

## **Transcript: Estefania**

**Acevedo-5133406955421696-6166727969783808**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Hospitality Staffing Solutions. I'd like to speak with Mr. Bridges. Or Mrs. Bridges- Who... I'm sorry? You said, "Who is it?" Okay. Um, we're the healthcare administrators for staffing agencies. We're current- currently calling in behalf of Hospitality Staffing Solutions. We're currently processing the enrollment form for your staffing agency, and you selected a few plans to enroll into, but you also selected not to participate. So I was actually calling to see if you indeed wanted to enroll into the healthcare benefits or if you wanted- No. ... to decline the coverage. I'mma decline it. I already have, uh, Medicaid and stuff. Okay. All right. That's take care of it. You have been declined. Thank you, ma'am. I hope you have a great day. You, too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Hospitality Staffing Solutions. I'd like to speak with Mr. Bridges. Or Mrs. Bridges-

Speaker speaker\_2: Who...

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: You said, "Who is it?"

Speaker speaker\_1: Okay. Um, we're the healthcare administrators for staffing agencies. We're current- currently calling in behalf of Hospitality Staffing Solutions. We're currently processing the enrollment form for your staffing agency, and you selected a few plans to enroll into, but you also selected not to participate. So I was actually calling to see if you indeed wanted to enroll into the healthcare benefits or if you wanted-

Speaker speaker\_2: No.

Speaker speaker\_1: ... to decline the coverage.

Speaker speaker\_2: I'mma decline it. I already have, uh, Medicaid and stuff.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_2: That's take care of it.

Speaker speaker\_1: You have been declined. Thank you, ma'am. I hope you have a great day.

Speaker speaker\_2: You, too.