

## Transcript: Justin

**Mills-5563916738805760-5054295045488640**

### Full Transcript

Thank you for calling Benefits and Encourage. This is Justin. How can I help you today? Hey, Justin. How you doing? Doing pretty well, and yourself? I'm, um, feeling amazing. I've got a, a question about what is the... what is the M-, MEC wellness bundle about? Um, the MEC wellness bundle? Yeah. Um, what's the staffing agency you work for, so I can pull a benefit guide? Okay. Uh, Partners Personnel. Okay, so Partners Personnel. Let's see here. So Partners Personnel. Let me pull that benefit guide. Sorry, the system was running very slow. That's all right. I just- Let's see here. So, they have the Stay Healthy MEC TeleRx, which covers preventative healthcare services, um, as well as a subscription to PreRx, which gives out free or discounted prescription coverage. However, um, the stay... uh, the in-, preventative services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. Um, while the MEC Enhance is like a combination of both preventative plus hospital, doctor, and medication coverage. Oh, okay. Um, and how much do it cost? Um, so the Stay Healthy MEC TeleRx, the preventative service plan, costs \$16.80 per week for employee only, while the MEC Enhance was \$43.76 per week. Okay. Um, so yeah. Uh, I would... I want to, um, opt out. Um, they said I can call and, um, opt out of this if I don't, um, need it. So, I don't need it right now. But if I- Okay, so- ... ever do need it, I will call and, uh, get it. Okay. So let me try pulling your file to opt you out. So Partners Personnel. What's the last four of your Social? 6703. Is that 6703? Yes. And what was your first and last name? K-E-Y-O-N-A Patton. P-A-T-T-O-N. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yeah. 2738 O. Matthews Road, Marysville, Tennessee 37207. And confirm your date of birth for me. 7-13-81. And a good telephone number has a 615-456-6878. Yes, sir, Justin. And the email I have is Keyona Patton at yahoo.com? Yes. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? No, sir. You did amazing, Justin. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. Bye-bye. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Encourage. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. How you doing?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_1: I'm, um, feeling amazing. I've got a, a question about what is the... what is the M-, MEC wellness bundle about?

Speaker speaker\_0: Um, the MEC wellness bundle?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, what's the staffing agency you work for, so I can pull a benefit guide?

Speaker speaker\_1: Okay. Uh, Partners Personnel.

Speaker speaker\_0: Okay, so Partners Personnel. Let's see here. So Partners Personnel. Let me pull that benefit guide. Sorry, the system was running very slow.

Speaker speaker\_1: That's all right. I just-

Speaker speaker\_0: Let's see here. So, they have the Stay Healthy MEC TeleRx, which covers preventative healthcare services, um, as well as a subscription to PreRx, which gives out free or discounted prescription coverage. However, um, the stay... uh, the in-, preventative services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, while the MEC Enhance is like a combination of both preventative plus hospital, doctor, and medication coverage.

Speaker speaker\_1: Oh, okay. Um, and how much do it cost?

Speaker speaker\_0: Um, so the Stay Healthy MEC TeleRx, the preventative service plan, costs \$16.80 per week for employee only, while the MEC Enhance was \$43.76 per week.

Speaker speaker\_1: Okay. Um, so yeah. Uh, I would... I want to, um, opt out. Um, they said I can call and, um, opt out of this if I don't, um, need it. So, I don't need it right now. But if I-

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: ... ever do need it, I will call and, uh, get it.

Speaker speaker\_0: Okay. So let me try pulling your file to opt you out. So Partners Personnel. What's the last four of your Social?

Speaker speaker\_1: 6703.

Speaker speaker\_0: Is that 6703?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: K-E-Y-O-N-A Patton. P-A-T-T-O-N.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Yeah. 2738 O. Matthews Road, Marysville, Tennessee 37207.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 7-13-81.

Speaker speaker\_0: And a good telephone number has a 615-456-6878.

Speaker speaker\_1: Yes, sir, Justin.

Speaker speaker\_0: And the email I have is Keyona Patton at yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker\_1: No, sir. You did amazing, Justin.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.