

Transcript: Malcolm

Nash-4908126205165568-6547937739456512

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, hello. A question. Say, uh, this number call me before two minutes and my English is not good. I not understanding. So you don't understand what I'm saying? No. Because my English is not good and number call me two minute before. What staffing company do you work for? Uh, the company I- I work? Yes. I work with Focus. Fo- Focus Workforce Management? I don't know. What language do you speak? I speak Creole. You say Creole? Yeah, I say Creole. You mind if I put you on a brief hold? Hello? Do you mind if I put you on a brief hold? No, I don't... My English is not good. I speak Creolation. Here, give me one moment, sir. Okay. Are you there, sir? Hello. So is it French Creole, Portuguese? Um, Creolation. I say Creole. Okay. I'm gonna put you on a hold again, okay? Okay. Are you there, sir? Hello? All right. So, I do have a translator- Yes. ... on the phone. Mm-hmm. She's going to assist you with- Oh, hello. ... the process today. Uh-huh. Uh, hello. Hello? Are you there, sir? Yeah. Do you speak, uh, do you speak Haitian Creole or Croatian? Yeah. It's, it's, it's Creolation. All right, you need to ask for Haitian Creole, please. I'll transfer you to an agent. We have the wrong language, okay? Just a moment. Okay. Stay with her, sir. Thank you. Please hold for interpreter connection assistance. Please hold for interpreter connection assistance. Thank you for calling. Please hold for interpreter connection ass- Thanks for calling. This is a Croatian interpreter. We need... So I'm in need of Haitian Creole. Oh, of course. I'll be more than happy to get you a Haitian Creole interpreter. And are we going to call the client or the client is already present with you, sir? They're on the phone right now. Perfect. Let me connect your call with the Haitian Creole interpreter. Just a moment, please, sir. Thank you. You're welcome. Can you still hear, sir? It's him. Hello? We're just making sure you're still there. Hello? This is your Haitian Cr... Yeah. Okay. This is your Haitian Creole interpreter, ID number... Hello? I'm here, sir. Hello? You hear me? Yes, sir. Okay. Okay, this is your Haitian Creole interpreter, uh, ID number 19008. Everything said will be interpreted and keep confidential. Please speak clearly and short phrases. May I introduce myself to your client? Yes, sir. He's on the phone. Oh, okay. Okay. I'll read into this one ourselves. You may proceed whenever you're ready, sir. I'm sorry. So we made an outbound call to this number and we just need him... And he wants to know what we called for, and I just need to know- Oh. ... how we can assist him today. Okay. ■ Okay. ■ This number I see who just called me and then I don't really understand because I'm not speaking English. Actually th- this number was called me. Okay. So we called him in regards to his enrollment form with a staffing company. I need to know what staffing company he works for, the last four of his social, and his first name and his last name. Okay. ■ ■ For the moment I'm working and then I just want to know if it is my work or like call me to get employed or it i- or it is another I- job position. So we're call- we called in regards to the health insurance offered through the staffing company. ■ Okay. Did he apply for? Okay. ■ ■ Okay,

