

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in the Common. I'm Francesca. How can I assist you today? Hi. Yes. I'm, I was actually calling because I got a text message and, um, something about so I was just calling back. Okay. I apologize for saying this, but I believe you misunderstood the text message. If our information is in it, it's advising you in regards to you being eligible for the health insurance the staffing company you apply with. Okay. Do you remember the name of the staffing company that you applied with? Yes. It might be on that text message. Search. Search? Yes. Okay. So your staffing company has a company policy of auto-enrolling their new hires in a medical preventative care plan. Um, if you have not done so already, if you do not want to be auto-enrolled into that medical plan, I will have to process a declination for you. Okay. Would you like me to do so or provide more information on that plan? Yes. I would like you to do that. Um, which one? I'm sorry. Both, or decline, or the information? I want to take both of that. Okay. What are the last four of the Social? 4790. And the last name, please? Reedus. Could you please verify your mailing address and your date of birth so that I can go ahead and make sure I have the right account in front of me? Desiree032@gmail.com. Birthday, April 28th, 2001. I have your best contact, 326-202-8910? Yes, ma'am. And I have your email down as desiree, um, threes in total. Zero, three, two- Mm-hmm. Yes, ma'am. Oh, I see. So we actually contact you back in January 30th about a pending enrollment, um, that you had selected. So because you went pro- but you already canceled that. Um, so because you went ahead and processed an enrollment online, that trumped the auto-enrollment, so you won't be auto-enrolled anymore. However, their system is still going to send you those text messages where it's going to say that you're gonna be auto-enrolled into a medical plan. Just because of the fact that it is system that's doing this, it does not have a way to filter who already declined or canceled the auto-enrollment. Oh, okay. Yes, ma'am. Well, there anything else that we can assist you with today? No, no, that's it. Understood. Um, your personal enrollment period for enrollment with Search ends on March 15th. So if you are interested in enrolling into any other benefits, you have to then to do so. Okay. All right. It was pleasure speaking with you. I hope you have a wonderful rest of your day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Common. I'm Francesca. How can I assist you today?

Speaker speaker_1: Hi. Yes. I'm, I was actually calling because I got a text message and, um, something about so I was just calling back.

Speaker speaker_0: Okay. I apologize for saying this, but I believe you misunderstood the text message. If our information is in it, it's advising you in regards to you being eligible for the health insurance the staffing company you apply with.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you remember the name of the staffing company that you applied with?

Speaker speaker_1: Yes.

Speaker speaker_0: It might be on that text message.

Speaker speaker_1: Search.

Speaker speaker_0: Search?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your staffing company has a company policy of auto-enrolling their new hires in a medical preventative care plan. Um, if you have not done so already, if you do not want to be auto-enrolled into that medical plan, I will have to process a declination for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like me to do so or provide more information on that plan?

Speaker speaker_1: Yes. I would like you to do that.

Speaker speaker_0: Um, which one? I'm sorry. Both, or decline, or the information?

Speaker speaker_1: I want to take both of that.

Speaker speaker_0: Okay. What are the last four of the Social?

Speaker speaker_1: 4790.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Reedus.

Speaker speaker_0: Could you please verify your mailing address and your date of birth so that I can go ahead and make sure I have the right account in front of me?

Speaker speaker_1: Desiree032@gmail.com. Birthday, April 28th, 2001.

Speaker speaker_0: I have your best contact, 326-202-8910?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email down as desiree, um, threes in total.

Speaker speaker_1: Zero, three, two-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Oh, I see. So we actually contact you back in January 30th about a pending enrollment, um, that you had selected. So because you went pro- but you already canceled that. Um, so because you went ahead and processed an enrollment online, that trumped the auto-enrollment, so you won't be auto-enrolled anymore. However, their system is still going to send you those text messages where it's going to say that you're gonna be auto-enrolled into a medical plan. Just because of the fact that it is system that's doing this, it does not have a way to filter who already declined or canceled the auto-enrollment.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes, ma'am. Well, there anything else that we can assist you with today?

Speaker speaker_1: No, no, that's it.

Speaker speaker_0: Understood. Um, your personal enrollment period for enrollment with Search ends on March 15th. So if you are interested in enrolling into any other benefits, you have to then to do so.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. It was pleasure speaking with you. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.