

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah. My name is Ayoola. How can I help you? Yeah. I, I hear the, the call me, but when, what they are say, what they asking, actually was saying, I don't understand very well. That's why I call. Hello? Yes, sir. I'm sorry. What was your reason for the call again? You said you had a missed call from this number? Yeah. Uh, they call me, maybe, I don't know, maybe it's, uh, FS, FF, FF, FSK, they call me, I don't know, for b- for benefits something. I don't know. Maybe they are the one that called me. Oh, okay. Yeah. So we're the healthcare, um, administrators for staffing agencies. If you received a call, it's probably regarding your healthcare benefit plan through your staffing agency. Are you currently working with a staffing agency? No, they, they, what they say that maybe I should call by, by February, by February 14th. Maybe I have appointment, maybe I have appointment with you guys by February 14th. So that's why I want to confirm. So... Okay. So, so we're not like a doctor's office. We're the healthcare administrators for staffing agencies. So if you're currently working with somebody, most likely they offer healthcare benefits through their staffing agency. Are you currently, like, working with somebody? Yeah. I'm still working somewhere. With who? What's the name of the staffing agency? My agency is Focus. Focus? Yeah. Okay, let me check. And then what is the last four of your Social? Sorry? 94 social. I'm sorry, you said 94... 9730. 7930. Yeah. And then what's your first and last name? My last name? Yes. A- Ajibowu. A-J-I-B-O-W-U. Okay, thank you. For security purposes, could you verify your address and date of birth? Sorry? My, my address? Mm-hmm. Uh, 688 Phoenix Drive, Downsey. Okay. And then what's the state and city? In Indiana. Indianapolis, Indiana. Okay. Then what was your date of birth? 10/01/1959. Okay. I have 240-264-7826 as your phone number. Is that correct? 240-264-7826. And then I have michaelaj100@yahoo.com. Is that correct? Correct. Okay. So it looks like the reason why you received a call or a text was just to let you know that right now the company that you work for, Focus Work M- Management, is under company open enrollment, which means if you did want to enroll into any of the healthcare benefits that they offer through their staffing agency, your last day to do so would be February 14th. Um, and then they do offer, like, dental, vision. Depending on what plans you select, which ones they are has a lot to do with how much the weekly deduction for those selected plans are from your paycheck. It's something completely optional. If you don't want to enroll, you don't have to do it. But if you do want to, the last day to do so would be the 14th of February. So that's the reason why- So I don't- Mm-hmm. You're telling me, okay, I don't want... Okay, that's fine. That's fine, yeah. If you don't want to, then you can just ignore the, the text messages 'cause they're just gonna send them to all of their employees for reminders. But if you don't want to enroll, you could just ignore those messages. Oh, okay. But are you calling from... Are you calling from, uh, from my agency, from the Focus, or where are you call- calling from? I'm calling from Benefits