for the moment I'm working and then I just want to know if it is my work or, like, call me to get employed or it is- or it is another job position. So we're call- we called in regards to the health insurance offered through the staffing company. Oh. Did he apply for it? Okay. ■ ■ Okay, I can say, uh, this company I'm work for, for the typing, I'm not really employing it. I still working for the agency. And so we just need to confirm about an enrollment sheet for the health insurance portion, and that's why we gave him a- Okay. Good. ... outbound call based off the, the form that he submitted. We needed more information- Okay. ... in order to process it. Okay. ■ ■ I can say the intention that I had before they called it, like, I was feeling like to go to the hospital, but I can't because I d- I don't have health insurance for the time being. So we're calling in regards to the, the form he submitted to get health insurance through the staffing company. Is he saying that he doesn't have a job- Okay. ■ ... with the staffing company? Okay. ■ . I can say the intention that I had before they called it, like, I was feeling like to go to the hospital, but I can't because I d- I don't have health insurance for the time being. So we're calling in regards to the, the form he submitted to get health insurance through the staffing company. Is he saying that he doesn't have a job- Okay. ■ ... with the staffing company? Okay. ■ . No. No. No. ■ So he does not have- So I don't have any job... I don't have any job at this staffing company. ■ I got a question that I want to ask you. Okay. I, I, yeah, I got a question. You are calling Janelle, correct? But I just... Janelle is not, like, working with that number anymore. It is Janelle that you are calling? So I would have to pull up his account in order to see the reason why he received a phone call. I wouldn't be able to know until we pulled up his account. So I need to know what staffing company- Okay. ... he applied for in order to see his account. Okay. So I could see why we called him in the first place. Okay. ■ ■ Okay. ■ Yeah, RONALD FANFAN. Yes, my name is Ronald Francois, RONALD FANFAN. Okay, come on, okay, it's Lisa. RONALD, R-O-N-A-L-D, Franc Phancy, F-A-N-F-A-N. Okay, yes, we will know a lot then. Oh, we know- Yeah, okay. Yes, the first name is Ronald, R-O-N-A-L-D. The last name is Fanfan, F-A-N-F-A-N. Say F-A-N-F-A-N? Yes, Fanfan. How do you spell the first name one more time? Yeah, the first name is all like Robert, O like Ocean, M like Nancy, A like April, L like Larry, D like Donald. Your last four of his social? Your last four of his social? Okay, the last four others with the social list, 0586. Okay. Okay, first, okay, so I need you to relay this message to me, to him. For security purposes, could you get him to verify his address and date of birth? Indianapolis. Indianapolis? Yeah, Indiana, Indianapolis. All right, Indiana, Indianapolis. Mm-hmm. Mm-hmm. Delmont Drive. Delmont? Delmont, the zip code there, Delmont Drive, that is Delmont Drive. Delmont Drive, the zip code there? 46, 235. Okay, 46, 235, c'est ca? What you say? Indiana, Indianapolis. Delmont Drive 46235, c'est ca? Okay, my address is Indiana, Indianapolis. Delmont Drive. The zip code is 46235. So, you repeat that address one more time? Yes. Oh, okay, I will try this now. I just asked Indian, Indianapolis. A Delmont Drive 46235, et qu'on revient. Okay, the address that I live right now, Indiana, Indianapolis. Delmont Drive 46, 235. Okay, so that's not the address that we have on file. The address I can get in another cell. Address, unsign address in a DCA, unsign address is 45-04 Park Forest Court, 46-20- Unsign address in a DCA, unsign address is 45-04 Park Forest Court- Okay, one second, ma'am. Let me get the address. Let me get the address first, the old address, because the address that the client gave me, that's a new address. Give me one moment, sir, please to get the address for you. We using the current 60 cut? Mm-hmm. Park Forest Court, Park Forest City. Okay, Park Forest Court-Mm-hmm. 46 276. 46 276? Yeah. Okay, 4504 park forest court, apartment

A, 46276 is the code. Yeah. Yeah. Okay, the address was like 4504 park forest court, apartment A, the ZIP code is 46226. Yeah, the city and state? Uh, Indianapolis, it's Indiana. I heard that part. I can understand that. Indiana, Indianapolis. Yeah. And, and then I just need his date of birth. Oh, that is . Yeah. Okay. Okay, the date of birth is February 14th, 2000. Thank you. All right, so, so let him know that he received a phone call to let him know that the open enrollment for Focus Workforce Management is beginning to close, and now is the time... He only has a little bit of time left to get enrolled for the health insurance if he wanted to. Okay, sir. Uh, are you saying that, uh... Can you repeat the last part of something like make sure I got this right? Make sure I got everything right? Yes, sir. So, the window for him to get enrolled into the health insurance offered through Focus Workforce Management is closing, so he has a little bit of time left to get enrolled into the health insurance if he wanted to, and that's what that phone call or text message was for, to let him know that the window is closing to get him enrolled. Oh, okay. Okay, when, where I have to... How I have to do to, to enroll, to do the enrollment, sir? I can get him enrolled over the phone, or he could do it himself online, but he has- Okay. ... until next Friday. Oh, okay. No, like, let me repeat myself for the client, sir. Oui, ça veut dire que je dis capable à aider... Dis capable à aider au faire arriver inscrire au bon annulé téléphone dans là, ou bien que au capable à aider faire le en ligne au contrôle, et mais au, au bien jusqu'à ce que, au bien jusqu'à voire les 10 si tu veux pour finir celle. Okay. I got a question. Okay, I just want to know if it, if it is the same Medicaid that, that was being cut that will apply for- Say that one more time. Hello? Hello? Can you, can you repeat that, sir? Yes. I just want to know if it is the same Medicaid that was being cut, or if it i- i- i- uh, if it is another like Medicaid or another like health insurance the com- that can beny provide me. So, this isn't Medicaid, and it's not a PPO plan. All these plans are limited benefits plans. Okay, oui. Hmm. Okay, let me, let me, uh-Let me tell. I have... when I first come in the country, the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med or health insurance the company offer me. The community life requested that I have to enroll in it. So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him. Okay, I have when I first come in the country the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med, or health insurance the company offer me. The community life requested that I have to enroll in it. So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him. Okay, I have, when I first come in the country the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med, or health insurance the company offer me. The community life requested that I have to enroll in it. So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, so he wants to, just to clarify he wants to go to Focus Workforce first and then see what they say before getting enrolled. Okay, I have, when I first come in the country the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like

