

Transcript: Francesca

Baez-6158680812109824-4866763239407616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefits ... And I'll call her. Look at the ... Speak with Ms. Troy on behalf of Highmont and Riker Staffing. This is her. We're giving you a call in regards to the assurance enrollment form that you filled out on November 13th, '24. You left a blank, ma'am, um, and then you did put a dependent name, Carter Daniel. So we're calling to see if the system didn't register your information or if you didn't select any benefits. Oh, I did not select any benefits. No, ma'am. Understood. Were you looking to decline for the moment? Yes. Because I do have, um, Medicaid and, um, stuff like that. So I don't really need any health insurance or anything like that right now. Understood. I'll go ahead and make a note of it then. Thank you so much for attending to my call today. No problem. Have a good day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca Benefits ... And I'll call her. Look at the ... Speak with Ms. Troy on behalf of Highmont and Riker Staffing.

Speaker speaker_2: This is her.

Speaker speaker_1: We're giving you a call in regards to the assurance enrollment form that you filled out on November 13th, '24. You left a blank, ma'am, um, and then you did put a dependent name, Carter Daniel. So we're calling to see if the system didn't register your information or if you didn't select any benefits.

Speaker speaker_2: Oh, I did not select any benefits. No, ma'am.

Speaker speaker_1: Understood. Were you looking to decline for the moment?

Speaker speaker_2: Yes. Because I do have, um, Medicaid and, um, stuff like that. So I don't really need any health insurance or anything like that right now.

Speaker speaker_1: Understood. I'll go ahead and make a note of it then. Thank you so much for attending to my call today.

Speaker speaker_2: No problem.

Speaker speaker_1: Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.