

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I help you? Uh, hey, how are you doing? Uh, somebody... This is Jimmy Goodwins. Uh, somebody texted me and said, uh, call before my window close or something. That would have been your staffing company system that sent you the text message, sir. Oh. What staffing company do you work with? Surge. Does it say anything in regards to MEC? Who? Does it says anything in regards to MEC? Uh, no. It, it was, uh... It says, this is what it says. Said, "Congrats on your job with Service. You will be auto-enrolled in MEC tel rec, tell, telerec." Or something. Yes, sir. That's the plan that I was asking in regards to. Oh, okay. They're advising you about their company policy. They auto-enroll new members into a medical preventative care plan, which would be that- Okay. ... MEC plan. So they're advising you, you have 30 days to either decline it and let it go through or enroll into any other plans if you wish to. Oh, no, that's fine. Yeah. I'm sorry? Sir? Yeah. Yes, sir. I said I'm sorry. Can you repeat what you just said? Yeah, I, I'm already enrolled into the, uh, medical plan, the business plan. Yes, sir. I understand that you already enrolled into it, but I'm advising you that it has an auto-enrollment, which means that the system- Oh. ... automatically will enroll you into the medical preventative care plan. They're giving you that information so that you're aware of it, as well as the fact that in the event that you would like to enroll into any other different plan, you're able to do so. Oh, okay. Yes, sir. Do you need any more assistance on my part? Oh, no, that's it. Understood. So you're gonna let the auto-enrollment go through? Yes. All right. Keep in mind it's a medical preventative. In the event that you are unfamiliar with it, it means that it does not cover surgeries, doctor visits, emergency room, urgent care. None of that is covered because that is not preventative. Preventative is only your screening. How much is it? How much is it out of my check? It's \$15.16 per paycheck. Oh, okay. Sounds good. Is there any other information that I can assist you with today? Oh, no, that's it. Have a wonderful rest of your day and thank you for calling Benefits in a Car. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I help you?

Speaker speaker_2: Uh, hey, how are you doing? Uh, somebody... This is Jimmy Goodwins. Uh, somebody texted me and said, uh, call before my window close or something.

Speaker speaker_1: That would have been your staffing company system that sent you the text message, sir.

Speaker speaker_2: Oh.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: Does it say anything in regards to MEC?

Speaker speaker_2: Who?

Speaker speaker_1: Does it says anything in regards to MEC?

Speaker speaker_2: Uh, no. It, it was, uh... It says, this is what it says. Said, "Congrats on your job with Service. You will be auto-enrolled in MEC tel rec, tell, telerec." Or something.

Speaker speaker_1: Yes, sir. That's the plan that I was asking in regards to.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: They're advising you about their company policy. They auto-enroll new members into a medical preventative care plan, which would be that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... MEC plan. So they're advising you, you have 30 days to either decline it and let it go through or enroll into any other plans if you wish to.

Speaker speaker_2: Oh, no, that's fine. Yeah.

Speaker speaker_1: I'm sorry? Sir?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes, sir. I said I'm sorry. Can you repeat what you just said?

Speaker speaker_2: Yeah, I, I'm already enrolled into the, uh, medical plan, the business plan.

Speaker speaker_1: Yes, sir. I understand that you already enrolled into it, but I'm advising you that it has an auto-enrollment, which means that the system-

Speaker speaker_2: Oh.

Speaker speaker_1: ... automatically will enroll you into the medical preventative care plan. They're giving you that information so that you're aware of it, as well as the fact that in the event that you would like to enroll into any other different plan, you're able to do so.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, sir. Do you need any more assistance on my part?

Speaker speaker_2: Oh, no, that's it.

Speaker speaker_1: Understood. So you're gonna let the auto-enrollment go through?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Keep in mind it's a medical preventative. In the event that you are unfamiliar with it, it means that it does not cover surgeries, doctor visits, emergency room, urgent care. None of that is covered because that is not preventative. Preventative is only your screening.

Speaker speaker_2: How much is it? How much is it out of my check?

Speaker speaker_1: It's \$15.16 per paycheck.

Speaker speaker_2: Oh, okay. Sounds good.

Speaker speaker_1: Is there any other information that I can assist you with today?

Speaker speaker_2: Oh, no, that's it.

Speaker speaker_1: Have a wonderful rest of your day and thank you for calling Benefits in a Car.

Speaker speaker_2: All right. Thank you.