

Transcript: Justin

Mills-5381530495664128-6005711751004160

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, um, I'm trying to see if I have any enrollments in a medical plan. Because I got a card from work. I don't remember enrolling into like a medical insurance or anything. Yeah, let me check on that for you. What's that staffing agency you work for? Uh, WorkSmart. And the last four of your Social? 7275. And what was your first and last name? Brandon Carnoti. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Brandon? Yeah. Um, I don't know if it's changed, but it should be 445 Smoke Rise Drive, United A in Central, South Carolina 9630. It looks like I have an address in Toccoa. Oh, um, that was the address I was at before. Let me look it up real quick and see where you actually live. Uh, 3934 Williams Bridge Road in Toccoa, 30577. And what was the new address? I can go ahead and update it for you. Uh, it is 445 Smoke Rise Drive, and that is in Central, South Carolina 29630. Okay. And confirm your date of birth for me. 12/12/1999. And a good telephone number has a 630-597-3260? Yep. And the email I have is brandon.carnoti21@gmail? Yep. Okay, so looking at the file, it looks like WorkSmart auto-enrolled you into the MEC standalone, which is the automatic enrollment that they usually do to all of their new hires. Um- Okay. ... looking at the file, um, you never called to opt out of it. So they auto-enrolled you into it anyways. Okay. Okay. Is there anything else I can assist you with today, Brandon? Um, so like I... So I have insurance now? Like, I can schedule like doctor's appointments and it would still work for it or...? Yes, sir. So the MEC standalone covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, STD checks. Pretty much things that generally make you stay healthy. Okay. Yeah, I was just double checking to make sure that, uh, this was like activated or something. So I appreciate you. No problems. You're welcome. You have a great day, Brandon. Okay? All right, you as well. Thank you. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hey, um, I'm trying to see if I have any enrollments in a medical plan. Because I got a card from work. I don't remember enrolling into like a medical insurance or anything.

Speaker speaker_0: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Uh, WorkSmart.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7275.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Brandon Carnoti.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Brandon?

Speaker speaker_1: Yeah. Um, I don't know if it's changed, but it should be 445 Smoke Rise Drive, United A in Central, South Carolina 9630.

Speaker speaker_0: It looks like I have an address in Toccoa.

Speaker speaker_1: Oh, um, that was the address I was at before. Let me look it up real quick and see where you actually live. Uh, 3934 Williams Bridge Road in Toccoa, 30577.

Speaker speaker_0: And what was the new address? I can go ahead and update it for you.

Speaker speaker_1: Uh, it is 445 Smoke Rise Drive, and that is in Central, South Carolina 29630.

Speaker speaker_0: Okay. And confirm your date of birth for me.

Speaker speaker_1: 12/12/1999.

Speaker speaker_0: And a good telephone number has a 630-597-3260?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is brandon.carnoti21@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so looking at the file, it looks like WorkSmart auto-enrolled you into the MEC standalone, which is the automatic enrollment that they usually do to all of their new hires. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... looking at the file, um, you never called to opt out of it. So they auto-enrolled you into it anyways.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Is there anything else I can assist you with today, Brandon?

Speaker speaker_1: Um, so like I... So I have insurance now? Like, I can schedule like doctor's appointments and it would still work for it or...?

Speaker speaker_0: Yes, sir. So the MEC standalone covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, STD checks. Pretty much things that generally make you stay healthy.

Speaker speaker_1: Okay. Yeah, I was just double checking to make sure that, uh, this was like activated or something. So I appreciate you.

Speaker speaker_0: No problems. You're welcome. You have a great day, Brandon. Okay?

Speaker speaker_1: All right, you as well. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.