in a Card. We're the healthcare administrators for Focus Workforce Management. Okay, call me. We don't work there. We just administrate their, um, healthcare benefits. Oh, okay. Thank you very much. You're welcome. Did you have any other questions? No, it's okay. All right. Have a great- No, I, I, yeah, I have the... Though I have the, uh, I need to see a doctor because I have a little, a little pain from my, from my shoulder, my, my one shoulder, which is right, right, uh, right hand. So when I have to lift something up, I, I feel, I feel the pain. You know, but, you know, for almost a month. But since I don't have the insurance, uh, I have to, I have to buy, uh, Advantin, Advil. I'm using... Uh-huh. It is pain relief, which is pain relief. I'm using it to the 400 chain, comes down a little bit. But in Escalante, I have Escalante, uh, Advantage. I was thinking that maybe by Monday, I'll have to go and, you know, and report myself and check what is going on over there. So that was it. Oh, okay. So I don't know that my, I don't know that my agency have insurance because I, I know that the agency doesn't have insurance for- Mm-hmm. ... for any stuff. So that's why I did not ask my, I did not ask for the, for the..... focus agency. Okay. Yeah. 'Cause if, um, 'cause I know your address is right on our end but I'm not sure about their end. Um, but like I said, this is... If you got a call or a text, it was just to let you know that if you did want to enroll into the healthcare benefits, the 14th would be the last day to do so. So, uh, if I want to come on the February 14, where, where do you want me to, to go to? Where is the location? No, you just have to call and we could do it over the phone if you do want to enroll. Okay. So- But your last day to do so is the 14th. Yeah. Uh, uh, uh, uh, mo- is this... I'm sorry. Is it from the, my, my agency that you called, you called from? No? Um, no. No, sir. Okay. You are not calling from, you are not calling from my agency? No, sir. We're the heal- Okay. We're just, um, we don't work in Focus Workforce Management. Okay. We just take care of their healthcare, um, benefits. Oh, okay. But I was just letting you know that- Okay. ... if you got a call, it was just to remind you that right now they're within company open enrollment for their employees to be able to enroll into, um, healthcare benefits. However, it's- Are they, are they charged? Are they charged? Yes, they do. Depending on how many plans you select, which ones they are has a lot to do with how much the bill is from your paycheck. And if you do- Oh, I see. ... enroll into the benefits, they do make weekly payments from your check for those plans. Good. Thank you. So if you do enroll, they will be taking money weekly out of your paycheck. But like I said- Yeah. ... it's not mandatory. You don't have to do it if you don't want to. Okay, okay. Thank you very much. You're welcome. Mm-hmm. And now I understand what you are saying. Okay. Mm-hmm. Thank you. You're welcome ha-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah. My name is Ayoola.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Yeah. I, I hear the, the call me, but when, what they are say, what they asking, actually was saying, I don't understand very well. That's why I call. Hello?

Speaker speaker_0: Yes, sir. I'm sorry. What was your reason for the call again? You said you had a missed call from this number?

Speaker speaker_1: Yeah. Uh, they call me, maybe, I don't know, maybe it's, uh, FS, FF, FF, FSK, they call me, I don't know, for b- for benefits something. I don't know. Maybe they are the one that called me.

Speaker speaker_0: Oh, okay. Yeah. So we're the healthcare, um, administrators for staffing agencies. If you received a call, it's probably regarding your healthcare benefit plan through your staffing agency. Are you currently working with a staffing agency?

Speaker speaker_1: No, they, they, what they say that maybe I should call by, by February, by February 14th. Maybe I have appointment, maybe I have appointment with you guys by February 14th. So that's why I want to confirm.

Speaker speaker_0: So... Okay. So, so we're not like a doctor's office. We're the healthcare administrators for staffing agencies. So if you're currently working with somebody, most likely they offer healthcare benefits through their staffing agency. Are you currently, like, working with somebody?

Speaker speaker_1: Yeah. I'm still working somewhere.

Speaker speaker_0: With who? What's the name of the staffing agency?

Speaker speaker_1: My agency is Focus.

Speaker speaker_0: Focus?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, let me check. And then what is the last four of your Social?

Speaker speaker_1: Sorry? 94 social.

Speaker speaker_0: I'm sorry, you said 94...

Speaker speaker_1: 9730.

Speaker speaker_0: 7930.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then what's your first and last name?

Speaker speaker_1: My last name?

Speaker speaker_0: Yes.

Speaker speaker_1: A- Ajibowu. A-J-I-B-O-W-U.

Speaker speaker_0: Okay, thank you. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: Sorry? My, my address?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, 688 Phoenix Drive, Downsey.

Speaker speaker_0: Okay. And then what's the state and city?

Speaker speaker_1: In Indiana. Indianapolis, Indiana.

Speaker speaker_0: Okay. Then what was your date of birth?

Speaker speaker_1: 10/01/1959.

Speaker speaker_0: Okay. I have 240-264-7826 as your phone number. Is that correct?

Speaker speaker_1: 240-264-7826.

Speaker speaker_0: And then I have michaellaji100@yahoo.com. Is that correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So it looks like the reason why you received a call or a text was just to let you know that right now the company that you work for, Focus Work M-Management, is under company open enrollment, which means if you did want to enroll into any of the healthcare benefits that they offer through their staffing agency, your last day to do so would be February 14th. Um, and then they do offer, like, dental, vision. Depending on what plans you select, which ones they are has a lot to do with how much the weekly deduction for those selected plans are from your paycheck. It's something completely optional. If you don't want to enroll, you don't have to do it. But if you do want to, the last day to do so would be the 14th of February. So that's the reason why-

Speaker speaker_1: So I don't-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You're telling me, okay, I don't want...

