

## **Transcript: Francesca**

**Baez-6119877018566656-6174101853093888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Sorry, I could not get to you. I will get to you once I can. Good morning, Ms. Jones. My name is Francesca with Workforce Strategies, and we're giving you a call regarding the medical preventative MEC plan you requested to be enrolled on for yourself and child. Unfortunately, the child information was not provided during your enrollment. For the time being, the specific plan is gonna be switched over to employee only. Due to the fact that having a policy for a dependent which information is not provided will result in it being a policy that your dependent is not able to utilize the services of, and you're not able to claim a reimbursement for those benefits that were not utilized. We're open 8:00 AM to 2:00 PM Monday through Fridays Eastern Time and can be reached at four hu- at 800- sorry, 497-4856 in the event that you would still like to add that child back to the medical preventative care plan. Hope you have a wonderful rest of your day, and thank you for your time today.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Sorry, I could not get to you. I will get to you once I can.

Speaker speaker\_2: Good morning, Ms. Jones. My name is Francesca with Workforce Strategies, and we're giving you a call regarding the medical preventative MEC plan you requested to be enrolled on for yourself and child. Unfortunately, the child information was not provided during your enrollment. For the time being, the specific plan is gonna be switched over to employee only. Due to the fact that having a policy for a dependent which information is not provided will result in it being a policy that your dependent is not able to utilize the services of, and you're not able to claim a reimbursement for those benefits that were not utilized. We're open 8:00 AM to 2:00 PM Monday through Fridays Eastern Time and can be reached at four hu- at 800- sorry, 497-4856 in the event that you would still like to add that child back to the medical preventative care plan. Hope you have a wonderful rest of your day, and thank you for your time today.