

## Transcript: Francesca

**Baez-6700571026210816-6163726829830144**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for ... calling. My name is Francesca. How can I assist you today? Hi, you had a call earlier. I'm Marianna Harris. Mm-hmm. I have to go into... And I was just returning the call. Okay. Ma'am? I have to go into the account. Yes, ma'am, I have to go into the account to see the note that was placed in it. Okay. What company do you work with? Hospitality Staffing. And what are the last four digits of your social security number? I'm sorry, could you say that again? Yes, ma'am. What are the last four digits of your social security number? 0980. And could you please verify your mailing address and date of birth? 827 Golden Crest Circle and June 27th, 2004. We have best contact 334-327-7984. Yes, ma'am. And we have your email down as your first name, last name, number eight, b as in boy, s as in Sam, n as in Nancy, e as in echo, s as in Sam at gmail.com? Yes, ma'am. Okay. So we had received the insurance enrollment form you filled out November 27th, and you had selected both of the State Healthy Plans, the Enhanced, which is both preventative and hospital indemnity, as well as the preventative State Healthy. We were calling 'cause you can't be enrolled into both, to see which one you wanted to be enrolled into, 'cause if you enroll into the Enhanced, you can't be enrolled into the VIP Standard. Oh, yes. I was trying to change that but it wasn't letting me. Mm-hmm. But I was trying to pick the min- the minimum pay one. I think it was like 14. So you selected the preventative State Healthy, 15.65 per paycheck, the VIP Standard, 16.81 per paycheck, and then the Enhanced which has both services at 42.61 per paycheck. The 15 one. Okay. And did you also want to be enrolled in the Standard or did you only want to be enrolled into the preventative? Um, 'cause if you choose only preventative, just keep in mind your doctor visits, emergency room or urgent care are not preventative. That's what they co-ho- So it won't be covered under just the MEC telRx, but if you stay on both you'll have both coverages, just with different carriers. Okay. Could I stay on both? Yes, ma'am. So from the selections that you made of it being vision, dental and the medical plan as well as the FreeRx, that medical plan, 15.61 already has FreeRx. So with all four of the plans, the two medical, the vision and the dental, you're looking at 37.83 per paycheck. Okay. All right. And then we'll go ahead and leave it how we left it 'cause usually what we do if we're unable to reach the numbers, we just enroll them in item was causing one, um, which was already the one that you have set up. Okay. So you should be all good to go. Once you do start working on an assignment with Hospitality Staffing Solutions and you get your first paycheck, you'll have 30 days after that paycheck to make any changes to the policy that you want to. Um, but as of right now till you start working, you're welcome to make any changes if you want. Okay. All right. Do you need a copy of the benefit guide or are you all set for the moment? Yes. Could I have a copy of that please? Of course. I'll go ahead and send it to the email that I verified with you. Okay. Thank you. Just bear with me one moment and let me make sure that

it does go out before I let you go. Okay. Let's see. 'Cause it did go through when we sent it, um, when we sent the first one from the looks of it 'cause I see the note here. All right. I went ahead and sent you that copy. It should be coming in from info@benefits and your card. I have it. All right, so you are all set, Miss Harris. If you have any questions or concerns, feel free to give us a call. Okay, thank you. Again, the only plan for your selection that does require network is that medical preventative. I'll go ahead and send you the network information for all three of your type of plans, but the only one that does have a network requirement is the preventative one. The network provider go ahead and put it for all three type of plans even though only your medical preventative will be the one to require it. I'm sorry, could you say the name again? Yes, ma'am. So the medical preventative, that Stay Healthy, it has a network requirement so it means that there's a specific doctor list that you have to stay within for coverage to be covered under it. Okay. However, the other one, the VIP, the dental and the vision, they don't have any network requirements but they do have a network provider which makes it a little bit easier for you to locate carriers or provider office around your area that do take your insurance. Okay. And if I wanted to change one of these, what would I have to do? So you can just give us a call to go ahead and change it. You don't have a deadline to make any changes to the policy till you start working with Hospitality Staffing Solutions. Okay. Okay. So I sent you the provider information. If you run into any questions, feel free to give us a call back. Um, moving forward, anything that has to do with the job, the pay-wise is all going to be with HSS directly and then you'll give us a call if you have any questions in regards to the insurance. Okay. All right. Was there anything else we can assist you with today aside from the information provided? Okay, I'm good. Thank you. Thank you for giving us a call back. I appreciate your time and I hope you have a wonderful rest of your day. Same to you. Night-night.

## Conversation Format

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

Speaker speaker\_1: Thank you for

Speaker speaker\_2: ... calling. My name is Francesca. How can I assist you today?

Speaker speaker\_3: Hi, you had a call earlier. I'm Marianna Harris.

Speaker speaker\_2: Mm-hmm. I have to go into...

Speaker speaker\_3: And I was just returning the call.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Ma'am?

Speaker speaker\_2: I have to go into the account. Yes, ma'am, I have to go into the account to see the note that was placed in it.

Speaker speaker\_3: Okay.

Speaker speaker\_2: What company do you work with?

Speaker speaker\_3: Hospitality Staffing.

