

Transcript: Francesca

Baez-4941198521057280-6467991530946560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefits in a car, looking to speak with Ms. Pierce. Hello? Yes, hello. Once again, my name is Francesca Benefits in a car, looking to speak with Ms. Pierce. May we have the first offering? Oh, this is she. I was giving you a call, ma'am, regarding the message that you received today and you- Yeah. ... replied back with, "What is that?" Yeah. What is, is, is, is this insurance or something? Yes, ma'am. So the message is letting you know that currently you're eligible to enroll into the insurance search offers. And they're also advising you that they have a company policy where they auto-enroll the new hires into a medical preventative-only plan, which is what that MECLRRx is. Do I have to pay for this? Um, yes. If you enroll, it will be \$15.16 being taken out of each paycheck. \$15 a week? Yes, ma'am. \$15.16 per paycheck. And then how much coverage is that? So it's going to cover only the preventative services, which are your annual physical, screenings for blood pressure, iron deficiency- No, girl, talk about me. ... the counselings for a healthy diet, avoiding UV exposures from the sun, your preventative immunizations like the influenza, tetanus, or varicella, along with your prescriptions like vitamins, statins, or FDA-approved contraceptive methods. Yay. With the purchase you're also going to get a virtual urgent care package and a free Rx membership, but it's not going to cover hospital services like doctor visits, emergency room, urgent care, or surgery. And this, this is, uh, required or I can opt out of this? No, ma'am. I can decline it if you want me to. Yeah, I think I'm, uh, I'm going to keep my little \$15 a week. No problem. So I do need the verbal agreement that today you would like to decline auto enrollment with Search and their coverage for the moment. Yes, I would like to decline their coverage. I appreciate it, though. Of course. So you are all set. I declined it for you. You might still get the text messages, but you can ignore them. The system just doesn't have a way to filter out who already declined from the contact list. Okay. I appreciate it. Thank you. Of course. Thank you for taking my call. Have a great day. You too. Bye. Bye.

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 Benefits in a car, looking to speak with Ms. Pierce. Hello? Yes, hello. Once again, my name is Francesca Benefits in a car, looking to speak with Ms. Pierce. May we have the first offering?

Speaker speaker_2: Oh, this is she.

Speaker speaker_1: I was giving you a call, ma'am, regarding the message that you received today and you-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... replied back with, "What is that?"

Speaker speaker_2: Yeah. What is, is, is, is this insurance or something?

Speaker speaker_1: Yes, ma'am. So the message is letting you know that currently you're eligible to enroll into the insurance search offers. And they're also advising you that they have a company policy where they auto-enroll the new hires into a medical preventative-only plan, which is what that MECLRRx is.

Speaker speaker_2: Do I have to pay for this?

Speaker speaker_1: Um, yes. If you enroll, it will be \$15.16 being taken out of each paycheck.

Speaker speaker_2: \$15 a week?

Speaker speaker_1: Yes, ma'am. \$15.16 per paycheck.

Speaker speaker_2: And then how much coverage is that?

Speaker speaker_1: So it's going to cover only the preventative services, which are your annual physical, screenings for blood pressure, iron deficiency-

Speaker speaker_2: No, girl, talk about me.

Speaker speaker_1: ... the counselings for a healthy diet, avoiding UV exposures from the sun, your preventative immunizations like the influenza, tetanus, or varicella, along with your prescriptions like vitamins, statins, or FDA-approved contraceptive methods.

Speaker speaker_2: Yay.

Speaker speaker_1: With the purchase you're also going to get a virtual urgent care package and a free Rx membership, but it's not going to cover hospital services like doctor visits, emergency room, urgent care, or surgery.

Speaker speaker_2: And this, this is, uh, required or I can opt out of this?

Speaker speaker_1: No, ma'am. I can decline it if you want me to.

Speaker speaker_2: Yeah, I think I'm, uh, I'm going to keep my little \$15 a week.

Speaker speaker_1: No problem. So I do need the verbal agreement that today you would like to decline auto enrollment with Search and their coverage for the moment.

Speaker speaker_2: Yes, I would like to decline their coverage. I appreciate it, though.

Speaker speaker_1: Of course. So you are all set. I declined it for you. You might still get the text messages, but you can ignore them. The system just doesn't have a way to filter out who already declined from the contact list.

Speaker speaker_2: Okay. I appreciate it. Thank you.

Speaker speaker_1: Of course. Thank you for taking my call. Have a great day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.