

## **Transcript: Francesca**

**Baez-6230471487733760-5725557481226240**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, miss. I just had a call from this number, and I went to answer it and accidentally hung up. Okay. Um, so we're the account administrators for the health insurance that our staffing companies offer their employees. If one of my coworkers called you, I would have to go into the account to see what note they've put in there. Uh-huh. Do you know the name of the staffing company you work with? Uh, Focus. What are the last four of your Social? 8852. And could you verify your mailing address and date of birth? It's, uh, 1865 West US Highway 36, Lynn, Indiana, and, uh, it's 222 of 88. All right, we have the best phone number, same as you called in, ending in 4527. Yes, ma'am. And we have your email down as we last name @gmail.com? Yes. Okay, so it looks like we have a pending enrollment that you had selected for a medical preventative care plan for yourself and family. Mm-hmm. Our coworker was calling to get your spouse and the children information to put into it, um, but since they weren't able to reach you, they changed it to employee only. So that's what they were calling on regards to, to get that dependent information. Uh, I didn't want the health insurance because it's so expensive, like 200 something dollars a week. So the plan that you had that was pending for enrollment was actually \$23.38, I mean, and 36 cents per paycheck for the medical preventative plan. Did you want me to cancel that enrollment? How much is it for the family? That's the price for the family, sir. So that medical preventative care plan that was pending is \$23.36 per paycheck. So medical preventative will be like the screenings for the blood pressure, the iron deficiency, those counselings for healthy diets, avoiding UV exposures from the sun. That also goes into your generic preventative prescriptions and your immunizations like influenza or tetanus. It just wouldn't cover anything hospital wise, aside from the physical yearly. Like doctor visits, emergency room or ER wouldn't be covered under that plan. It does come with a virtual urgent care package though. So that was the one that you were pending on enrollment for. Does it cover well child visits? No, sir. It will on- the only visit to that it will cover will be the physical one, and it won't cover the doctor visit fee, just the exam. If you were looking for one that would covered, um, your doctor visits, that would be their BAP Plus plans. Um, BAPs under Classic or Plus. The standard is \$46.44 for employee and family, the Classic is \$52.30, and the Plus is \$92.87. And those are all per paycheck and for employee and family. Uh, no, I don't want it at this time. Understood, and then just for the purpose of the line being recorded, you stated you would like to cancel the pending enrollment on your account with Focus Workforce Management, correct? Yes, for insurance. All right, I went ahead and canceled it for you. I'd like to thank you so much for returning our call back. I hope you have a wonderful rest of your day. Thank you. No problem, bye-bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi, miss. I just had a call from this number, and I went to answer it and accidentally hung up.

Speaker speaker\_1: Okay. Um, so we're the account administrators for the health insurance that our staffing companies offer their employees. If one of my coworkers called you, I would have to go into the account to see what note they've put in there.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Do you know the name of the staffing company you work with?

Speaker speaker\_2: Uh, Focus.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 8852.

Speaker speaker\_1: And could you verify your mailing address and date of birth?

Speaker speaker\_2: It's, uh, 1865 West US Highway 36, Lynn, Indiana, and, uh, it's 222 of 88.

Speaker speaker\_1: All right, we have the best phone number, same as you called in, ending in 4527.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And we have your email down as wes last name @gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so it looks like we have a pending enrollment that you had selected for a medical preventative care plan for yourself and family.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Our coworker was calling to get your spouse and the children information to put into it, um, but since they weren't able to reach you, they changed it to employee only. So that's what they were calling on regards to, to get that dependent information.

Speaker speaker\_2: Uh, I didn't want the health insurance because it's so expensive, like 200 something dollars a week.

Speaker speaker\_1: So the plan that you had that was pending for enrollment was actually \$23.38, I mean, and 36 cents per paycheck for the medical preventative plan. Did you want me to cancel that enrollment?

Speaker speaker\_2: How much is it for the family?

Speaker speaker\_1: That's the price for the family, sir. So that medical preventative care plan that was pending is \$23.36 per paycheck. So medical preventative will be like the screenings for the blood pressure, the iron deficiency, those counselings for healthy diets, avoiding UV exposures from the sun. That also goes into your generic preventative prescriptions and your immunizations like influenza or tetanus. It just wouldn't cover anything hospital wise, aside from the physical yearly. Like doctor visits, emergency room or ER wouldn't be covered under that plan. It does come with a virtual urgent care package though. So that was the one that you were pending on enrollment for.

Speaker speaker\_2: Does it cover well child visits?

Speaker speaker\_1: No, sir. It will on- the only visit to that it will cover will be the physical one, and it won't cover the doctor visit fee, just the exam. If you were looking for one that would covered, um, your doctor visits, that would be their BAP Plus plans. Um, BAPs under Classic or Plus. The standard is \$46.44 for employee and family, the Classic is \$52.30, and the Plus is \$92.87. And those are all per paycheck and for employee and family.

Speaker speaker\_2: Uh, no, I don't want it at this time.

Speaker speaker\_1: Understood, and then just for the purpose of the line being recorded, you stated you would like to cancel the pending enrollment on your account with Focus Workforce Management, correct?

Speaker speaker\_2: Yes, for insurance.

Speaker speaker\_1: All right, I went ahead and canceled it for you. I'd like to thank you so much for returning our call back. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: No problem, bye-bye.