Speaker speaker\_2: And what are the last four digits of your social security number?

Speaker speaker\_3: I'm sorry, could you say that again?

Speaker speaker\_2: Yes, ma'am. What are the last four digits of your social security number?

Speaker speaker\_3: 0980.

Speaker speaker\_2: And could you please verify your mailing address and date of birth?

Speaker speaker\_3: 827 Golden Crest Circle and June 27th, 2004.

Speaker speaker\_2: We have best contact 334-327-7984.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_2: And we have your email down as your first name, last name, number eight, b as in boy, s as in Sam, n as in Nancy, e as in echo, s as in Sam at gmail.com?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_2: Okay. So we had received the insurance enrollment form you filled out November 27th, and you had selected both of the State Healthy Plans, the Enhanced, which is both preventative and hospital indemnity, as well as the preventative State Healthy. We were calling 'cause you can't be enrolled into both, to see which one you wanted to be enrolled into, 'cause if you enroll into the Enhanced, you can't be enrolled into the VIP Standard.

Speaker speaker\_3: Oh, yes. I was trying to change that but it wasn't letting me.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: But I was trying to pick the min- the minimum pay one. I think it was like 14.

Speaker speaker\_2: So you selected the preventative State Healthy, 15.65 per paycheck, the VIP Standard, 16.81 per paycheck, and then the Enhanced which has both services at 42.61 per paycheck.

Speaker speaker\_3: The 15 one.

Speaker speaker\_2: Okay. And did you also want to be enrolled in the Standard or did you only want to be enrolled into the preventative? Um, 'cause if you choose only preventative, just keep in mind your doctor visits, emergency room or urgent care are not preventative. That's what they co-ho- So it won't be covered under just the MEC telRx, but if you stay on both you'll have both coverages, just with different carriers.

Speaker speaker\_3: Okay. Could I stay on both?

Speaker speaker\_2: Yes, ma'am. So from the selections that you made of it being vision, dental and the medical plan as well as the FreeRx, that medical plan, 15.61 already has FreeRx. So with all four of the plans, the two medical, the vision and the dental, you're looking at 37.83 per paycheck.

Speaker speaker\_3: Okay.

Speaker speaker\_2: All right. And then we'll go ahead and leave it how we left it 'cause usually what we do if we're unable to reach the numbers, we just enroll them in item was causing one, um, which was already the one that you have set up.

Speaker speaker\_3: Okay.

Speaker speaker\_2: So you should be all good to go. Once you do start working on an assignment with Hospitality Staffing Solutions and you get your first paycheck, you'll have 30 days after that paycheck to make any changes to the policy that you want to. Um, but as of right now till you start working, you're welcome to make any changes if you want.

Speaker speaker\_3: Okay.

Speaker speaker\_2: All right. Do you need a copy of the benefit guide or are you all set for the moment?

Speaker speaker\_3: Yes. Could I have a copy of that please?

Speaker speaker\_2: Of course. I'll go ahead and send it to the email that I verified with you.

Speaker speaker\_3: Okay. Thank you.

Speaker speaker\_2: Just bear with me one moment and let me make sure that it does go out before I let you go.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Let's see. 'Cause it did go through when we sent it, um, when we sent the first one from the looks of it 'cause I see the note here. All right. I went ahead and sent you that copy. It should be coming in from info@benefits and your card.

Speaker speaker\_3: I have it.

Speaker speaker\_2: All right, so you are all set, Miss Harris. If you have any questions or concerns, feel free to give us a call.

Speaker speaker\_3: Okay, thank you.

Speaker speaker\_2: Again, the only plan for your selection that does require network is that medical preventative. I'll go ahead and send you the network information for all three of your type of plans, but the only one that does have a network requirement is the preventative one. The network provider go ahead and put it for all three type of plans even though only your medical preventative will be the one to require it.

Speaker speaker\_3: I'm sorry, could you say the name again?

Speaker speaker\_2: Yes, ma'am. So the medical preventative, that Stay Healthy, it has a network requirement so it means that there's a specific doctor list that you have to stay within for coverage to be covered under it.

Speaker speaker\_3: Okay.

Speaker speaker\_2: However, the other one, the VIP, the dental and the vision, they don't have any network requirements but they do have a network provider which makes it a little bit easier for you to locate carriers or provider office around your area that do take your insurance.

Speaker speaker\_3: Okay. And if I wanted to change one of these, what would I have to do?

Speaker speaker\_2: So you can just give us a call to go ahead and change it. You don't have a deadline to make any changes to the policy till you start working with Hospitality Staffing Solutions.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Okay. So I sent you the provider information. If you run into any questions, feel free to give us a call back. Um, moving forward, anything that has to do with the job, the pay-wise is all going to be with HSS directly and then you'll give us a call if you have any questions in regards to the insurance.

Speaker speaker\_3: Okay.

Speaker speaker\_2: All right. Was there anything else we can assist you with today aside from the information provided?

Speaker speaker\_3: Okay, I'm good. Thank you.

Speaker speaker\_2: Thank you for giving us a call back. I appreciate your time and I hope you have a wonderful rest of your day.

Speaker speaker\_3: Same to you.

Speaker speaker\_2: Night-night.