Medicaid they will renew for me or if it is a med or health insurance the company offer me. The community life requested that I have to enroll in it. So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, so he wants to, just to clarify he wants to go to Focus Workforce first and then see what they say before getting enrolled. Okay, I have, when I first come in the country the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med, or health insurance the company offer me. The community life requested that I have to enroll in it. So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, I have, when I first come in the country the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med, or health insurance the company offer me. The community life requested that I have to enroll in it. So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today.

Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. Okay, right, we'll ask him if there's anything else that I can help him with today. Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. No, listen. Let me, let me, let me make it clear. Uh, the client was... wanna know if he can ask the interpreter a questions, but personal question to the interpreter and then I said, "No, I cannot answer any questions." Because that's not my rules, that not mine. The requirement said how to interpret everything and I, and I don't have to, I don't have to answer any question. The, uh, the question are to be answered by the provider. Oh, yes. Yeah. He... So he should, um, so he... I'm confused. So he's asking you a question, but he, you can't ask- I know you can't answer those questions. So, was the question for me? Yes. Yeah, the question was for, like, about this information they gave you about a social, a social services information, he just want to know if it's not a problem while he's giving you this information about the Social Security number, the last four digit. Say that one more time, sir. Yes. The client, uh, was asking me, like, he gives you information about his social and date of births, things like that. He just want to know if that cannot cause any problem because, you know, uh, you, you cannot, like, provide security numbers, like, to some- Oh, no. ... a security number to somebody, some, like, this. This is the reason why- Oh, no. ... I would not give him this information. No, sir. It wouldn't be no problem. We have to verify his account, that's why we ask for that information. Okay. Okay, um- Okay. Um, . Okay, I will contact the, the company today because today I will work, I will go to work today, and then besides of the, like, answer they give it to me, I might call, like, tomorrow to get registered, okay? Okay. Was there anything else- Okay. Was there anything else that he needed help with? No, nothing else. No. All right. Well, um, thank you for calling Benefits in a Card and I hope you have a great rest of the week. Okay, merci beaucoup de Benefits in a Card, merci beaucoup, au revoir, bye-bye. Uh, o- all right, anything there for the interpreter, sir? I just needed your, your number for the record. Yes. Yes, 19008. You got it, sir? Yes, sir. You said 19008? Yes, correct. The name is Jonathan. How do you spell that? Jonathan. J-O-N-A-T-H-N. You said J-O-N-A-T-H-A-N? A... Yeah, Jonathan. Yes. Thank you, Mr. Jonathan, for all your help today. Okay. Thank you so much for using our service, too, m- sir. It was a patient call-in interpreter. ID number 19008, welcome. Have a great day. Bye-bye. You, too, Jonathan, thank you. Okay, bye. Au revoir, monsieur.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, hello. A question. Say, uh, this number call me before two minutes and my English is not good. I not understanding.

Speaker speaker_0: So you don't understand what I'm saying?

Speaker speaker_1: No. Because my English is not good and number call me two minute before.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, the company I- I work?

Speaker speaker_0: Yes.

Speaker speaker_1: I work with Focus.

Speaker speaker_0: Fo- Focus Workforce Management?

Speaker speaker_1: I don't know.

Speaker speaker_0: What language do you speak?

Speaker speaker_1: I speak Creole.

