

Transcript: Estefania

Acevedo-4618427825602560-4541613744799744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling, your card right now... assist you? Hello? Hey, thank you for calling. How can I help you? Um, I was just wanting to call you out. Um, so we're the healthcare administrators for staff and agency. Um, by "they", do you mean your agency? Mm-hmm. Okay, what type of agency do you work for? ManCan. ManCan? Okay. And then, were you looking into enrolling already? Enrolling into what? So, we're the healthcare administrators for staff and agencies. Um- Oh, no. No, I don't want that. ... if your... told you to call us... Okay. Um, let me verify- No, this is ... is there one of the ones... Oh, gotcha. Um, do you want me to verify to see if they're one of the ones that auto... Okay, they actually are not. They don't auto-enroll their members into any of the plans, so if you don't want to be enrolled, um, you don't really have to do anything. I don't have to decline anything. No, I know. Thank you. Okay, you're welcome. I was just disregard-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling, your card right now... assist you?

Speaker speaker_2: Hello?

Speaker speaker_1: Hey, thank you for calling. How can I help you?

Speaker speaker_2: Um, I was just wanting to call you out.

Speaker speaker_1: Um, so we're the healthcare administrators for staff and agency. Um, by "they", do you mean your agency?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, what type of agency do you work for?

Speaker speaker_2: ManCan.

Speaker speaker_1: ManCan? Okay. And then, were you looking into enrolling already?

Speaker speaker_2: Enrolling into what?

Speaker speaker_1: So, we're the healthcare administrators for staff and agencies. Um-

Speaker speaker_2: Oh, no. No, I don't want that.

Speaker speaker_1: ... if your... told you to call us... Okay. Um, let me verify-

Speaker speaker_2: No, this is ...

Speaker speaker_1: ... is there one of the ones... Oh, gotcha. Um, do you want me to verify to see if they're one of the ones that auto... Okay, they actually are not. They don't auto-enroll their members into any of the plans, so if you don't want to be enrolled, um, you don't really have to do anything. I don't have to decline anything.

Speaker speaker_2: No, I know. Thank you.

Speaker speaker_1: Okay, you're welcome. I was just disregard-