

## **Transcript: Sara**

**Marulanda-5548428247875584-4760243632783360**

### **Full Transcript**

Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? Um, Wyman Mitchell. I got a text saying something, what is this? We are the healthcare administrators for different staffing companies, and what message did you receive? About a, um, MEC tech or something. Okay. What, what, what company are you working with? What staffing company? Sarge. Sarge Staffing, okay. They're, they're sending, um, messages for new hires or for open enrollment and letting them know that they will be auto-enrolled during the first, uh, 30 days from the first paycheck. They will be auto-enrolled on MEC. Um, but I will have to check your account and see what message did they send you. Um, may I have please then the... Okay, you said Sarge. May I have the last four digits of your Social Security number to locate you on the system? 1213. Okay, and your last name again? I'm sorry. Mitchell. Wyman Mitchell? Yes, ma'am. Uh, Mr. Mitchell, and just for security purposes, sir, can you please verify your address and date of birth? Um, uh, 330, um, Arrowhead Boulevard. My date of birth is September the 20th, 1965. Email wy-, wymanmitchell7@gmail.com? Yes. Yes, ma'am. Phone number 770-701-8433? Yes, ma'am. Thank you very much. Yes, sir. This is related to, uh, the auto-enrollment. What that means is you have 30 days from your first paycheck in order to enroll on healthcare coverage or to decline. If you don't take any of those two actions, they will auto-enroll you in a preventive care plan, which is- Well, I already have insurance. Uh, I'm, I'm sure I already have insurance. So do you want to decline? Yes, ma'am. Okay, so let me do that for you. Just a minute. Okay, sir. I already declined you. You're not going to be auto-enrolled. You may see this message one or two more times during your company open enrollment period, but you don't need to give us a call again. That's gonna be just a courtesy reminder. Uh, you don't need to give us a call again, because they, um, you declined just one time, but they're- they're not gonna enroll you on any plan. Thank you. Um- You're more than welcome. Anything else that I can help you with? No, ma'am. Thanks very, very much. All right, sir. You're more than welcome. Have a wonderful day and thank you for calling Benefits in a Card.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? Um, Wyman Mitchell. I got a text saying something, what is this? We are the healthcare administrators for different staffing companies, and what message did you receive? About a, um, MEC tech or something. Okay. What, what, what company are you working with? What staffing company? Sarge. Sarge Staffing, okay. They're, they're sending, um, messages for new hires or for open enrollment and letting them know that they will be

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