

Transcript: Estefania

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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 Solution. I'm looking to speak with Miss Leslie. Yes? Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Hospitality Staffing Solution. We're currently processing an enrollment form that you filled out on February 25th of this year, um, regarding the healthcare benefits that they offer. Um, I was actually calling to let you know that you selected all of the medical plans. I was actually calling to see which one that you actually wanted to be enrolled into. Since they're all medical plans, you can't combine them together. Um, did you want me to go over the differences between the plans? Sorry. Um, this is for HSS Solution and Staffing? Yes. Mm-hmm. Yes, ma'am. Uh, I was talking with Javier. Sebastian, sorry. So we actually don't work in Hospitality Staffing Solution. We only take care of their healthcare benefits. We don't actually work with them. We just take care of their enrollment forms. When it comes to- Like if you wanna en- Oh, no thanks. I'm not interested. You're not interested? Okay, so you wanted to decline the coverage? Yeah. Okay, that's fine. All right. I'll go ahead and decline your coverage. This is for HSS Staffing? Yes, ma'am. It is. And... Mm-hmm. I'm- I- I- I don't work here- work with them yet. Okay. Uh, but like I said, we're just processing the enrollment forms. So if you do get hired, um, your benefits will start once they do the deduction. But if you don't- Okay, I got you. It's okay. Mm-hmm. So you don't wanna be enrolled so that I can go ahead and decline your coverage? No, it's okay. If you want... Yeah. If- if- So if what you want- If they gonna hire me, it's okay. So yeah, that's why I'm calling. So you do wanna enroll or you don't wanna enroll? Yes, I want. Okay, so which one? 'Cause that was the reason for my call. You selected multiple plans that can't be combined. So I would need to know if you actually wanna be enrolled into the Stay Healthy Plan MEC Telares or the Stay Healthy MEC Enhanced? I'm not sure. Hello?

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 Solution. I'm looking to speak with Miss Leslie.

Speaker speaker_2: Yes?

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Hospitality Staffing Solution. We're currently processing an enrollment form that you filled out

on February 25th of this year, um, regarding the healthcare benefits that they offer. Um, I was actually calling to let you know that you selected all of the medical plans. I was actually calling to see which one that you actually wanted to be enrolled into. Since they're all medical plans, you can't combine them together. Um, did you want me to go over the differences between the plans?

Speaker speaker_2: Sorry. Um, this is for HSS Solution and Staffing?

Speaker speaker_1: Yes. Mm-hmm. Yes, ma'am.

Speaker speaker_2: Uh, I was talking with Javier. Sebastian, sorry.

Speaker speaker_1: So we actually don't work in Hospitality Staffing Solution. We only take care of their healthcare benefits. We don't actually work with them. We just take care of their enrollment forms. When it comes to- Like if you wanna en-

Speaker speaker_2: Oh, no thanks. I'm not interested.

Speaker speaker_1: You're not interested? Okay, so you wanted to decline the coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, that's fine. All right. I'll go ahead and decline your coverage.

Speaker speaker_2: This is for HSS Staffing?

Speaker speaker_1: Yes, ma'am. It is.

Speaker speaker_2: And...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm- I- I- I don't work here- work with them yet.

Speaker speaker_1: Okay. Uh, but like I said, we're just processing the enrollment forms. So if you do get hired, um, your benefits will start once they do the deduction. But if you don't-

Speaker speaker_2: Okay, I got you. It's okay.

Speaker speaker_1: Mm-hmm. So you don't wanna be enrolled so that I can go ahead and decline your coverage?

Speaker speaker_2: No, it's okay. If you want... Yeah. If- if-

Speaker speaker_1: So if what you want-

Speaker speaker_2: If they gonna hire me, it's okay.

Speaker speaker_1: So yeah, that's why I'm calling. So you do wanna enroll or you don't wanna enroll?

Speaker speaker_2: Yes, I want.

Speaker speaker_1: Okay, so which one? 'Cause that was the reason for my call. You selected multiple plans that can't be combined. So I would need to know if you actually wanna be enrolled into the Stay Healthy Plan MEC Telares or the Stay Healthy MEC Enhanced?

Speaker speaker_2: I'm not sure. Hello?