

## **Transcript: Francesca**

**Baez-6611607601233920-5743187494125568**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Oh, yeah. Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today? Yes, my name is Anjanette Maddox and I was calling, um... I had called the, the, the agency that I deal with. They say that, um, I got a automatic enrollment for, uh, the health benefit and I do not want that. Okay. What is the name of the staffing company you work with? Wagner. And what are the last four of your Social? Three, three, six, three. Miss Agnew, what was your last name? I'm sorry. Maddox. M-A-D-D-O-X. There you go. Okay, for security purposes, could you verify your mailing address and date of birth for us? Yes, ma'am. 4143 Aetna Drive, Macon, Georgia 31204. And my date of birth's 8/31/72. All right. At the moment, we don't have any phone number for you. Would you like to provide one? Yes. 470-855-2101. All right. And then just for the purpose of this line being recorded, I do need the verbal agreement that you are requesting to cancel your current benefits with Wagner Services Solutions, correct? Yes, may I cancel? All right. I put in the order for the cancellations. The cancellations do take seven to 10 business days to process. Mm-hmm. So there is a slight possibility you could experience one to two deductions, which will mean one to two more weeks off coverage. Mm-hmm. Um, the plan cover preventative services, so if you're looking to have a physical done prior to it ending, you're able to. It does require network however with the multi-plan network provider. Say that again, ma'am. Um, yes, I was saying if you were looking to get that physical done before the policy finish canceling, you'll be- Oh. ... able to get that done. Um, the only thing is you do have to go to a clinic or a facility within network and that- Mm-hmm. ... network list is with the multi-plan network provider company. I can give you their phone number if you like. Okay, ma'am. All right. Would you like me to provide you their phone number? Uh, no, ma- Well... Oh, yeah, yeah, yeah, yeah. Go ahead. All right. It is 800- Uh-huh. ... 457- Uh-huh. ... 1403. 1403. Okay. All right. And you are all set. So after today you should only see one, at most two deductions. If you see a third one, give us a call so we can look into it. Okay, so we got reimbursed that back to me? 'Cause I didn't enroll in it. Unfortunately, we won't be able to issue a refund due to the fact that auto enrollment took effect for Wagner Services company policy. Wow. That'll be fine. Yes, ma'am. I do apologize for that. Oh, okay. All right, thank you. Of course. My pleasure. I hope you have a wonderful rest of your weekend as well as your day. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_2: Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, my name is Anjanette Maddox and I was calling, um... I had called the, the, the agency that I deal with. They say that, um, I got a automatic enrollment for, uh, the health benefit and I do not want that.

Speaker speaker\_2: Okay. What is the name of the staffing company you work with?

Speaker speaker\_1: Wagner.

Speaker speaker\_2: And what are the last four of your Social?

Speaker speaker\_1: Three, three, six, three.

Speaker speaker\_2: Miss Agnew, what was your last name? I'm sorry.

Speaker speaker\_1: Maddox. M-A-D-D-O-X.

Speaker speaker\_2: There you go. Okay, for security purposes, could you verify your mailing address and date of birth for us?

Speaker speaker\_1: Yes, ma'am. 4143 Aetna Drive, Macon, Georgia 31204. And my date of birth's 8/31/72.

Speaker speaker\_2: All right. At the moment, we don't have any phone number for you. Would you like to provide one?

Speaker speaker\_1: Yes. 470-855-2101.

Speaker speaker\_2: All right. And then just for the purpose of this line being recorded, I do need the verbal agreement that you are requesting to cancel your current benefits with Wagner Services Solutions, correct?

Speaker speaker\_1: Yes, may I cancel?

Speaker speaker\_2: All right. I put in the order for the cancellations. The cancellations do take seven to 10 business days to process.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So there is a slight possibility you could experience one to two deductions, which will mean one to two more weeks off coverage.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, the plan cover preventative services, so if you're looking to have a physical done prior to it ending, you're able to. It does require network however with the multi-plan network provider.

Speaker speaker\_1: Say that again, ma'am.

Speaker speaker\_2: Um, yes, I was saying if you were looking to get that physical done before the policy finish canceling, you'll be-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... able to get that done. Um, the only thing is you do have to go to a clinic or a facility within network and that-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... network list is with the multi-plan network provider company. I can give you their phone number if you like.

Speaker speaker\_1: Okay, ma'am.

Speaker speaker\_2: All right. Would you like me to provide you their phone number?

Speaker speaker\_1: Uh, no, ma- Well... Oh, yeah, yeah, yeah, yeah. Go ahead.

Speaker speaker\_2: All right. It is 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: ... 457-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: ... 1403.

Speaker speaker\_1: 1403. Okay.

Speaker speaker\_2: All right. And you are all set. So after today you should only see one, at most two deductions. If you see a third one, give us a call so we can look into it.

Speaker speaker\_1: Okay, so we got reimbursed that back to me? 'Cause I didn't enroll in it.

Speaker speaker\_2: Unfortunately, we won't be able to issue a refund due to the fact that auto enrollment took effect for Wagner Services company policy.

Speaker speaker\_1: Wow.

Speaker speaker\_3: That'll be fine.

Speaker speaker\_2: Yes, ma'am. I do apologize for that.

Speaker speaker\_1: Oh, okay. All right, thank you.

Speaker speaker\_2: Of course. My pleasure. I hope you have a wonderful rest of your weekend as well as your day.

Speaker speaker\_1: All right. Bye-bye.