Speaker speaker_0: You say Creole?

Speaker speaker_1: Yeah, I say Creole.

Speaker speaker_0: You mind if I put you on a brief hold?

Speaker speaker_1: Hello?

Speaker speaker_0: Do you mind if I put you on a brief hold?

Speaker speaker_1: No, I don't... My English is not good. I speak Creolation.

Speaker speaker_0: Here, give me one moment, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you there, sir?

Speaker speaker_1: Hello.

Speaker speaker_0: So is it French Creole, Portuguese?

Speaker speaker_1: Um, Creolation. I say Creole.

Speaker speaker_0: Okay. I'm gonna put you on a hold again, okay?

Speaker speaker_1: Okay.

Speaker speaker_2: Are you there, sir?

Speaker speaker_3: Hello?

Speaker speaker_2: All right. So, I do have a translator-

Speaker speaker_4: Yes.

Speaker speaker_2: ... on the phone.

Speaker speaker_4: Mm-hmm.

Speaker speaker_2: She's going to assist you with-

Speaker speaker_4: Oh, hello.

Speaker speaker_2: ... the process today.

Speaker speaker_4: Uh-huh. Uh, hello .

Speaker speaker_3: Hello?

Speaker speaker_2: Are you there, sir?

Speaker speaker_4: Yeah. Do you speak, uh, do you speak Haitian Creole or Croatian?

Speaker speaker_3: Yeah. It's, it's, it's Creolation.

Speaker speaker_4: All right, you need to ask for Haitian Creole, please. I'll transfer you to an agent. We have the wrong language, okay? Just a moment.

Speaker speaker_3: Okay.

Speaker speaker_2: Stay with her, sir.

Speaker speaker_4: Thank you.

Speaker speaker_5: Please hold for interpreter connection assistance. Please hold for interpreter connection assistance. Thank you for calling. Please hold for interpreter connection ass-

Speaker speaker_6: Thanks for calling. This is a Croatian interpreter.

Speaker speaker_2: We need... So I'm in need of Haitian Creole.

Speaker speaker_6: Oh, of course. I'll be more than happy to get you a Haitian Creole interpreter. And are we going to call the client or the client is already present with you, sir?

Speaker speaker_2: They're on the phone right now.

Speaker speaker_6: Perfect. Let me connect your call with the Haitian Creole interpreter. Just a moment, please, sir.

Speaker speaker_2: Thank you.

Speaker speaker_6: You're welcome.

Speaker speaker_2: Can you still hear, sir?

Speaker speaker_3: It's him. Hello?

Speaker speaker_2: We're just making sure you're still there.

Speaker speaker_3: Hello? This is your Haitian Cr... Yeah.

Speaker speaker_2: Okay.

Speaker speaker_3: This is your Haitian Creole interpreter, ID number... Hello?

Speaker speaker_2: I'm here, sir.

Speaker speaker_3: Hello? You hear me?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Okay. Okay, this is your Haitian Creole interpreter, uh, ID number 19008. Everything said will be interpreted and keep confidential. Please speak clearly and short phrases. May I introduce myself to your client?

Speaker speaker_2: Yes, sir. He's on the phone.

Speaker speaker_3: Oh, okay.

Speaker speaker_7: Okay. I'll read into this one ourselves. You may proceed whenever you're ready, sir.

Speaker speaker_8: I'm sorry. So we made an outbound call to this number and we just need him... And he wants to know what we called for, and I just need to know-

Speaker speaker_7: Oh.

Speaker speaker_8: ... how we can assist him today.

Speaker speaker_7: Okay. ■ Okay. ■ This number I see who just called me and then I don't really understand because I'm not speaking English. Actually th- this number was called me.

Speaker speaker_8: Okay. So we called him in regards to his enrollment form with a staffing company. I need to know what staffing company he works for, the last four of his social, and his first name and his last name.

Speaker speaker_7: Okay. ■ ■ For the moment I'm working and then I just want to know if it is my work or like call me to get employed or it i- or it is another I- job position.

Speaker speaker_8: So we're call- we called in regards to the health insurance offered through the staffing company. ■ Okay. Did he apply for?

Speaker speaker_7: Okay. ■ ■ Okay, for the moment I'm working and then I just want to know if it is my work or, like, call me to get employed or it i- or it is another I- job position.

