

Transcript: Francesca

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Full Transcript

Thank you for going on Benefit to Know Car. My name is Francesca. How can I assist you today? Hi, Francesca. Um, my name is Kimberly and I work for a clinical staffing resources. I'm calling to see if I can get a little bit more information about health insurance, or opt out of it. Okay. What are the last four of your Social? 2478. Last name one more time. Julianne. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 1188 Sterling Place, Brooklyn, New York, Apartment nine, um, 11213. And, um, what else would you need? Your date of birth. 1/23/'84. We have best contact information for number 718-909-2955 with the email first... nickname kimmy, I believe, last name @icloud.com? Yeah. Okay. And what questions did you have regarding the benefits offered? Um, so I'd like to know, I understand I'll be paying \$17.95 of each check. So that will actually solely depend on which benefits you're currently selecting to be enrolled into. I don't see any pending enrollment or online process. Do you know which plans it is that you were selecting specifically? No, I don't know anything about it. They just told me that I can opt if I'm not interested. But I'm sort of interested so I wanted to know what plans I have. Oh, I see what they were talking about. It was their auto-enrollment. So I believe the plan that they were specifically saying is their medical preventative plan, MEC TeleRx. That's the one that will be affected by auto-enrollment unless you decline it. That's a medical preventative care plan. It's only gonna cover the preventative services of a physical yearly, your preventative screenings for blood pressure, iron deficiency. The counseling's preventative for a healthy diet, avoiding UV exposure from the sun, the immunizations for varicella, pertussis or influenza, along with your preventative generic prescriptions such as statins, vitamins, or FDA approved contraceptive methods. As well as the fact that with that plan, you get an urgent care virtual package and your free RX membership for the medications. Okay, yeah. If you could opt me out, thank you. Okay. So this phone line being recorded. Today you requested to be declined from auto-enrollment with your staffing company, correct? Yes. All right. So you are all set for the declination. It is possible their system could send you text messages, automated calls or emails stating that you are going to be auto-enrolled. You can simply ignore those notices. Their system doesn't have a way to opt out from the list who already declined or who has canceled it. So it still has you on that automated text list still. Okay. And did you have any questions about the other plans that are not affected by their auto-enrollment? Um, yeah. Um, how could... Are you able to maybe send me something by email that I can, um, I could, like, you know, see what I can afford and sign up for? Of course. I can send you a digital copy of their benefit guide to the email on file. Okay. All right. Thank you so much. All right. It's gonna be coming in from info@benefittoknowcar.com and it will be titled Benefit Guide. Thank you so much. Of course. And then the last thing to say, Miss Julianne, is the last day for you to make any enrollments will be May 4th. Oh, beautiful. Thank you. You're welcome. Have a great day,

and I hope you enjoy your weekend. You too. Thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for going on Benefit to Know Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. Um, my name is Kimberly and I work for a clinical staffing resources. I'm calling to see if I can get a little bit more information about health insurance, or opt out of it.

Speaker speaker_0: Okay. What are the last four of your Social?

Speaker speaker_1: 2478.

Speaker speaker_0: Last name one more time.

Speaker speaker_1: Julianne.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 1188 Sterling Place, Brooklyn, New York, Apartment nine, um, 11213. And, um, what else would you need?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 1/23/'84.

Speaker speaker_0: We have best contact information for number 718-909-2955 with the email first... nickname kimmy, I believe, last name @icloud.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And what questions did you have regarding the benefits offered?

Speaker speaker_1: Um, so I'd like to know, I understand I'll be paying \$17.95 of each check.

Speaker speaker_0: So that will actually solely depend on which benefits you're currently selecting to be enrolled into. I don't see any pending enrollment or online process. Do you know which plans it is that you were selecting specifically?

Speaker speaker_1: No, I don't know anything about it. They just told me that I can opt if I'm not interested. But I'm sort of interested so I wanted to know what plans I have.

Speaker speaker_0: Oh, I see what they were talking about. It was their auto-enrollment. So I believe the plan that they were specifically saying is their medical preventative plan, MEC TeleRx. That's the one that will be affected by auto-enrollment unless you decline it. That's a medical preventative care plan. It's only gonna cover the preventative services of a physical yearly, your preventative screenings for blood pressure, iron deficiency. The counseling's preventative for a healthy diet, avoiding UV exposure from the sun, the immunizations for

varicella, pertussis or influenza, along with your preventative generic prescriptions such as statins, vitamins, or FDA approved contraceptive methods. As well as the fact that with that plan, you get an urgent care virtual package and your free RX membership for the medications.

Speaker speaker_1: Okay, yeah. If you could opt me out, thank you. Okay.

Speaker speaker_0: So this phone line being recorded. Today you requested to be declined from auto-enrollment with your staffing company, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you are all set for the declination. It is possible their system could send you text messages, automated calls or emails stating that you are going to be auto-enrolled. You can simply ignore those notices. Their system doesn't have a way to opt out from the list who already declined or who has canceled it. So it still has you on that automated text list still.

Speaker speaker_1: Okay.

Speaker speaker_0: And did you have any questions about the other plans that are not affected by their auto-enrollment?

Speaker speaker_1: Um, yeah. Um, how could... Are you able to maybe send me something by email that I can, um, I could, like, you know, see what I can afford and sign up for?

Speaker speaker_0: Of course. I can send you a digital copy of their benefit guide to the email on file.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: All right. It's gonna be coming in from info@benefittoknowcar.com and it will be titled Benefit Guide.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Of course. And then the last thing to say, Miss Julianne, is the last day for you to make any enrollments will be May 4th.

Speaker speaker_1: Oh, beautiful. Thank you.

Speaker speaker_0: You're welcome. Have a great day, and I hope you enjoy your weekend.

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Bye-bye.