

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in the Car, calling on behalf of Search Staffing to speak with Mr. Roberts. Yeah. This is him. I was calling regarding the text message you received at 1:00 PM, to which you were asking what M-E-T-R-R-X is? Oh yeah, what is that? So that's a medical preventative care plan that Search offers among their health insurance, but it is the one plan that they auto-enroll their new hires into. With that plan, you'll have your preventative services covered such as your screenings for healthy diet or avoiding UV exposures, um, iron deficiency, blood pressure, your annual physical, the immunizations for influenza, tetanus or varicella, along with your preventative generic prescriptions. ... was a virtual urgent care package, your TRX membership for your prescriptions, and has a network requirement. You're able to decline it if you like, um, but our information is there, and you're also able to enroll into different health insurance plans if you're interested. No, that's all right. There's no way to do it. All right. Did you want me to decline the auto enrollment for you or let it take effect? Yeah, yeah. Take effect. Fine. Understood. I'll go ahead and leave it as it is. Thank you for your time and taking my call today.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca at Benefits in the Car, calling on behalf of Search Staffing to speak with Mr. Roberts.

Speaker speaker_2: Yeah. This is him.

Speaker speaker_1: I was calling regarding the text message you received at 1:00 PM, to which you were asking what M-E-T-R-R-X is?

Speaker speaker_2: Oh yeah, what is that?

Speaker speaker_1: So that's a medical preventative care plan that Search offers among their health insurance, but it is the one plan that they auto-enroll their new hires into. With that plan, you'll have your preventative services covered such as your screenings for healthy diet or avoiding UV exposures, um, iron deficiency, blood pressure, your annual physical, the immunizations for influenza, tetanus or varicella, along with your preventative generic prescriptions. ... was a virtual urgent care package, your TRX membership for your prescriptions, and has a network requirement. You're able to decline it if you like, um, but our

information is there, and you're also able to enroll into different health insurance plans if you're interested.

Speaker speaker_2: No, that's all right. There's no way to do it.

Speaker speaker_1: All right. Did you want me to decline the auto enrollment for you or let it take effect?

Speaker speaker_2: Yeah, yeah. Take effect. Fine.

Speaker speaker_1: Understood. I'll go ahead and leave it as it is. Thank you for your time and taking my call today.