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: That's fine, yeah.

Speaker speaker_0: If you don't want to, then you can just ignore the, the text messages 'cause they're just gonna send them to all of their employees for reminders. But if you don't want to enroll, you could just ignore those messages.

Speaker speaker_1: Oh, okay. But are you calling from... Are you calling from, uh, from my agency, from the Focus, or where are you call- calling from?

Speaker speaker_0: I'm calling from Benefits in a Card. We're the healthcare administrators for Focus Workforce Management.

Speaker speaker_1: Okay, call me.

Speaker speaker_0: We don't work there. We just administrate their, um, healthcare benefits.

Speaker speaker_1: Oh, okay. Thank you very much.

Speaker speaker_0: You're welcome. Did you have any other questions?

Speaker speaker_1: No, it's okay.

Speaker speaker_0: All right. Have a great-

Speaker speaker_1: No, I, I, yeah, I have the... Though I have the, uh, I need to see a doctor because I have a little, a little pain from my, from my shoulder, my, my one shoulder, which is right, right, uh, right hand. So when I have to lift something up, I, I feel, I feel the pain. You know, but, you know, for almost a month. But since I don't have the insurance, uh, I have to, I have to buy, uh, Advantin, Advil. I'm using...

Speaker speaker_0: Uh-huh.

Speaker speaker_1: It is pain relief, which is pain relief. I'm using it to the 400 chain, comes down a little bit. But in Escalante, I have Escalante, uh, Advantage. I was thinking that maybe by Monday, I'll have to go and, you know, and report myself and check what is going on over there. So that was it.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: So I don't know that my, I don't know that my agency have insurance because I, I know that the agency doesn't have insurance for-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... for any stuff. So that's why I did not ask my, I did not ask for the, for the..... focus agency.

Speaker speaker_0: Okay. Yeah. 'Cause if, um, 'cause I know your address is right on our end but I'm not sure about their end. Um, but like I said, this is... If you got a call or a text, it was just to let you know that if you did want to enroll into the healthcare benefits, the 14th would be the last day to do so.

Speaker speaker_1: So, uh, if I want to come on the February 14, where, where do you want me to, to go to? Where is the location?

Speaker speaker_0: No, you just have to call and we could do it over the phone if you do want to enroll.

Speaker speaker_1: Okay. So-

Speaker speaker_0: But your last day to do so is the 14th.

Speaker speaker_1: Yeah. Uh, uh, uh, uh, mo- is this... I'm sorry. Is it from the, my, my agency that you called, you called from? No?

Speaker speaker_0: Um, no. No, sir.

Speaker speaker_1: Okay. You are not calling from, you are not calling from my agency?

Speaker speaker_0: No, sir. We're the heal-

Speaker speaker_1: Okay.

Speaker speaker_0: We're just, um, we don't work in Focus Workforce Management.

Speaker speaker_1: Okay.

Speaker speaker_0: We just take care of their healthcare, um, benefits.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But I was just letting you know that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you got a call, it was just to remind you that right now they're within company open enrollment for their employees to be able to enroll into, um, healthcare benefits. However, it's-

Speaker speaker_1: Are they, are they charged? Are they charged?

Speaker speaker_0: Yes, they do. Depending on how many plans you select, which ones they are has a lot to do with how much the bill is from your paycheck. And if you do-

Speaker speaker_1: Oh, I see.

Speaker speaker_0: ... enroll into the benefits, they do make weekly payments from your check for those plans.

Speaker speaker_1: Good. Thank you.

Speaker speaker_0: So if you do enroll, they will be taking money weekly out of your paycheck. But like I said-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it's not mandatory. You don't have to do it if you don't want to.

Speaker speaker_1: Okay, okay. Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Mm-hmm. And now I understand what you are saying.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm. Thank you.

Speaker speaker_0: You're welcome ha-