

## **Transcript: Franchesca**

**Baez-5083872920518656-4926289442160640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon, my name is Francesca Comera, I am calling to speak with Mr. Mendes Marina on behalf of Hospitality Staffing Solutions about the health insurance form filled out by your employer that you filled out on February 19, 2025, in which you had put that you wanted coverage for you and your wife, but did not provide the information of your wife. For now, we are going to be processing the form for employee benefits only. As it would be, the problem is that you put both plans, MS, State Health T, which cannot be combined. You can only have one or the other, you cannot have both. For now, we would be registering you in the State Health MS preventively, which would be the least expensive. And the last problem with your form would be that you selected that you wanted to make a coverage change. Mr. Mendes, you have never had coverage with Hospitality Staffing Solutions. We cannot make any changes to a policy that does not exist yet. We would be creating an account and processing the form as a new policy, which would be active once you start working with your temporary agency. If you have any questions or want to make any changes to this policy, please give us a call back at 800-497-4856. Open Monday through Friday, 8 a.m. to 8 p.m. Eastern Time. Taking into account that once you start working, you would have 30 days after your first check, in which you would be eligible to make those changes to the policy. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Good afternoon, my name is Francesca Comera, I am calling to speak with Mr. Mendes Marina on behalf of Hospitality Staffing Solutions about the health insurance form filled out by your employer that you filled out on February 19, 2025, in which you had put that you wanted coverage for you and your wife, but did not provide the information of your wife. For now, we are going to be processing the form for employee benefits only. As it would be, the problem is that you put both plans, MS, State Health T, which cannot be combined. You can only have one or the other, you cannot have both. For now, we would be registering you in the State Health MS preventively, which would be the least expensive. And the last problem with your form would be that you selected that you wanted to make a coverage change. Mr. Mendes, you have never had coverage with Hospitality Staffing Solutions. We

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