

Transcript: Estefania

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Full Transcript

Yeah. Hello? Thank you for calling, thank you for calling the Part A. How can I assist you? Um, yes, uh, I just got an email saying, uh, you guys tried to reach me? Oh, yeah. Actually, that was me. Are you William? Yes, this is William. Um, since you're the one calling, I do have to get you to verify your information. Can you please verify the staffing agency that you're with, with the last four of your Social? Uh, DSGA Staff Solutions. Okay. And then the last four of your Social Security number? 95708. For security purposes, can you verify my, your address and date of birth? March 5th, 1988. Mm-hmm. It was, it was 8 Kendrick Road, Columbia, South Carolina, 29229. Okay, thank you. So I was actually calling because you filled out a enrollment form for the healthcare benefits that that staffing agency offered on March 27th of this year. And you selected w- um, you selected one of the plans, but you also selected to decline the coverage. So we were calling to see if you did wanna enroll or if you wanted to decline. Uh, decline. Okay. Okay. I'm gonna go ahead and do that declination. So that's really all I needed from you. Oh, okay. So I'll tell you they haven't put me on a, uh, contract yet, so I haven't even thought about it. Okay. If you- So. If, if you do change your mind, however, they do only give you 30 days from the day that you receive your first check to be eligible to enroll. After those 30 days, if you miss the 30-day period, you would have to wait for the next company open enrollment, which is in August for that staffing agency. Oh, okay. Okay, I didn't even see- Okay? So I just wanted to inform you for future reference. But for now, you have been declined. Okay. All right. I hope you have a great day. All right. You too. Appreciate it.

Conversation Format

Speaker speaker_0: Yeah.

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for calling, thank you for calling the Part A. How can I assist you?

Speaker speaker_1: Um, yes, uh, I just got an email saying, uh, you guys tried to reach me?

Speaker speaker_0: Oh, yeah. Actually, that was me. Are you William?

Speaker speaker_1: Yes, this is William.

Speaker speaker_0: Um, since you're the one calling, I do have to get you to verify your information. Can you please verify the staffing agency that you're with, with the last four of your Social?

Speaker speaker_1: Uh, DSGA Staff Solutions.

Speaker speaker_0: Okay. And then the last four of your Social Security number?

Speaker speaker_1: 95708.

Speaker speaker_0: For security purposes, can you verify my, your address and date of birth?

Speaker speaker_1: March 5th, 1988.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It was, it was 8 Kendrick Road, Columbia, South Carolina, 29229.

Speaker speaker_0: Okay, thank you. So I was actually calling because you filled out a enrollment form for the healthcare benefits that that staffing agency offered on March 27th of this year. And you selected w- um, you selected one of the plans, but you also selected to decline the coverage. So we were calling to see if you did wanna enroll or if you wanted to decline.

Speaker speaker_1: Uh, decline.

Speaker speaker_0: Okay. Okay. I'm gonna go ahead and do that declination. So that's really all I needed from you.

Speaker speaker_1: Oh, okay. So I'll tell you they haven't put me on a, uh, contract yet, so I haven't even thought about it.

Speaker speaker_0: Okay. If you-

Speaker speaker_1: So.

Speaker speaker_0: If, if you do change your mind, however, they do only give you 30 days from the day that you receive your first check to be eligible to enroll. After those 30 days, if you miss the 30-day period, you would have to wait for the next company open enrollment, which is in August for that staffing agency.

Speaker speaker_1: Oh, okay. Okay, I didn't even see-

Speaker speaker_0: Okay? So I just wanted to inform you for future reference. But for now, you have been declined.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I hope you have a great day.

Speaker speaker_1: All right. You too. Appreciate it.