

## Transcript: Pamela

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### Full Transcript

Thank you for calling . This is Pamela speaking. How may I help you? Yeah, I was wondering, this is Tina Rowland. If you guys ever found anything out about my insurance? All right. So who do you work for, ma'am? Um, Focus Workforce. Can I have the last four digits of your Social so I can pull up your file? 5643. Your first and last name, ma'am? Tina Rowland. Ms. Rowland, for security reasons, and just to make sure we are in the correct file, I need to verify with the street address and date of birth. 505 North Highway 59, Anderson, Missouri, 64831, and my birthday is 3/12/1976. All right. We have a telephone number of 541-7635-9251. And email is your first name, last name 369 at gmail.com. Yeah. Okay, so you want to know what was the resolution with your- What was- ... benefits? Yeah, with my insurance. What, what, what's the pro- what's going on with it? What's the problem? Well, a- if I see that you spoke to someone earlier today and they- Mm-hmm. ... told you that you never was enrolled in medical. Well, I was. That's why I'm not understand... I don't know how this came about, because I was, but I don't... Is there any... How can I fix this? Well, uh, we haven't... We didn't receive any, um, form or- Okay. ... anything stating that you wanted to enroll in medical. Unfortunately- Well- ... un- unless you're going through a qualified live event, that you lost benefits with another company on the last 30 days, that will, uh, might consider, um, you might be eligible to enroll in the medical now or it will be- It's all- ... next time the company is on open enrollment. Well, that's not till next year. I'll have to get that new surgery. That won't be until next year and I have to have this surgery way before then. But I was just trying to figure out if they figured anything out, so. Um, unfortunately not. We n... Um, I see that they went back looking for anything and they have the information from back in January of... Yeah, '17. Yeah. All right. Anything, anything else I can do for you, ma'am? Uh, no. All right, thank you for giving me a call. No. No. Have a very blessed day.

### Conversation Format

Speaker speaker\_0: Thank you for calling . This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, I was wondering, this is Tina Rowland. If you guys ever found anything out about my insurance?

Speaker speaker\_0: All right. So who do you work for, ma'am?

Speaker speaker\_1: Um, Focus Workforce.

Speaker speaker\_0: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: 5643.

Speaker speaker\_0: Your first and last name, ma'am?

Speaker speaker\_1: Tina Rowland.

Speaker speaker\_0: Ms. Rowland, for security reasons, and just to make sure we are in the correct file, I need to verify with the street address and date of birth.

Speaker speaker\_1: 505 North Highway 59, Anderson, Missouri, 64831, and my birthday is 3/12/1976.

Speaker speaker\_0: All right. We have a telephone number of 541-7635-9251. And email is your first name, last name 369 at gmail.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so you want to know what was the resolution with your-

Speaker speaker\_1: What was-

Speaker speaker\_0: ... benefits?

Speaker speaker\_1: Yeah, with my insurance. What, what, what's the pro- what's going on with it? What's the problem?

Speaker speaker\_0: Well, a- if I see that you spoke to someone earlier today and they-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... told you that you never was enrolled in medical.

Speaker speaker\_1: Well, I was. That's why I'm not understand... I don't know how this came about, because I was, but I don't... Is there any... How can I fix this?

Speaker speaker\_0: Well, uh, we haven't... We didn't receive any, um, form or-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... anything stating that you wanted to enroll in medical. Unfortunately-

Speaker speaker\_1: Well-

Speaker speaker\_0: ... un- unless you're going through a qualified live event, that you lost benefits with another company on the last 30 days, that will, uh, might consider, um, you might be eligible to enroll in the medical now or it will be-

Speaker speaker\_1: It's all-

Speaker speaker\_0: ... next time the company is on open enrollment.

Speaker speaker\_1: Well, that's not till next year. I'll have to get that new surgery. That won't be until next year and I have to have this surgery way before then. But I was just trying to figure out if they figured anything out, so.

Speaker speaker\_0: Um, unfortunately not. We n... Um, I see that they went back looking for anything and they have the information from back in January of... Yeah, '17.

Speaker speaker\_1: Yeah. All right.

Speaker speaker\_0: Anything, anything else I can do for you, ma'am?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: All right, thank you for giving me a call.

Speaker speaker\_1: No. No.

Speaker speaker\_0: Have a very blessed day.