

## **Transcript: Francesca**

**Baez-5604972803440640-6513493090811904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. The subscriber you are trying to reach is not available. Please leave your message after the tone. Good afternoon. My name is Francesca. I've been with Aetna for quite a while. I was looking to speak with Mr. Conwin on behalf of Hamilton Riker Staffing regarding the enrollment forms for health coverage you filled out March 6th, 2025, in which you requested to have coverage for yourself and child, but you did not put the children's information. We're calling to collect this. Since we were unable to speak with you, we'll go ahead and process your enrollment for employee only. Um, I do also have to say, you selected both of our MEC plans. You cannot have both of them together. For the moment, we'll enroll you into the lowest costing plan, which will be the MEC Telix preventative. In the event that you need any further assistance or would like to make any changes to this policy, feel free to give us a call back, keeping in mind that you're only eligible for changes within those first 30 days after that first paycheck. I do hope you have a wonderful rest of your day. Thank you for listening to my call today.

### **Conversation Format**

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

Speaker speaker\_1: The subscriber you are trying to reach is not available. Please leave your message after the tone.

Speaker speaker\_0: Good afternoon. My name is Francesca. I've been with Aetna for quite a while. I was looking to speak with Mr. Conwin on behalf of Hamilton Riker Staffing regarding the enrollment forms for health coverage you filled out March 6th, 2025, in which you requested to have coverage for yourself and child, but you did not put the children's information. We're calling to collect this. Since we were unable to speak with you, we'll go ahead and process your enrollment for employee only. Um, I do also have to say, you selected both of our MEC plans. You cannot have both of them together. For the moment, we'll enroll you into the lowest costing plan, which will be the MEC Telix preventative. In the event that you need any further assistance or would like to make any changes to this policy, feel free to give us a call back, keeping in mind that you're only eligible for changes within those first 30 days after that first paycheck. I do hope you have a wonderful rest of your day. Thank you for listening to my call today.