

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca I want to speak with Miss Dans on behalf of Focus Workforce Management. This is she. Yes, hello, ma'am. We're the company that administers the health insurance that Focus Workforce Management offers. Um, we're calling 'cause there's two issues with the enrollment you submitted online during the 7th, on Friday. Uh-huh. So you couldn't have put any of your demographic information, ma'am. Unless you provide your mailing address to fulfill your demographic information, you won't be able to have any coverage for Focus Workforce Management 'cause you have to have a mailing address. Can I give you my mailing address? Yes, ma'am. Go ahead. 901 42nd Street, South Fargo, Apartment 216, Fargo, North Dakota, 58103. Okay. And then the other thing missing from it will be the information for the childrens. It shows here that you put in your coverage for yourself and child. We need their first and last name and date of birth. If you do not have the Social at the moment, you can always call back later on to add it. Um, I think I'm just gonna do me. I'm gonna take the kids out of it 'cause they already got healthcare for, um, public, public assistance. Understood. So if we were to go ahead and switch that enrollment to employee only instead of 37.83, you're looking at 21.11. I mean, 25.11. Do you authorize Focus Workforce Management to make those deductions once you start working? Yes. Okay. So once you start working, it might take one to two weeks for them to start making those deductions. But when you see the first 25.11, following Monday, coverage will be effective and that same week of activation, Friday will be when the carrier sends out your benefit cards. Okay. Are they gonna take too a lot for me for just one person? Mm-hmm. They're gonna take a lot? I'm sorry? Are they gonna take a lot of deduction out for one person? So for those four plans that you put, it will be \$25.11 each week being taken out. Okay..... All right, thank you. Of course. Thank you for taking my call. I hope you have a wonderful rest of your day. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca I want to speak with Miss Dans on behalf of Focus Workforce Management.

Speaker speaker_2: This is she.

Speaker speaker_1: Yes, hello, ma'am. We're the company that administers the health insurance that Focus Workforce Management offers. Um, we're calling 'cause there's two issues with the enrollment you submitted online during the 7th, on Friday.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So you couldn't have put any of your demographic information, ma'am. Unless you provide your mailing address to fulfill your demographic information, you won't be able to have any coverage for Focus Workforce Management 'cause you have to have a mailing address.

Speaker speaker_2: Can I give you my mailing address?

Speaker speaker_1: Yes, ma'am. Go ahead.

Speaker speaker_2: 901 42nd Street, South Fargo, Apartment 216, Fargo, North Dakota, 58103.

Speaker speaker_1: Okay. And then the other thing missing from it will be the information for the childrens. It shows here that you put in your coverage for yourself and child. We need their first and last name and date of birth. If you do not have the Social at the moment, you can always call back later on to add it.

Speaker speaker_2: Um, I think I'm just gonna do me. I'm gonna take the kids out of it 'cause they already got healthcare for, um, public, public assistance.

Speaker speaker_1: Understood. So if we were to go ahead and switch that enrollment to employee only instead of 37.83, you're looking at 21.11. I mean, 25.11. Do you authorize Focus Workforce Management to make those deductions once you start working?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So once you start working, it might take one to two weeks for them to start making those deductions. But when you see the first 25.11, following Monday, coverage will be effective and that same week of activation, Friday will be when the carrier sends out your benefit cards.

Speaker speaker_2: Okay. Are they gonna take too a lot for me for just one person?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: They're gonna take a lot?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Are they gonna take a lot of deduction out for one person?

Speaker speaker_1: So for those four plans that you put, it will be \$25.11 each week being taken out.

Speaker speaker_2: Okay..... All right, thank you.

Speaker speaker_1: Of course. Thank you for taking my call. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.