

Transcript: Francesca

Baez-5668660197670912-6118916249042944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling MedicalCare. My name is Francesca. How can I assist you today? Um, hi. I got a message saying that, um, to enroll or disenroll on, on my pay stub or something like that. What staffing company do you work with? I work for Par- Personal Partners. Okay. And give or take, do you know if it's been more than 30 days since the first paycheck you received? Or- Not yet. Okay. So I believe that message that you received was them advising you of your personal enrollment period is basically the first 30 days after that first paycheck. You'll be eligible for those 30 days to enroll into their health insurance. That was what that message is in regards to. O- okay. I thought like a saving plans or something like that. Oh, no, I'm sorry. Um, so the benefits that we currently administer for them, they do not have that offered, unfortunately. It's only the health insurance plans like your medical, dental, or vision, but they don't have any HSS plans unfortunately. Okay, that's fine. Don't worry. Thank you very much. Understood. So if you're not interested in enrolling for their insurance, you can simply ignore the messages. They don't have any type of auto enrollment, but their system is gonna keep sending you courtesy reminders. Okay. Yes, ma'am. So thank you. Thank you for calling and I hope you have a wonderful rest of your day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling MedicalCare. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, hi. I got a message saying that, um, to enroll or disenroll on, on my pay stub or something like that.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: I work for Par- Personal Partners.

Speaker speaker_1: Okay. And give or take, do you know if it's been more than 30 days since the first paycheck you received? Or-

Speaker speaker_2: Not yet.

Speaker speaker_1: Okay. So I believe that message that you received was them advising you of your personal enrollment period is basically the first 30 days after that first paycheck.

You'll be eligible for those 30 days to enroll into their health insurance. That was what that message is in regards to.

Speaker speaker_2: O- okay. I thought like a saving plans or something like that.

Speaker speaker_1: Oh, no, I'm sorry. Um, so the benefits that we currently administer for them, they do not have that offered, unfortunately. It's only the health insurance plans like your medical, dental, or vision, but they don't have any HSS plans unfortunately.

Speaker speaker_2: Okay, that's fine. Don't worry. Thank you very much.

Speaker speaker_1: Understood. So if you're not interested in enrolling for their insurance, you can simply ignore the messages. They don't have any type of auto enrollment, but their system is gonna keep sending you courtesy reminders.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: So thank you.

Speaker speaker_1: Thank you for calling and I hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.