

Transcript: Francesca

Baez-5619033011175424-5478859757371392

Full Transcript

Thank you for calling Barnes-Noble. My name is Francesca. How can I assist you today? Yes, I have, uh, received a text message? Okay. What does the text message say? Uh, it says that... It say I will be auto-enrolled into, uh, MEC TaylorRx. Yes, sir. And how can we assist you in regards to that auto-enrollment? Um, is this dealing with like, uh, um, like your healthcare? Yes, sir. So, our MEC TaylorRx is a medical preventative care plan. I apologize. Let me try to rephrase my word. Um, my question was, were you looking for information as to what the plan will cover or were you trying to stop the plan or both? I'm trying to see what's it covered. Okay. So with that medical preventative care plan, it will cover the preventative services like your eye screen, your screening for your blood pressure or iron deficiency. Your counseling for a healthy diet or avoiding UV exposures from the sun, preventative immunizations like your varicella influenza or tetanus shot as well as your preventative generic prescriptions such as statins and vitamins. What staffing company are you with? Serge. Okay. So with the Serge one it also does come with a virtual urgent care plan and a free Rx membership for the prescriptions. Okay. The only thing is - Okay. I'm gonna have to, uh - Hmm? Uh, okay. I'm gonna have to, uh, I'm gonna have to call you back. Okay. Understood. We're going to be open 8:00 AM to 8:00 PM Mondays through Fridays Eastern Time. Okay. Thank you. Of course. It was my pleasure. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Barnes-Noble. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I have, uh, received a text message?

Speaker speaker_0: Okay. What does the text message say?

Speaker speaker_1: Uh, it says that... It say I will be auto-enrolled into, uh, MEC TaylorRx.

Speaker speaker_0: Yes, sir. And how can we assist you in regards to that auto-enrollment?

Speaker speaker_1: Um, is this dealing with like, uh, um, like your healthcare?

Speaker speaker_0: Yes, sir. So, our MEC TaylorRx is a medical preventative care plan. I apologize. Let me try to rephrase my word. Um, my question was, were you looking for information as to what the plan will cover or were you trying to stop the plan or both?

Speaker speaker_1: I'm trying to see what's it covered.

Speaker speaker_0: Okay. So with that medical preventative care plan, it will cover the preventative services like your eye screen, your screening for your blood pressure or iron deficiency. Your counseling for a healthy diet or avoiding UV exposures from the sun, preventative immunizations like your varicella influenza or tetanus shot as well as your preventative generic prescriptions such as statins and vitamins. What staffing company are you with?

Speaker speaker_1: Serge.

Speaker speaker_0: Okay. So with the Serge one it also does come with a virtual urgent care plan and a free Rx membership for the prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_0: The only thing is -

Speaker speaker_1: Okay. I'm gonna have to, uh -

Speaker speaker_0: Hmm?

Speaker speaker_1: Uh, okay. I'm gonna have to, uh, I'm gonna have to call you back.

Speaker speaker_0: Okay. Understood. We're going to be open 8:00 AM to 8:00 PM Mondays through Fridays Eastern Time.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. It was my pleasure. Have a great day.

Speaker speaker_1: You too.