

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today? Yes. Um, my name is Quayshaw James and, um, I got a text a couple of weeks ago, um, through, um... saying that, um, if I haven't declined coverage, you'll be automatically enrolled in the MEC teler Rx plan 30 days from the first check. Um, I was just calling to see what this is about. Yes, sir. That would be advising you in regards to your personal enrollment period during which you are eligible for the health insurance your staffing company is offering. That notice in regards to auto enrollment is letting you know your company has a company policy of auto enrolling their new hires into a medical preventative care plan. While you have that information there, you're able to either cancel or decline that auto enrollment or enroll into different plans if you are interested in. Okay. 'Cause I, I already have, um, healthcare. Okay. So you wanted to decline this? Yeah. And I... 'Cause I didn't... And if I didn't decline, that mean money will be coming out of my check, correct? 'Cause it hasn't been processed, yes, sir. Yes. I would, I would like to, um, you know, confirm a decline because I already have, um, healthcare. I don't want any extra money coming out of my check. Okay. What staffing company do you work with? Um, I work with Omega Force in Washington, North Carolina. What are the last four of your Social? Um, 1916. Please verify your mailing address and your date of birth to make sure I have the right account in front of me. Uh, 3007 Elm Grove Drive, Greenville, North Carolina, 27834. Um, 72991. We have the best phone number to reach you down as 252-751-8836. No, no. 75... 252-751-8832. All right. So you actually already declined, sir. We received the form you had filled out on January 9th, 2023. So you declined the auto enrollment already. Okay. I was just, I was just confirming, making sure. I wasn't sure if I did or not, so I just wanted to call to confirm and make sure. Of course. Was there anything else that I can assist you with today? Uh, no. Thank you. I appreciate that. All right. Of course. I hope you have a wonderful rest of your day, and it was a pleasure speaking with you today. All right. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today?

Speaker speaker_1: Yes. Um, my name is Quayshaw James and, um, I got a text a couple of weeks ago, um, through, um... saying that, um, if I haven't declined coverage, you'll be automatically enrolled in the MEC teler Rx plan 30 days from the first check. Um, I was just calling to see what this is about.

Speaker speaker_0: Yes, sir. That would be advising you in regards to your personal enrollment period during which you are eligible for the health insurance your staffing company is offering. That notice in regards to auto enrollment is letting you know your company has a company policy of auto enrolling their new hires into a medical preventative care plan. While you have that information there, you're able to either cancel or decline that auto enrollment or enroll into different plans if you are interested in.

Speaker speaker_1: Okay. 'Cause I, I already have, um, healthcare.

Speaker speaker_0: Okay. So you wanted to decline this?

Speaker speaker_1: Yeah. And I... 'Cause I didn't... And if I didn't decline, that mean money will be coming out of my check, correct?

Speaker speaker_0: 'Cause it hasn't been processed, yes, sir.

Speaker speaker_1: Yes. I would, I would like to, um, you know, confirm a decline because I already have, um, healthcare. I don't want any extra money coming out of my check.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, I work with Omega Force in Washington, North Carolina.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Um, 1916.

Speaker speaker_0: Please verify your mailing address and your date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, 3007 Elm Grove Drive, Greenville, North Carolina, 27834. Um, 72991.

Speaker speaker_0: We have the best phone number to reach you down as 252-751-8836.

Speaker speaker_1: No, no. 75... 252-751-8832.

Speaker speaker_0: All right. So you actually already declined, sir. We received the form you had filled out on January 9th, 2023. So you declined the auto enrollment already.

Speaker speaker_1: Okay. I was just, I was just confirming, making sure. I wasn't sure if I did or not, so I just wanted to call to confirm and make sure.

Speaker speaker_0: Of course. Was there anything else that I can assist you with today?

Speaker speaker_1: Uh, no. Thank you. I appreciate that.

Speaker speaker_0: All right. Of course. I hope you have a wonderful rest of your day, and it was a pleasure speaking with you today.

Speaker speaker_1: All right. You as well.