Speaker speaker_8: So we're call- we called in regards to the health insurance offered through the staffing company.

Speaker speaker_7: Oh.

Speaker speaker_8: Did he apply for it?

Speaker speaker_7: Okay. ■ ■ Okay, I can say, uh, this company I'm work for, for the typing, I'm not really employing it. I still working for the agency.

Speaker speaker_8: And so we just need to confirm about an enrollment sheet for the health insurance portion, and that's why we gave him a-

Speaker speaker_7: Okay. Good.

Speaker speaker_8: ... outbound call based off the, the form that he submitted. We needed more information-

Speaker speaker_7: Okay.

Speaker speaker_8: ... in order to process it.

Speaker speaker_7: Okay. ■ ■ I can say the intention that I had before they called it, like, I was feeling like to go to the hospital, but I can't because I d- I don't have health insurance for the time being.

Speaker speaker_8: So we're calling in regards to the, the form he submitted to get health insurance through the staffing company. Is he saying that he doesn't have a job-

Speaker speaker_7: Okay. ■

Speaker speaker_8: ... with the staffing company?

Speaker speaker_7: Okay. ■ . I can say the intention that I had before they called it, like, I was feeling like to go to the hospital, but I can't because I d- I don't have health insurance for the time being.

Speaker speaker_8: So we're calling in regards to the, the form he submitted to get health insurance through the staffing company. Is he saying that he doesn't have a job-

Speaker speaker_7: Okay. ■

Speaker speaker_8: ... with the staffing company?

Speaker speaker_7: Okay. ■ . No.

Speaker speaker_8: No. No. ■ So he does not have-

Speaker speaker_7: So I don't have any job... I don't have any job at this staffing company. ■ I got a question that I want to ask you. Okay. I, I, yeah, I got a question. You are calling Janelle, correct? But I just... Janelle is not, like, working with that number anymore. It is Janelle that you are calling?

Speaker speaker_8: So I would have to pull up his account in order to see the reason why he received a phone call. I wouldn't be able to know until we pulled up his account. So I need to know what staffing company-

Speaker speaker_7: Okay.

Speaker speaker_8: ... he applied for in order to see his account.

Speaker speaker_7: Okay.

Speaker speaker_8: So I could see why we called him in the first place.

Speaker speaker_7: Okay. ■ ■ Okay. ■

Speaker speaker_9: Yeah, RONALD FANFAN.

Speaker speaker_7: Yes, my name is Ronald Francois, RONALD FANFAN. Okay, come on, okay, it's Lisa.

Speaker speaker_9: RONALD, R-O-N-A-L-D, Franc Phancy, F-A-N-F-A-N.

Speaker speaker_7: Okay, yes, we will know a lot then.

Speaker speaker_9: Oh, we know-

Speaker speaker_7: Yeah, okay. Yes, the first name is Ronald, R-O-N-A-L-D. The last name is Fanfan, F-A-N-F-A-N.

Speaker speaker_10: Say F-A-N-F-A-N?

Speaker speaker_7: Yes, Fanfan.

Speaker speaker_11: How do you spell the first name one more time?

Speaker speaker_7: Yeah, the first name is all like Robert, O like Ocean, M like Nancy, A like April, L like Larry, D like Donald.

Speaker speaker_11: Your last four of his social?

Speaker speaker_7: Your last four of his social?

Speaker speaker_9: .

Speaker speaker_10: .

Speaker speaker_7: .

Speaker speaker_9: .

Speaker speaker_10: .

Speaker speaker_7: .

Speaker speaker_9: .

Speaker speaker_7: Okay, the last four others with the social list, 0586. Okay. Okay, first, okay, so I need you to relay this message to me, to him. For security purposes, could you get him to verify his address and date of birth? .

Speaker speaker_9: .

Speaker speaker_10: .

Speaker speaker_7: .

Speaker speaker_9: .

Speaker speaker_10: Indianapolis.

Speaker speaker_7: Indianapolis?

Speaker speaker_9: Yeah, Indiana, Indianapolis.

Speaker speaker_7: All right, Indiana, Indianapolis.

Speaker speaker_9: Mm-hmm.

Speaker speaker_7: Mm-hmm.

Speaker speaker_9: Delmont Drive.

Speaker speaker_7: Delmont?

