

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefino Carr. I'm looking to speak with Mr. Smith on behalf of Hospitality Staffing Solutions. Yes, you can hear me. Hello? Good afternoon, sir. How are you today? I'm good. How about yourself? Good. Thank you for asking. I'm calling you with the company that administers the health insurance for Hospitality Staffing Solutions. The purpose of my call today is due to the fact that the form that you filled out for Hospitality Staffing Solutions health insurance on April 4th shows that you were still requesting to be enrolled for dental, virtual primary care and FreeRx membership for yourself and your spouse but you did not- Uh, I was- ... provide your... I was trying to get that took off because I know it's been taken out of my check and I didn't mean to click that. I've been... I told them that I, I didn't mean to click it but it's still taken out of it. 'Cause I'm not full- And can you- ... time so I don't get the benefits. That's why I didn't try to check it but I did it on the phone so it made a mistake and checked it but I told them I didn't want that. So currently at the moment, you're not enrolled into anything. We haven't received any requests as such from the form that I'm processing at the moment and you're not being enrolled into anything. Are you sure, sir, that they're not taking out the federal Medicaid tax that everyone has to pay? Okay, see, they taking that out but I didn't know we had to pay that. I've never paid it on other jobs so I didn't know. It could very well be that they just reported it differently on the other jobs checks, um, 'cause each company reports it differently. But as far as the specific enrollment we're talking about that you do not want, I will go ahead and make sure that I notate your account properly so that they do not process it even if we have a duplicate of the form. Okay, so can I get that took off? Um, Mr. Smith, once again, you don't have anything. I can't take off an enrollment that has never been processed so that you do not have. Okay. Well, I don't wanna, uh, enroll in that then. Yes, sir. That's what I meant when I said that I was gonna properly notate your account. I'm gonna put in a note that you're declining coverage for the time being. Okay. Well, that'll be fine. Thank you. Sure thing. Have a great day. Thank you for your time today. Okay. You too, girl. Bye-bye. So long.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca Benefino Carr. I'm looking to speak with Mr. Smith on behalf of Hospitality Staffing Solutions.

Speaker speaker_2: Yes, you can hear me.

Speaker speaker_1: Hello? Good afternoon, sir. How are you today?

Speaker speaker_2: I'm good. How about yourself?

Speaker speaker_1: Good. Thank you for asking. I'm calling you with the company that administers the health insurance for Hospitality Staffing Solutions. The purpose of my call today is due to the fact that the form that you filled out for Hospitality Staffing Solutions health insurance on April 4th shows that you were still requesting to be enrolled for dental, virtual primary care and FreeRx membership for yourself and your spouse but you did not-

Speaker speaker_2: Uh, I was-

Speaker speaker_1: ... provide your...

Speaker speaker_2: I was trying to get that took off because I know it's been taken out of my check and I didn't mean to click that. I've been... I told them that I, I didn't mean to click it but it's still taken out of it. 'Cause I'm not full-

Speaker speaker_1: And can you-

Speaker speaker_2: ... time so I don't get the benefits. That's why I didn't try to check it but I did it on the phone so it made a mistake and checked it but I told them I didn't want that.

Speaker speaker_1: So currently at the moment, you're not enrolled into anything. We haven't received any requests as such from the form that I'm processing at the moment and you're not being enrolled into anything. Are you sure, sir, that they're not taking out the federal Medicaid tax that everyone has to pay?

Speaker speaker_2: Okay, see, they taking that out but I didn't know we had to pay that. I've never paid it on other jobs so I didn't know.

Speaker speaker_1: It could very well be that they just reported it differently on the other jobs checks, um, 'cause each company reports it differently. But as far as the specific enrollment we're talking about that you do not want, I will go ahead and make sure that I notate your account properly so that they do not process it even if we have a duplicate of the form.

Speaker speaker_2: Okay, so can I get that took off?

Speaker speaker_1: Um, Mr. Smith, once again, you don't have anything. I can't take off an enrollment that has never been processed so that you do not have.

Speaker speaker_2: Okay. Well, I don't wanna, uh, enroll in that then.

Speaker speaker_1: Yes, sir. That's what I meant when I said that I was gonna properly notate your account. I'm gonna put in a note that you're declining coverage for the time being.

Speaker speaker_2: Okay. Well, that'll be fine. Thank you.

Speaker speaker_1: Sure thing. Have a great day. Thank you for your time today.

Speaker speaker_2: Okay. You too, girl.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: So long.