

## **Transcript: Franchesca**

**Baez-4731373983416320-6422074253164544**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for 843-864-4614. Good afternoon. My name is Francesca ... card, looking to speak to Ms. Burroughs on behalf of MAU Staffing. We're calling you in regards to the enrollment form that you had filled out during the month of February the 6th of 2023... I mean, 2022. Sorry. The reason why we're calling in regards to the insurance forms that you filled out then is because the medical plans you selected can't be together. Your staffing company offers a total of four medical plans. You selected all four plans, ma'am. You can either be enrolled into the MEC Enhanced by itself or one of the Ensure Plus plans and the MEC stand-alone plan. But you cannot be enrolled into both MEC or both Ensure Plus plans, as well as the fact that you cannot be enrolled into the MEC Enhanced and one of the Ensure Plus plans. For the time being, we're going to process your enrollment for the lowest costing plan. In the event that you would like to make changes to this policy, keep in mind that once you receive your first paycheck, you'll have 30 days after that first paycheck to be eligible to make any policy changes. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I do hope you have a wonderful rest of your day. Thank you so much for your time. And do not hesitate to call us for any requests in regards to your insurance policy.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Please leave your message for 843-864-4614.

Speaker speaker\_2: Good afternoon. My name is Francesca ... card, looking to speak to Ms. Burroughs on behalf of MAU Staffing. We're calling you in regards to the enrollment form that you had filled out during the month of February the 6th of 2023... I mean, 2022. Sorry. The reason why we're calling in regards to the insurance forms that you filled out then is because the medical plans you selected can't be together. Your staffing company offers a total of four medical plans. You selected all four plans, ma'am. You can either be enrolled into the MEC Enhanced by itself or one of the Ensure Plus plans and the MEC stand-alone plan. But you cannot be enrolled into both MEC or both Ensure Plus plans, as well as the fact that you cannot be enrolled into the MEC Enhanced and one of the Ensure Plus plans. For the time being, we're going to process your enrollment for the lowest costing plan. In the event that you would like to make changes to this policy, keep in mind that once you receive your first paycheck, you'll have 30 days after that first paycheck to be eligible to make any policy changes. We are open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. I do hope

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