

Transcript: Estefania

Acevedo-6492450560884736-6303149155893248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you? Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you? Hello? Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you? I just received a text from y'all. A text? What does the text say? Uh, something about a coverage. Okay. So we're the healthcare administrators for staff and agencies. Um, if you received a text, most likely you're either in your personal open enrollment period or your company open enrollment period. Um, what does it say, though? There is something... I need to get some more cover. Let me get some more texts. I can't see it. Okay. Are you currently working for a staffing agency? Yeah, Me- Megaforce. Ah, yes, okay. Um, so Megaforce does auto enroll their members into a preventative plan that's called the MEC TeleRx, which will cover medical visits, um, cancer screenings, some STD screens. So, so they technically, um, provide healthcare benefits for their members. Um, so you do have the option to opt out if you're not interested, or you could add additional plans depending on how many you get, and if you add dependents with those plans, is how much the weekly deductions are. But if it's something that you wouldn't like to obtain, I would have to opt you out, because if I don't do that, they will be doing weekly deductions for that particular plan. Oh, okay. Oh, okay. Well, you can, you can opt me out of it. Okay. Um, for that, I need to get in your file. You said you're with Megaforce Staffing. Um, what are the last four- Yes. ... of your Social? 8617. Thank you, sir. And for security purposes, could you please verify me your address as well as your date of birth? 4122 Witches Road, Greenville, North Carolina 27834. Thank you. And my phone number is 910... My birthday is 09/21/1969. Thank you. Is your phone number still 910-530-0873? Yes. Then I have your first and last name, lqua.com as your email in file. Is that still up to date? Yes. Okay. And then due to the ca- the call being recorded, you stated that you wanted to opt out from receiving any benefits through Megaforce Staffing. Is that correct? Yes. Okay. I will go ahead and proceed with y- your declination. Um, do you have any questions for me? No, ma'am. Okay. Thank you for calling. 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: Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you? Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Cart. My name is Stephanie. How can I assist you?

Speaker speaker_2: I just received a text from y'all.

Speaker speaker_1: A text? What does the text say?

Speaker speaker_2: Uh, something about a coverage.

Speaker speaker_1: Okay. So we're the healthcare administrators for staff and agencies. Um, if you received a text, most likely you're either in your personal open enrollment period or your company open enrollment period. Um, what does it say, though?

Speaker speaker_2: There is something... I need to get some more cover. Let me get some more texts. I can't see it.

Speaker speaker_1: Okay. Are you currently working for a staffing agency?

Speaker speaker_2: Yeah, Me- Megaforce.

Speaker speaker_1: Ah, yes, okay. Um, so Megaforce does auto enroll their members into a preventative plan that's called the MEC TeleRx, which will cover medical visits, um, cancer screenings, some STD screens. So, so they technically, um, provide healthcare benefits for their members. Um, so you do have the option to opt out if you're not interested, or you could add additional plans depending on how many you get, and if you add dependents with those plans, is how much the weekly deductions are. But if it's something that you wouldn't like to obtain, I would have to opt you out, because if I don't do that, they will be doing weekly deductions for that particular plan.

Speaker speaker_2: Oh, okay. Oh, okay. Well, you can, you can opt me out of it.

Speaker speaker_1: Okay. Um, for that, I need to get in your file. You said you're with Megaforce Staffing. Um, what are the last four-

Speaker speaker_2: Yes.

Speaker speaker_1: ... of your Social? 8617. Thank you, sir. And for security purposes, could you please verify me your address as well as your date of birth?

Speaker speaker_2: 4122 Witches Road, Greenville, North Carolina 27834.

Speaker speaker_1: Thank you.

Speaker speaker_2: And my phone number is 910... My birthday is 09/21/1969.

Speaker speaker_1: Thank you. Is your phone number still 910-530-0873?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have your first and last name, lqua.com as your email in file. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then due to the ca- the call being recorded, you stated that you wanted to opt out from receiving any benefits through Megaforce Staffing. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I will go ahead and proceed with y- your declination. Um, do you have any questions for me?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. Thank you for calling. Have a great day.

Speaker speaker_2: You too.