

## **Transcript: Sara**

**Marulanda-6472163557588992-6753046365683712**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name, please? Yeah. I had got, uh, a text message from SIRS saying that, saying that, um, that I'll be a- auto-enrolled in MC-TELIRX. Okay. Yes, um, are you a new hire? You said am I a new hire? Yes. Yeah. Okay. So because you're the new hire, uh, you're gonna be auto-enrolled 30 days after your first paycheck. If you don't want to be auto-enrolled, just let me know and we can go ahead and decline your enrollment. If you want to enroll or if you prefer to be enrolled on a different plan, just let me know as well and I will explain you the plan. Uh, uh, I would like to be enrolled, but I was trying to see like where, where about this, this at and when I would be enrolled. You say you would like to be enrolled? Yeah, ma'am. Okay. May I have please, uh, the last four digits of your Social Security number? It's 6808. Thank you very much. And your name, sir? R-O-N-A-L-D Smith. Ronald Smith? Yeah, ma'am. And, uh, just for security purposes, Mr. Smith, can you please verify your address and date of birth? Uh, 3318 Eastroy Court, uh, March 31st, 2005. And is your email KPGRonald912@gmail.com? Yes, ma'am. And is your phone number 4787334682? Yes, ma'am. Thank you very much. No, ma'am. Okay. Yeah, you're still under your personal open enrollment, but they're opening is, uh... Okay. Is this gonna be for yourself only or somebody else at the family? Say it again. The enrollment on healthcare coverage, that gonna be for yourself only or somebody else at the family? Oh, oh, this he- this, this healthcare, uh, coverage? Okay. Yeah, this is healthcare coverage, like a medical insurance. Oh, oh, I ain't, I ain't know that. I am... You gonna... You can get... You gotta enroll me. I thought they was like, um, an enrollment for a job. No, no, no, no, no. This is for the healthcare insurance, uh, through Georgia Southern. So you don't want them, to be enrolled? No, no, no. I don't, I don't wanna be enrolled. Okay. So let me decline your enrollment. You may receive a text message, uh, like, for three more weeks, once a week. Uh, but it's ju- that is just, uh, like, um, courtesy reminder. You, you don't need to give us a call again. Okay? All right. I already declined your auto-enrollment and you're not gonna be enrolled on any healthcare coverage, not through us. All right. Other than that, sir, is there anything else that I can help you with? Said no, ma'am. That's it. All righty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. You, too. Thank you very much. Bye-bye. All right.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name,

please? Yeah. I had got, uh, a text message from SIRS saying that, saying that, um, that I'll be a- auto-enrolled in MC-TELIRX. Okay. Yes, um, are you a new hire? You said am I a new hire? Yes. Yeah. Okay. So because you're the new hire, uh, you're gonna be auto-enrolled 30 days after your first paycheck. If you don't want to be auto-enrolled, just let me know and we can go ahead and decline your enrollment. If you want to enroll or if you prefer to be enrolled on a different plan, just let me know as well and I will explain you the plan. Uh, uh, I would like to be enrolled, but I was trying to see like where, where about this, this at and when I would be enrolled. You say you would like to be enrolled? Yeah, ma'am. Okay. May I have please, uh, the last four digits of your Social Security number? It's 6808. Thank you very much. And your name, sir? R-O-N-A-L-D Smith. Ronald Smith? Yeah, ma'am. And, uh, just for security purposes, Mr. Smith, can you please verify your address and date of birth? Uh, 3318 Eastroy Court, uh, March 31st, 2005. And is your email KPGRonald912@gmail.com? Yes, ma'am. And is your phone number 4787334682? Yes, ma'am. Thank you very much. No, ma'am. Okay. Yeah, you're still under your personal open enrollment, but they're opening is, uh... Okay. Is this gonna be for yourself only or somebody else at the family? Say it again. The enrollment on healthcare coverage, that gonna be for yourself only or somebody else at the family? Oh, oh, this he- this, this healthcare, uh, coverage? Okay. Yeah, this is healthcare coverage, like a medical insurance. Oh, oh, I ain't, I ain't know that. I am... You gonna... You can get... You gotta enroll me. I thought they was like, um, an enrollment for a job. No, no, no, no, no. This is for the healthcare insurance, uh, through Georgia Southern. So you don't want them, to be enrolled? No, no, no. I don't, I don't wanna be enrolled. Okay. So let me decline your enrollment. You may receive a text message, uh, like, for three more weeks, once a week. Uh, but it's ju- that is just, uh, like, um, courtesy reminder. You, you don't need to give us a call again. Okay? All right. I already declined your auto-enrollment and you're not gonna be enrolled on any healthcare coverage, not through us. All right. Other than that, sir, is there anything else that I can help you with? Said no, ma'am. That's it. All righty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. You, too. Thank you very much. Bye-bye. All right.