

Transcript: Sara

Marulanda-5326465679179776-5959943609335808

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hello. May I speak with Crystal Edwards? This is she. Who's speaking? Hello, Ms. Edwards. Uh, this is Benefits Center- Hey calling on behalf of MAU Staffing. Uh-huh. Hi, how are you? I'm doing okay. How you doing, ma'am? Fine. Okay. Um, we're processing enrollment forms. Um, we, we know that you went back to the company, but, uh, the enrollment form that we have on file is from almost six months old. So the question is, do you still want to enroll, or- Yes, ma'am. ... not? You do? Yes, ma'am. Okay. You want me... Okay, just to refresh your mind, you request to be enrolled on MEC, which is preventive care, dental and vision. Is that correct? What, what, what that was? I can't understand you. What did you say? Okay. You request to be enrolled on MEC, which is preventative care- Okay. ... dental and vision. You request that for employee only. No other dependents. Where is it? Where, where is the... Where's the plan at? Okay, the MEC plan? That's what you're asking for? Yes. Oh, okay. That one is a preventive care plan. Uh, that one will cover for one physical yearly examination, blood pressure screenings- Mm-hmm. ... a mammography, pap smear, uh, colorectal cancer screenings, depression, diabetes, um, chlamydia, syphilis, HIV, osteoporosis, um, iron deficiency, gonorrhea, hepatitis. All those screenings are covered. Um, to... Okay, aspirin, breast cancer preventatives, cholestastics, FDA-approved contraceptive methods are, um, included as well, covered 100%, and immunizations like influenza, tetanus, diphteria, pertussis, A...

Conversation Format

Speaker None: Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hello. May I speak with Crystal Edwards? This is she. Who's speaking? Hello, Ms. Edwards. Uh, this is Benefits Center- Hey calling on behalf of MAU Staffing. Uh-huh. Hi, how are you? I'm doing okay. How you doing, ma'am? Fine. Okay. Um, we're processing enrollment forms. Um, we, we know that you went back to the company, but, uh, the enrollment form that we have on file is from almost six months old. So the question is, do you still want to enroll, or- Yes, ma'am. ... not? You do? Yes, ma'am. Okay. You want me... Okay, just to refresh your mind, you request to be enrolled on MEC, which is preventive care, dental and vision. Is that correct? What, what, what that was? I can't understand you. What did you say? Okay. You request to be enrolled on MEC, which is preventative care- Okay. ... dental and vision. You request that for employee only. No other dependents. Where is it? Where, where is the... Where's the plan at? Okay, the MEC plan? That's what you're asking for? Yes. Oh, okay. That one is a preventive care plan. Uh, that one will cover for one physical yearly

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