

Transcript: Estefania

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Full Transcript

Healthcare benefits and a card. My name is Stephanie. How can I assist you? Yeah. How can I help you? I think I, I think I missed call, so I don't know. Who are you? We're, we're the healthcare administrators for your staff and agencies. So if you recently started working with a staff and agency or your company is within company open enrollment, most likely you received a text or a call r-regarding company open enrollment. Um, did you just start working with somebody? Yeah, okay. So right now, though, I do- I don't need to have a job because I have a job. I'm working right now. You're not working right now? I'm working right now, so I don't need... I, I, I, I don't, I don't need any app. Okay. What's the name of your staffing agency, though? Because sometimes they do auto-enrollment. Let me just- I don't know. ... make sure you're not working with them. You don't- I don't know. I don't know. Okay. Um, like I said, some of them do do auto-enrollment, so if, if you can find out just to make sure that your company doesn't auto-enroll you into any of the plans. So stop now to calling me, because, uh, when I was going over there now to see the job, so you make me now to be trouble, so I don't need that. Stop it. Okay. Okay, um, yeah. I understand that. That's fine. It's not mandatory, but like I said, some staffing agencies do auto-enroll their members into some of the plans. Which agency? Which, which, which, which agency that you are talking about it? So we, we're the healthcare administrators for multiple staffing agencies. That's why I was asking earlier if you're currently working with one, 'cause if you, if you received a call, most likely, you're within company open enrollment or within your personal open enrollment, which makes you qualified for healthcare benefits through your staffing agency. But it's not mandatory. But some of them do auto-enroll their members into a plan. Yeah, so- I was gonna check if the one that you work for enrolls you automatically into any of those plans. Yeah. Some of them don't, though. So, so, so right now, so right now, I don't, I don't need it because I'm working. Okay. If you don't need it, then that's fine. It's, like I said, it's not mandatory. What about mandatory? I'm sorry? What about mandatory you are talking? I said it's not mandatory. Mm-hmm. The healthcare- You're not- ... benefits that they offer, if you don't want them, you don't, you don't have to enroll into them. Okay. So I understand. Mm-hmm. I understand. So I'm talking now to you, stop calling me because I don't, I don't want it. Okay. You can just ignore those calls.

Conversation Format

Speaker speaker_0: Healthcare benefits and a card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah.

Speaker speaker_0: How can I help you?

Speaker speaker_1: I think I, I think I missed call, so I don't know. Who are you?

Speaker speaker_0: We're, we're the healthcare administrators for your staff and agencies. So if you recently started working with a staff and agency or your company is within company open enrollment, most likely you received a text or a call r-regarding company open enrollment. Um, did you just start working with somebody?

Speaker speaker_1: Yeah, okay. So right now, though, I do- I don't need to have a job because I have a job. I'm working right now.

Speaker speaker_0: You're not working right now?

Speaker speaker_1: I'm working right now, so I don't need... I, I, I, I don't, I don't need any app.

Speaker speaker_0: Okay. What's the name of your staffing agency, though? Because sometimes they do auto-enrollment. Let me just-

Speaker speaker_1: I don't know.

Speaker speaker_0: ... make sure you're not working with them. You don't-

Speaker speaker_1: I don't know. I don't know.

Speaker speaker_0: Okay. Um, like I said, some of them do do auto-enrollment, so if, if you can find out just to make sure that your company doesn't auto-enroll you into any of the plans.

Speaker speaker_1: So stop now to calling me, because, uh, when I was going over there now to see the job, so you make me now to be trouble, so I don't need that. Stop it.

Speaker speaker_0: Okay. Okay, um, yeah. I understand that. That's fine. It's not mandatory, but like I said, some staffing agencies do auto-enroll their members into some of the plans.

Speaker speaker_1: Which agency? Which, which, which, which agency that you are talking about it?

Speaker speaker_0: So we, we're the healthcare administrators for multiple staffing agencies. That's why I was asking earlier if you're currently working with one, 'cause if you, if you received a call, most likely, you're within company open enrollment or within your personal open enrollment, which makes you qualified for healthcare benefits through your staffing agency. But it's not mandatory. But some of them do auto-enroll their members into a plan.

Speaker speaker_1: Yeah, so-

Speaker speaker_0: I was gonna check if the one that you work for enrolls you automatically into any of those plans.

Speaker speaker_1: Yeah.

Speaker speaker_0: Some of them don't, though.

Speaker speaker_1: So, so, so right now, so right now, I don't, I don't need it because I'm working.

Speaker speaker_0: Okay. If you don't need it, then that's fine. It's, like I said, it's not mandatory.

Speaker speaker_1: What about mandatory?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: What about mandatory you are talking?

Speaker speaker_0: I said it's not mandatory.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The healthcare-

Speaker speaker_1: You're not-

Speaker speaker_0: ... benefits that they offer, if you don't want them, you don't, you don't have to enroll into them.

Speaker speaker_1: Okay. So I understand.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I understand. So I'm talking now to you, stop calling me because I don't, I don't want it.

Speaker speaker_0: Okay. You can just ignore those calls.