

## **Transcript: Francesca**

**Baez-6239852674465792-5095699156615168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca ... .. calling to speak with Mr. Stevens on behalf of MAU Staffing. Uh, yes, this is him. I'm calling regarding the insurance. A moment form you filled out on March 5th, 2023. All right. In. You selected all of the plans, sir. You can't have both MEC and Insure Plus together. You have to decide either/or. Oh, oh, oh. Um, what was the t- top option? Like, the m- m- max coverage? So you can either be enrolled into Medical Wise, the Insure Plus, uh, Basic, the Insure Plus Enhanced, the Stay Healthy MEC Preventative, or the Stay Healthy MEC Enhance Preventative and Hospital Indemnity. Uh, w- let's do the maximum coverage one, the best one you got. Legally speaking, there is no best plan at all. It depends on your medical needs. I, I can't hear you. What? Legally speaking, sir, my line is recorded. We do not have a best plan. It all depends on your medical needs. So unfortunately, as our line is recorded, I can't just go off by the best one because it could be taken like we're trying to sell one plan more than the others. I would actually need you to advise me which one is the one that you would prefer to be enrolled into. I apologize. Okay. You're fine. I'm just, I'm having trouble hearing and I'm trying to get ready for work. Okay. So one second. The choices is the Stay Healthy MEC Preventative, the Insure Plus Basic, the Insure Plus Enhance for Hospital Indemnity only, and the MEC Enhance for Hospital Indemnity and Preventative. Uh, let's do that last one. All right. So the total they're going to be deducting per paycheck once you start working with them will be \$43 each check. Okay. And once you start working, allow one to two weeks for them to start making your deductions. And then when you see that first one, following Monday, coverage is activated. Same with the activation Friday, they will mail out your benefit cards. All righty. Thank you so much. Of course. And then the last thing to mention is that plan does have a network requirement that we'll provide you with the information for the company MultiPlan Network, which will have that list that you're going to need. Okay. Thank you so much. Of course. In the event that you feel that you need any more information about the coverage, feel free to give us a call back at this phone number, 800-497-4856, that we called you on today. All righty. Thank you so much. My pleasure. Have a great day. You too.

### **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 ... .. calling to speak with Mr. Stevens on behalf of MAU Staffing.



Speaker speaker\_2: Uh, yes, this is him.

Speaker speaker\_1: I'm calling regarding the insurance. A moment form you filled out on March 5th, 2023.

Speaker speaker\_2: All right. In.

Speaker speaker\_1: You selected all of the plans, sir. You can't have both MEC and Insure Plus together. You have to decide either/or.

Speaker speaker\_2: Oh, oh, oh. Um, what was the t- top option? Like, the m- m- max coverage?

Speaker speaker\_1: So you can either be enrolled into Medical Wise, the Insure Plus, uh, Basic, the Insure Plus Enhanced, the Stay Healthy MEC Preventative, or the Stay Healthy MEC Enhance Preventative and Hospital Indemnity.

Speaker speaker\_2: Uh, w- let's do the maximum coverage one, the best one you got.

Speaker speaker\_1: Legally speaking, there is no best plan at all. It depends on your medical needs.

Speaker speaker\_2: I, I can't hear you. What?

Speaker speaker\_1: Legally speaking, sir, my line is recorded. We do not have a best plan. It all depends on your medical needs. So unfortunately, as our line is recorded, I can't just go off by the best one because it could be taken like we're trying to sell one plan more than the others. I would actually need you to advise me which one is the one that you would prefer to be enrolled into. I apologize.

Speaker speaker\_2: Okay. You're fine. I'm just, I'm having trouble hearing and I'm trying to get ready for work.

Speaker speaker\_1: Okay. So one second. The choices is the Stay Healthy MEC Preventative, the Insure Plus Basic, the Insure Plus Enhance for Hospital Indemnity only, and the MEC Enhance for Hospital Indemnity and Preventative.

Speaker speaker\_2: Uh, let's do that last one.

Speaker speaker\_1: All right. So the total they're going to be deducting per paycheck once you start working with them will be \$43 each check.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And once you start working, allow one to two weeks for them to start making your deductions. And then when you see that first one, following Monday, coverage is activated. Same with the activation Friday, they will mail out your benefit cards.

Speaker speaker\_2: All righty. Thank you so much.

Speaker speaker\_1: Of course. And then the last thing to mention is that plan does have a network requirement that we'll provide you with the information for the company MultiPlan



Network, which will have that list that you're going to need.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: Of course. In the event that you feel that you need any more information about the coverage, feel free to give us a call back at this phone number, 800-497-4856, that we called you on today.

Speaker speaker\_2: All righty. Thank you so much.

Speaker speaker\_1: My pleasure. Have a great day.

Speaker speaker\_2: You too.