

Transcript: Francesca

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Full Transcript

Thank you for calling Medical Tenocar. My name is Francesca. How can I assist you today? Uh, yes, ma'am. I was calling because I received a text message, but I'm not really sure what to do. What does the text message say? Uh, it says, "Welcome to Carlton Staffing. You'll be enrolled in the MEC Telarex plan the day after your first shift." All right. So they're informing you that Carlton Staffing has a company policy of auto-enrolling their new hires into that MEC Telarex plan. Yeah, I'm c- Our information is there in the event that you would like to either decline it or enroll into any of the other insurance they're offering you. No, that's what I'm trying to... I'm, I'm not sure what the MEC Telarex plan is. That's what I'm calling them at. Okay. So the MEC plan is a medical preventative care plan only. It will cover your preventative services like your annual physical, your screening for blood pressure, iron deficiency, um, the counseling for a healthy diet or avoiding UV exposures from the sun, as well as the preventative services of your immunizations like influenza, tetanus, varicella, and your preventive generic prescriptions like statins and vitamins. Mm-hmm. It does have a network requirement with it. And due to the fact that it is only a medical preventative care plan, it does not cover hospital and ambulatory services, which are usually considered your doctor's visits, the emergency room, the urgent care or surgeries. And then the plan does- Okay. ... come with a virtual urgent care packet and a PRX membership for prescriptions. Okay. All right. Thank you. Mm-hmm. Were you looking to let the auto-enrollment process or did you need me to decline anything for you? Uh, no, ma'am. I was just trying to figure out what it was. Understood. Keep in mind though once you get that first paycheck, they'll go ahead and automatically enroll you into that plan. Okay. All right. All right. In the event that you'd like to cancel it- All right. ... or to get a benefit call faster than waiting for it to get in the mail, you can always give us a call back in regards to it. Okay. All right. I hope you have- All right. ... a wonderful rest of your day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Tenocar. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, ma'am. I was calling because I received a text message, but I'm not really sure what to do.

Speaker speaker_0: What does the text message say?

Speaker speaker_1: Uh, it says, "Welcome to Carlton Staffing. You'll be enrolled in the MEC Telarex plan the day after your first shift."

Speaker speaker_0: All right. So they're informing you that Carlton Staffing has a company policy of auto-enrolling their new hires into that MEC Telarex plan.

Speaker speaker_1: Yeah, I'm c-

Speaker speaker_0: Our information is there in the event that you would like to either decline it or enroll into any of the other insurance they're offering you.

Speaker speaker_1: No, that's what I'm trying to... I'm, I'm not sure what the MEC Telarex plan is. That's what I'm calling them at.

Speaker speaker_0: Okay. So the MEC plan is a medical preventative care plan only. It will cover your preventative services like your annual physical, your screening for blood pressure, iron deficiency, um, the counseling for a healthy diet or avoiding UV exposures from the sun, as well as the preventative services of your immunizations like influenza, tetanus, varicella, and your preventive generic prescriptions like statins and vitamins.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It does have a network requirement with it. And due to the fact that it is only a medical preventative care plan, it does not cover hospital and ambulatory services, which are usually considered your doctor's visits, the emergency room, the urgent care or surgeries. And then the plan does-

Speaker speaker_1: Okay.

Speaker speaker_0: ... come with a virtual urgent care packet and a PRX membership for prescriptions.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Mm-hmm. Were you looking to let the auto-enrollment process or did you need me to decline anything for you?

Speaker speaker_1: Uh, no, ma'am. I was just trying to figure out what it was.

Speaker speaker_0: Understood. Keep in mind though once you get that first paycheck, they'll go ahead and automatically enroll you into that plan.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right.

Speaker speaker_0: In the event that you'd like to cancel it-

Speaker speaker_1: All right.

Speaker speaker_0: ... or to get a benefit call faster than waiting for it to get in the mail, you can always give us a call back in regards to it.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I hope you have-

Speaker speaker_1: All right.

Speaker speaker_0: ... a wonderful rest of your day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.