

Transcript: Sara

Marulanda-6618717819191296-5392180319043584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. Ma-, may I have your name please? Angela Mayo, M-A-Y-O. Hello, ma'am. How may I help you? Hi, um, I recently started working for Crown Staffing and, um, uh, I got the text saying that I would be automatically enrolled in the insurance. And I just wanted to see exactly what it is, like what I'm being enrolled for. Like is it- Okay, sure. Let me help you with that. Okay. May I have please, uh, the last four digits of your Social Security number? Five, five, three, seven. Thank you, Ms. Angela Mayo. Yeah. And just for security purposes, can you please verify your address and date of birth? 425 Eastwood Drive, Richmond, Kentucky, 40475. And it's, um, 7/26/67. And is your email MajorAngela67@gmail.com? It is, yes. And is your phone number 859-536-5996? It is. Okay, give me just a minute. Sure. Okay. It says you will be --, on MEC TeleRx. That one is a preventive care plan. It's not... Okay, the plan will not cover any doctor or hospital visitations. But it will cover for a one yearly physical examination, um, health, virtual care, PreRx. It will cover for vaccinations and... okay, give me a minute please, screenings like blood pressure, iron, uh, breast cancer pap smear, um, chlamydia, syphilis, cholesterol, um, colorectal cancer, which is a colonoscopy, depression, diabetes, hepatitis, HIV. It will cover, um, your FDA-approved contraceptive methods and immunizations like influenza, tetanus, diphtheria, HPV shingles, rubella, pneumococcal, meningococcal, hepatitis A and B. Um, that's basically what that plan will cover, that exclusive plan. Okay, and... Okay, and how much is that one? That plan, uh, will cost you \$15.62 per week. Okay. Can I waive that, um- Yes. ... if I have found insurance like through, um, the marketplace? Yes, sure. Um- Okay. ... give me just a minute. The only thing we have to do is decline your auto enrollment because you haven't been in auto enrolled yet. Okay. So, yes, I already declined it. You're not going to see any deductions from our end for healthcare coverage. Okay, thank you so much for your time- You're- ... and your information today. You're more than wel- more than welcome, ma'am. Do you have any other questions for us? No, um, that takes care of it. Thank you so much. You're more than welcome, ma'am. Have a wonderful night and thank you for calling Benefits in a Cart. You too. Thanks, bye-bye. Thank you. Bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. Ma-, may I have your name please? Angela Mayo, M-A-Y-O. Hello, ma'am. How may I help you? Hi, um, I recently started working for Crown Staffing and, um, uh, I got the text saying that I would be automatically

enrolled in the insurance. And I just wanted to see exactly what it is, like what I'm being enrolled for. Like is it- Okay, sure. Let me help you with that. Okay. May I have please, uh, the last four digits of your Social Security number? Five, five, three, seven. Thank you, Ms. Angela Mayo. Yeah. And just for security purposes, can you please verify your address and date of birth? 425 Eastwood Drive, Richmond, Kentucky, 40475. And it's, um, 7/26/67. And is your email MajorAngela67@gmail.com? It is, yes. And is your phone number 859-536-5996? It is. Okay, give me just a minute. Sure. Okay. It says you will be --, on MEC TeleRx. That one is a preventive care plan. It's not... Okay, the plan will not cover any doctor or hospital visitations. But it will cover for a one yearly physical examination, um, health, virtual care, PreRx. It will cover for vaccinations and... okay, give me a minute please, screenings like blood pressure, iron, uh, breast cancer pap smear, um, chlamydia, syphilis, cholesterol, um, colorectal cancer, which is a colonoscopy, depression, diabetes, hepatitis, HIV. It will cover, um, your FDA-approved contraceptive methods and immunizations like influenza, tetanus, diptheria, HPV shingles, rubella, pneumococcal, meningococcal, hepatitis A and B. Um, that's basically what that plan will cover, that exclusive plan. Okay, and... Okay, and how much is that one? That plan, uh, will cost you \$15.62 per week. Okay. Can I waive that, um- Yes. ... if I have found insurance like through, um, the marketplace? Yes, sure. Um- Okay. ... give me just a minute. The only thing we have to do is decline your auto enrollment because you haven't been in auto enrolled yet. Okay. So, yes, I already declined it. You're not going to see any deductions from our end for healthcare coverage. Okay, thank you so much for your time- You're- ... and your information today. You're more than wel- more than welcome, ma'am. Do you have any other questions for us? No, um, that takes care of it. Thank you so much. You're more than welcome, ma'am. Have a wonderful night and thank you for calling Benefits in a Cart. You too. Thanks, bye-bye. Thank you. Bye. Bye.