

## **Transcript: Francesca**

**Baez-5272152952717312-4712344566546432**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi. You've reached the desk of LuAnne Hall. I'm unavailable at this time- Good afternoon. May I help... ... so please leave a voicemail message and I'll return your call as soon as possible. Thanks. Please leave a message after the tone. When you have finished, please hang up or press the pound key for more options. Good afternoon. My name is Francesca Benefits In Our Cart. We're giving you a call today regarding the enrollment you submitted from the form of April 7th, 2025 in which you had selected both of the Stay Healthy MEC plans. Unfortunately, you cannot be enrolled into both MEC plans. For the time being, we're going to process it for the lowest costing plan, as well as the fact that your Stay Healthy MEC 2 RX Preventative, which is the lowest costing of the two Stay Healthys, already has a for your X membership in it, so you will not be seeing any standalone membership due to it already being included in your medical plan. Have a great day. Thank you for your time and listening to my message.

### **Conversation Format**

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

Speaker speaker\_1: Hi. You've reached the desk of LuAnne Hall. I'm unavailable at this time-

Speaker speaker\_2: Good afternoon. May I help...

Speaker speaker\_1: ... so please leave a voicemail message and I'll return your call as soon as possible. Thanks.

Speaker speaker\_0: Please leave a message after the tone. When you have finished, please hang up or press the pound key for more options.

Speaker speaker\_3: Good afternoon. My name is Francesca Benefits In Our Cart. We're giving you a call today regarding the enrollment you submitted from the form of April 7th, 2025 in which you had selected both of the Stay Healthy MEC plans. Unfortunately, you cannot be enrolled into both MEC plans. For the time being, we're going to process it for the lowest costing plan, as well as the fact that your Stay Healthy MEC 2 RX Preventative, which is the lowest costing of the two Stay Healthys, already has a for your X membership in it, so you will not be seeing any standalone membership due to it already being included in your medical plan. Have a great day. Thank you for your time and listening to my message.