

## **Transcript: Francesca**

**Baez-6271521676902400-4932700376973312**

### **Full Transcript**

The call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. My name is Francesca benefits and ... or coming to speak with Ms. Verkies on behalf of Hospitality Staffing Solutions. We're calling in regards to the insurance form you filled out December 20th, um, where you were requesting for a change in coverage. Ms. Verkies, a change in coverage is only requested when you already have active benefits with the staffing company, but per our system there is no account that is connected to your Social Security number. This is the first time you're requesting benefits with Hospitality Staffing Solutions. Um, there's also the issue that you selected both of these state health DMEC plans, the preventative as well as the preventive and hospital indemnity plan. You can't have them both. It states here that it will be one of those two or DMEC Enhanced, so I'm going to have to only enroll you into the preventative, MEC Tailored Rx, since that is the lowest costing one. And then the final issue we wanted to discuss with you, which unfortunately we didn't get a hold of you, is the fact that you selected benefits for employee only. However, you placed the information for two children as dependents under the coverage. So we were wondering if you were trying to have benefits with yourself and the children, um, with yourself and family, because you accidentally put your information as if you were the spouse for yourself. Um, so we were just wanting to clarify some of the things that you put in this form. We can be reached at 800-497-4856 at your earliest convenience. Keeping in mind that once you start working and receive your first paycheck, you'll have 30 days after that date to make any policy changes afterwards. We hope you have a wonderful rest of your day. Thank you for your time in listening to this message.

### **Conversation Format**

Speaker speaker\_0: The call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Good afternoon. My name is Francesca benefits and ... or coming to speak with Ms. Verkies on behalf of Hospitality Staffing Solutions. We're calling in regards to the insurance form you filled out December 20th, um, where you were requesting for a change

in coverage. Ms. Verkies, a change in coverage is only requested when you already have active benefits with the staffing company, but per our system there is no account that is connected to your Social Security number. This is the first time you're requesting benefits with Hospitality Staffing Solutions. Um, there's also the issue that you selected both of these state health DMEC plans, the preventative as well as the preventive and hospital indemnity plan. You can't have them both. It states here that it will be one of those two or DMEC Enhanced, so I'm going to have to only enroll you into the preventative, MEC Tailored Rx, since that is the lowest costing one. And then the final issue we wanted to discuss with you, which unfortunately we didn't get a hold of you, is the fact that you selected benefits for employee only. However, you placed the information for two children as dependents under the coverage. So we were wondering if you were trying to have benefits with yourself and the children, um, with yourself and family, because you accidentally put your information as if you were the spouse for yourself. Um, so we were just wanting to clarify some of the things that you put in this form. We can be reached at 800-497-4856 at your earliest convenience. Keeping in mind that once you start working and receive your first paycheck, you'll have 30 days after that date to make any policy changes afterwards. We hope you have a wonderful rest of your day. Thank you for your time in listening to this message.