Surge benefit guide to your email.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: That way when you call us you can have it in front of you and whoever it is that picks the call, they will be able to go over the benefits with you on the phone. So any questions that you will have, we will be able to answer them while we talk about enrollment with you on the phone.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else aside from knowing why you were getting called back that I can assist you with today?

Speaker speaker_1: Um, no ma'am, that's all.

Speaker speaker_0: Understood sir. I'll go ahead and note to the account that you are going to give us that call back to get you enrolled, okay?

Speaker speaker_1: Mm-hmm, okay.

Speaker speaker_0: All right, you are all set. I hope you have a wonderful rest of your day and we look forward to your call.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Bye-bye.