

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling United Healthcare. This is Pamela speaking, how may I help you? Hello. My name is Karina. Um, I recently started my job with Surge, um, but I did get a text message saying that I was going to be auto enrolled in the MEC TeleRx within 30 days. I was wondering if I could opt out of being enrolled in that? Sure. May I have the last four digits of the Social? My last digits are 0847. Can you repeat it for me please? 0847. Missed a zero. Thank you. And your first and last name? Karina Garcia Vega. Garcia Vega is two last names. Okay. Ms. Vega, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay. Can you say it please? Yes. My address is 238 Commerce Avenue, Collinsville, Alabama, and my date of birth is January 13, 1995. Thank you. Is your ZIP code 35961? Yes, 35961. All right. We have a phone number of 525-664-14798. Um, I will proceed to decline that enrollment. Is there anything else I can do for you, ma'am? Is there anything else that, um, like is it only the, the, the insurance enrollment or is there anything else that I'm able to opt out of, or is that all y'all take care of? This is the, the only thing we take care of. Okay. That sounds perfect. And that was the only thing... I just didn't want to be enrolled in it. No problem. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling United Healthcare. This is Pamela speaking, how may I help you?

Speaker speaker_2: Hello. My name is Karina. Um, I recently started my job with Surge, um, but I did get a text message saying that I was going to be auto enrolled in the MEC TeleRx within 30 days. I was wondering if I could opt out of being enrolled in that?

Speaker speaker_1: Sure. May I have the last four digits of the Social?

Speaker speaker_2: My last digits are 0847.

Speaker speaker_1: Can you repeat it for me please?

Speaker speaker_2: 0847.

Speaker speaker_1: Missed a zero. Thank you. And your first and last name?

Speaker speaker_2: Karina Garcia Vega. Garcia Vega is two last names.

Speaker speaker_1: Okay. Ms. Vega, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Okay.

Speaker speaker_1: Can you say it please?

Speaker speaker_2: Yes. My address is 238 Commerce Avenue, Collinsville, Alabama, and my date of birth is January 13, 1995.

Speaker speaker_1: Thank you. Is your ZIP code 35961?

Speaker speaker_2: Yes, 35961.

Speaker speaker_1: All right. We have a phone number of 525-664-14798. Um, I will proceed to decline that enrollment. Is there anything else I can do for you, ma'am?

Speaker speaker_2: Is there anything else that, um, like is it only the, the, the insurance enrollment or is there anything else that I'm able to opt out of, or is that all y'all take care of?

Speaker speaker_1: This is the, the only thing we take care of.

Speaker speaker_2: Okay. That sounds perfect. And that was the only thing... I just didn't want to be enrolled in it.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: Thank you.