

## **Transcript: Estefania**

**Acevedo-6351064471486464-5114574189936640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, there is going to be a short message. Hey, good afternoon. I'm calling from Benefits and a Card at Hospitality Staffing Solutions. I'm looking for Ms.... Voice? Ms. or Mister? Mister? Yeah. How you doing? Hey, um, we're currently processing enrollment forms, and you selected to participate in the MEC Tele-RS as well as the Stay Healthy MEC Enhanced. Those two are both medical plans, so we were actually calling to see if you wanted to enroll into MEC Tele-RS or the MEC Enhanced. Um, does the- No, this is the standard one. Okay. So the... That would be the MEC Tele-RS. That would cover, like, one physical visit, some vaccinations, some STD screenings, some cancer screening. But it doesn't cover any of your doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Do you still want that one? Mm-hmm. That's fine. Okay. Um, was that the only plan that you wanted? You only selected those two, but I just wanna ask before I, um... Yes, that was it. Okay. Okay. So, it looks like your weekly deduction would be a \$15.65 from your paycheck. Once you see the very first deduction of the \$15.65, it typically takes one or two weeks for your staffing agency to start making that deduction. Once you see the very first one, though, the following Monday of that first deduction is when that plan becomes effective. And by that same week, you should be getting your medical card. And if for some reason you have, like, a preventative visit, you're welcome to call us and we can, um, we can email you those cards. And that plan does require you to stay within the network, okay? Okay. Thank you. All right. You're welcome. 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, there is going to be a short message.

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits and a Card at Hospitality Staffing Solutions. I'm looking for Ms.... Voice?

Speaker speaker\_3: Ms. or Mister?

Speaker speaker\_2: Mister?

Speaker speaker\_3: Yeah. How you doing?

Speaker speaker\_2: Hey, um, we're currently processing enrollment forms, and you selected to participate in the MEC Tele-RS as well as the Stay Healthy MEC Enhanced. Those two are both medical plans, so we were actually calling to see if you wanted to enroll into MEC Tele-RS or the MEC Enhanced. Um, does the-

Speaker speaker\_3: No, this is the standard one.

Speaker speaker\_2: Okay. So the... That would be the MEC Tele-RS. That would cover, like, one physical visit, some vaccinations, some STD screenings, some cancer screening. But it doesn't cover any of your doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Do you still want that one?

Speaker speaker\_3: Mm-hmm. That's fine.

Speaker speaker\_2: Okay. Um, was that the only plan that you wanted? You only selected those two, but I just wanna ask before I, um...

Speaker speaker\_3: Yes, that was it.

Speaker speaker\_2: Okay. Okay. So, it looks like your weekly deduction would be a \$15.65 from your paycheck. Once you see the very first deduction of the \$15.65, it typically takes one or two weeks for your staffing agency to start making that deduction. Once you see the very first one, though, the following Monday of that first deduction is when that plan becomes effective. And by that same week, you should be getting your medical card. And if for some reason you have, like, a preventative visit, you're welcome to call us and we can, um, we can email you those cards. And that plan does require you to stay within the network, okay?

Speaker speaker\_3: Okay. Thank you.

Speaker speaker\_2: All right. You're welcome. I hope you have a great day.

Speaker speaker\_3: You too.