Speaker speaker_9: Delmont, the zip code there, Delmont Drive, that is Delmont Drive.

Speaker speaker_7: Delmont Drive, the zip code there?

Speaker speaker_9: 46, 235.

Speaker speaker_7: Okay, 46, 235, c'est ca? What you say? Indiana, Indianapolis. Delmont Drive 46235, c'est ca? Okay, my address is Indiana, Indianapolis. Delmont Drive. The zip code is 46235.

Speaker speaker_11: So, you repeat that address one more time?

Speaker speaker_7: Yes. Oh, okay, I will try this now.

Speaker speaker_9: I just asked Indian, Indianapolis. A Delmont Drive 46235, et qu'on revient.

Speaker speaker_7: Okay, the address that I live right now, Indiana, Indianapolis. Delmont Drive 46, 235.

Speaker speaker_11: Okay, so that's not the address that we have on file.

Speaker speaker_7: The address I can get in another cell.

Speaker speaker_9: Address, unsign address in a DCA, unsign address is 45-04 Park Forest Court, 46-20- Unsign address in a DCA, unsign address is 45-04 Park Forest Court-

Speaker speaker_7: Okay, one second, ma'am. Let me get the address. Let me get the address first, the old address, because the address that the client gave me, that's a new address. Give me one moment, sir, please to get the address for you. We using the current 60 cut? Mm-hmm.

Speaker speaker_9: Park Forest Court, Park Forest City.

Speaker speaker_7: Okay, Park Forest Court-

Speaker speaker_12: Mm-hmm.

Speaker speaker_8: 46 276.

Speaker speaker_7: 46 276?

Speaker speaker_8: Yeah.

Speaker speaker_7: Okay, 4504 park forest court, apartment A, 46276 is the code.

Speaker speaker_8: Yeah. Yeah.

Speaker speaker_7: Okay, the address was like 4504 park forest court, apartment A, the ZIP code is 46226.

Speaker speaker_12: Yeah, the city and state? Uh, Indianapolis, it's Indiana.

Speaker speaker_8: I heard that part. I can understand that.

Speaker speaker_7: Indiana, Indianapolis.

Speaker speaker_12: Yeah.

Speaker speaker_8: And, and then I just need his date of birth.

Speaker speaker_12: Oh, that is . Yeah.

Speaker speaker_7: Okay. Okay, the date of birth is February 14th, 2000.

Speaker speaker_8: Thank you. All right, so, so let him know that he received a phone call to let him know that the open enrollment for Focus Workforce Management is beginning to close, and now is the time... He only has a little bit of time left to get enrolled for the health insurance if he wanted to.

Speaker speaker_7: Okay, sir. Uh, are you saying that, uh... Can you repeat the last part of something like make sure I got this right? Make sure I got everything right?

Speaker speaker_8: Yes, sir. So, the window for him to get enrolled into the health insurance offered through Focus Workforce Management is closing, so he has a little bit of time left to get enrolled into the health insurance if he wanted to, and that's what that phone call or text message was for, to let him know that the window is closing to get him enrolled.

Speaker speaker_12: Oh, okay.

Speaker speaker_7: Okay, when, where I have to... How I have to do to, to enroll, to do the enrollment, sir?

Speaker speaker_8: I can get him enrolled over the phone, or he could do it himself online, but he has-

Speaker speaker_7: Okay.

Speaker speaker_8: ... until next Friday.

Speaker speaker_12: Oh, okay.

Speaker speaker_7: No, like, let me repeat myself for the client, sir. Oui, ça veut dire que je dis capable à aider... Dis capable à aider au faire arriver inscrire au bon annulé téléphone dans là, ou bien que au capable à aider faire le en ligne au contrôle, et mais au, au bien jusqu'à ce que, au bien jusqu'à voire les 10 si tu veux pour finir celle.

Speaker speaker_12: Okay.

Speaker speaker_7: I got a question. Okay, I just want to know if it, if it is the same Medicaid that, that was being cut that will apply for-

Speaker speaker_8: Say that one more time. Hello?

Speaker speaker_7: Hello?

Speaker speaker_8: Can you, can you repeat that, sir?

Speaker speaker_7: Yes. I just want to know if it is the same Medicaid that was being cut, or if it i- i- i- uh, if it is another like Medicaid or another like health insurance the com- that can beny provide me.

