

## **Transcript: Francesca**

**Baez-5493724144648192-6611558975324160**

### **Full Transcript**

Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today? Yes, I got a text message from you guys, and they told me to call this number. It was congratulating me on my job. Okay. So actually your staffing company sent that text message. What does it say? Um, let me pull it up and I'll read it to you. Hold on just a second. Um, "Congrats on your job with Surge. You will be auto enru- roll, uh, enrolled in MEC TeleRex within 30 days. Call BIC at..." I didn't understand it. "Before your window closes." Okay. So it's advising regarding Surge auto enrollment policy where you are auto enrolled into a medical preventative care plan called MEC TeleRx. Our information is there, of course, with the account administrators for the health benefits they offered. In the event that you want to decline it, enroll into something different, our information is there so that you can call for assistance. Oh, okay. Well, um, is it, like... 'Cause I got full coverage Blue Cross Blue Shield, so is it like that or something? No, ma'am. It will be PPO-limited plans. Okay. Okay. Did you want me to process- Um- ... a declination for you, or will you be letting the system enroll you? Um, I'll, I'll just... I'll, um, get back. I'm going to talk to my coordinator and, and see what she says. Okay, understood. We're open 8:00 AM to 5:00 PM Monday through Fridays Eastern Time. All right. Thank you, hon. My pleasure. You have a blessed day. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, I got a text message from you guys, and they told me to call this number. It was congratulating me on my job.

Speaker speaker\_0: Okay. So actually your staffing company sent that text message. What does it say?

Speaker speaker\_1: Um, let me pull it up and I'll read it to you. Hold on just a second. Um, "Congrats on your job with Surge. You will be auto enru- roll, uh, enrolled in MEC TeleRex within 30 days. Call BIC at..." I didn't understand it. "Before your window closes."

Speaker speaker\_0: Okay. So it's advising regarding Surge auto enrollment policy where you are auto enrolled into a medical preventative care plan called MEC TeleRx. Our information is there, of course, with the account administrators for the health benefits they offered. In the event that you want to decline it, enroll into something different, our information is there so that you can call for assistance.

Speaker speaker\_1: Oh, okay. Well, um, is it, like... 'Cause I got full coverage Blue Cross Blue Shield, so is it like that or something?

Speaker speaker\_0: No, ma'am. It will be PPO-limited plans.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Did you want me to process-

Speaker speaker\_1: Um-

Speaker speaker\_0: ... a declination for you, or will you be letting the system enroll you?

Speaker speaker\_1: Um, I'll, I'll just... I'll, um, get back. I'm going to talk to my coordinator and, and see what she says.

Speaker speaker\_0: Okay, understood. We're open 8:00 AM to 5:00 PM Monday through Fridays Eastern Time.

Speaker speaker\_1: All right. Thank you, hon.

Speaker speaker\_0: My pleasure.

Speaker speaker\_1: You have a blessed day.

Speaker speaker\_0: Thank you. You too.