

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the ... RMA. This is Stephanie. How can I assist you? I don't know what this is. What, what is this about? Okay, so we're the healthcare administrators for staff and agencies. Um, have you received a phone call or a text message? It, it was a text. What does it say? It just said something about... I don't, I don't know. What, what is this about? So we're the healthcare administrators for staff and agencies. Okay. So if you work with a staff and agency- Yeah. I'm sorry, I can hear myself..... I just work for an agency, so what, what is it caused? It's- Okay, so that information, I won't know if you don't give me the name of the agency and the last four of your Social. So technically, we're the healthcare administrators for staff and agencies. We administer the benefits of multiple agents in the nation. So if you probably received a text message, you're either in your company's open enrollment period to enroll into healthcare benefits, or with your personal open enrollment period. But like I said- Um- ... we do work with different agencies. Okay, I understand. Um, no, I'm not interested in that right now. What's the name of the agency that you work for? 'Cause sometimes they do auto-enroll their members. Um, I could verify real quick with the name of the agency to see if they auto-enrolled. It's ATC Care Build- Care Builders. Care- Care Builders, something like that. Okay, give me one second. Let me verify real quick. Well, I... Yeah, I'm not interested right now with this. Okay. Um, so it looks like they don't auto-enroll their members, so you can just disregard those messages, 'cause I believe they do send them to you automatically. Um, I believe if you text back "stop," it stops those notifications, but I don't really have to do anything 'cause they don't auto-enroll you into any benefit. All right, thanks so very much. Have a good day. You're welcome. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling the ... RMA. This is Stephanie. How can I assist you?

Speaker speaker\_2: I don't know what this is. What, what is this about?

Speaker speaker\_1: Okay, so we're the healthcare administrators for staff and agencies. Um, have you received a phone call or a text message?

Speaker speaker\_2: It, it was a text.

Speaker speaker\_1: What does it say?

Speaker speaker\_2: It just said something about... I don't, I don't know. What, what is this about?

Speaker speaker\_1: So we're the healthcare administrators for staff and agencies.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So if you work with a staff and agency-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I'm sorry, I can hear myself.....

Speaker speaker\_2: I just work for an agency, so what, what is it caused?

Speaker speaker\_1: It's- Okay, so that information, I won't know if you don't give me the name of the agency and the last four of your Social. So technically, we're the healthcare administrators for staff and agencies. We administer the benefits of multiple agents in the nation. So if you probably received a text message, you're either in your company's open enrollment period to enroll into healthcare benefits, or with your personal open enrollment period. But like I said-

Speaker speaker\_2: Um-

Speaker speaker\_1: ... we do work with different agencies.

Speaker speaker\_2: Okay, I understand. Um, no, I'm not interested in that right now.

Speaker speaker\_1: What's the name of the agency that you work for? 'Cause sometimes they do auto-enroll their members. Um, I could verify real quick with the name of the agency to see if they auto-enrolled.

Speaker speaker\_2: It's ATC Care Build- Care Builders. Care- Care Builders, something like that.

Speaker speaker\_1: Okay, give me one second. Let me verify real quick.

Speaker speaker\_2: Well, I... Yeah, I'm not interested right now with this.

Speaker speaker\_1: Okay. Um, so it looks like they don't auto-enroll their members, so you can just disregard those messages, 'cause I believe they do send them to you automatically. Um, I believe if you text back "stop," it stops those notifications, but I don't really have to do anything 'cause they don't auto-enroll you into any benefit.

Speaker speaker\_2: All right, thanks so very much. Have a good day.

Speaker speaker\_1: You're welcome. You too.

Speaker speaker\_2: Bye-bye.