Speaker speaker_8: So, this isn't Medicaid, and it's not a PPO plan. All these plans are limited benefits plans.

Speaker speaker_7: Okay, oui.

Speaker speaker_12: Hmm.

Speaker speaker_7: Okay, let me, let me, uh-Let me tell. I have... when I first come in the country, the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med or health insurance the company offer me. The community life requested that I have to enroll in it.

Speaker speaker_8: So yes, if health insurance offers to F- Focus Workforce Management he does not have to get enrolled into it but they do offer it for him.

Speaker speaker_7: Okay, I have when I first come in the country the government was giving, um, Medicaid but that they were, there was the, but that Medicas was cut and then I, and then I just want to know if any another like Medicaid they will renew for me or if it is a med, or health insurance the company offer me. The community life requested that I have to enroll in it.

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Speaker speaker_7: Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do.

Speaker speaker_8: Okay, so he wants to, just to clarify he wants to go to Focus Workforce first and then see what they say before getting enrolled.

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Speaker speaker_8: Okay, right, we'll ask him if there's anything else that I can help him with today.

Speaker speaker_7: Okay, Okay, yes, uh, I can say, uh, how this thing now but I have to go to the, uh, to the work office first and then I'm going to explain them after that and I will know what I have to do. No, listen. Let me, let me, let me make it clear. Uh, the client was... wanna know if he can ask the interpreter a questions, but personal question to the interpreter and then I said, "No, I cannot answer any questions." Because that's not my rules, that not mine. The requirement said how to interpret everything and I, and I don't have to, I don't have to answer any question. The, uh, the question are to be answered by the provider.

Speaker speaker_8: Oh, yes. Yeah. He... So he should, um, so he... I'm confused. So he's asking you a question, but he, you can't ask- I know you can't answer those questions. So, was the question for me?

Speaker speaker_7: Yes. Yeah, the question was for, like, about this information they gave you about a social, a social services information, he just want to know if it's not a problem while he's giving you this information about the Social Security number, the last four digit.

Speaker speaker_8: Say that one more time, sir.

Speaker speaker_7: Yes. The client, uh, was asking me, like, he gives you information about his social and date of births, things like that. He just want to know if that cannot cause any problem because, you know, uh, you, you cannot, like, provide security numbers, like, to some-

Speaker speaker_8: Oh, no.

Speaker speaker_7: ... a security number to somebody, some, like, this. This is the reason why-

Speaker speaker_8: Oh, no.

Speaker speaker_7: ... I would not give him this information.

Speaker speaker_8: No, sir. It wouldn't be no problem. We have to verify his account, that's why we ask for that information.

Speaker speaker_7: Okay. Okay, um- Okay. Um, . Okay, I will contact the, the company today because today I will work, I will go to work today, and then besides of the, like, answer they give it to me, I might call, like, tomorrow to get registered, okay?

Speaker speaker_8: Okay. Was there anything else-

Speaker speaker_7: Okay.

Speaker speaker_8: Was there anything else that he needed help with?

Speaker speaker_7: No, nothing else. No.

Speaker speaker_8: All right. Well, um, thank you for calling Benefits in a Card and I hope you have a great rest of the week.

Speaker speaker_7: Okay, merci beaucoup de Benefits in a Card, merci beaucoup, au revoir, bye-bye. Uh, o- all right, anything there for the interpreter, sir?

Speaker speaker_8: I just needed your, your number for the record.

Speaker speaker_7: Yes. Yes, 19008. You got it, sir?

Speaker speaker_8: Yes, sir. You said 19008?

Speaker speaker_7: Yes, correct. The name is Jonathan.

Speaker speaker_8: How do you spell that?

Speaker speaker_7: Jonathan. J-O-N-A-T-H-N.

Speaker speaker_8: You said J-O-N-A-T-H-A-N?

Speaker speaker_7: A... Yeah, Jonathan. Yes.

Speaker speaker_8: Thank you, Mr. Jonathan, for all your help today.

Speaker speaker_7: Okay. Thank you so much for using our service, too, m- sir. It was a patient call-in interpreter. ID number 19008, welcome. Have a great day. Bye-bye.

Speaker speaker_8: You, too, Jonathan, thank you.

Speaker speaker_7: Okay, bye. Au revoir, monsieur.