

## **Transcript: Sara**

**Marulanda-5182255152971776-6217075580682240**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Robert Krause? Speaking. Hello, Mr. Krause. This is Benefits in a Card calling on behalf of Focus Workforce Management. Uh-huh. Sir, we are processing the enrollment for healthcare coverage, and you request a coverage for employee plus family, but we don't have the dependency information, either your spouse or kids. So the question is- Um... Go ahead. Hang, hang on one second. So you're, you're processing, you're processing... The en- I, I, I... ... the, the enrollment for healthcare coverage through Focus Workforce Management. Oh, oh, um, okay. Um, this is for... this is for the application for, um, Ruskins. Is that correct? Um, well, I don't know about, uh, where they're gonna send you to work, the assignment. I know the insurance is through Focus Workforce Management. Uh, we're the healthcare administrators for the staffing agency. Okay. Um, yeah. So I, um... Okay. Um... So I, so I guess I'm... I, I, I'm... I- I don't know how far I wanna process through that process because, um, I've got, I've got other applications out and so I don't wanna start that process and then have to cancel coverage there if I don't... if I get a job someplace else. So that's, that's the reason I didn't put my dependent information down yet because I'm not, um... I understand you. Yeah. Okay. This is how that work. Even if you put all the information and if you don't start working with the company, there will be no deductions. I mean, there will be no active coverage because it became active once you see the deductions from your paycheck, right? So it's- Okay. ... up to you if you want to, uh, complete that and just wait to see what happen or if you don't feel comfortable providing their... the dependency information, uh, we're gonna change the coverage for employee only, or if you don't want it for you either so we can just cancel the enrollment. Either way, I mean, whatever feels better for you. Okay, so if, if I just have you go ahead and, and continue as employee only, can I add the dependents once, uh, you know- Once you start working with them? Yeah. Yeah. Okay. You wi-... you will have 30 days from your first paycheck- Okay. ... in order to add the dependents. After 30 days, you're not gonna be eligible. Okay. All right. Okay? Then, then let's go ahead and let's... Yeah. Let's go ahead and have you just, uh, change it to employee only for right now and then, uh... Oh. And then if I... i- if, if I do start employment with them, then I'll, I'll add the dependents then. Perfect, Mr. Krause. There is no problem a- about it. Um, I just change it for employee only. Uh, just remember then you have 30 days from your first paycheck to, to add dependents, make changes. I mean, upgrades, whatever you wanna do, okay? Okay. Okay. I appreciate it. All right. Thank you. You're more than welcome. Have a great day and thank you for answer our call from Benefits in a Card, sir. Okay. All right. Thank you. Bye. Okay. Okay. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Robert Krause? Speaking. Hello, Mr. Krause. This is Benefits in a Card calling on behalf of Focus Workforce Management. Uh-huh. Sir, we are processing the enrollment for healthcare coverage, and you request a coverage for employee plus family, but we don't have the dependency information, either your spouse or kids. So the question is- Um... Go ahead. Hang, hang on one second. So you're, you're processing, you're processing... The en- I, I, I... ... the, the enrollment for healthcare coverage through Focus Workforce Management. Oh, oh, um, okay. Um, this is for... this is for the application for, um, Ruskins. Is that correct? Um, well, I don't know about, uh, where they're gonna send you to work, the assignment. I know the insurance is through Focus Workforce Management. Uh, we're the healthcare administrators for the staffing agency. Okay. Um, yeah. So I, um... Okay. Um... So I, so I guess I'm... I, I, I'm... I- I don't know how far I wanna process through that process because, um, I've got, I've got other applications out and so I don't wanna start that process and then have to cancel coverage there if I don't... if I get a job someplace else. So that's, that's the reason I didn't put my dependent information down yet because I'm not, um... I understand you. Yeah. Okay. This is how that work. Even if you put all the information and if you don't start working with the company, there will be no deductions. I mean, there will be no active coverage because it became active once you see the deductions from your paycheck, right? So it's- Okay. ... up to you if you want to, uh, complete that and just wait to see what happen or if you don't feel comfortable providing their... the dependency information, uh, we're gonna change the coverage for employee only, or if you don't want it for you either so we can just cancel the enrollment. Either way, I mean, whatever feels better for you. Okay, so if, if I just have you go ahead and, and continue as employee only, can I add the dependents once, uh, you know- Once you start working with them? Yeah. Yeah. Okay. You wi-... you will have 30 days from your first paycheck- Okay. ... in order to add the dependents. After 30 days, you're not gonna be eligible. Okay. All right. Okay? Then, then let's go ahead and let's... Yeah. Let's go ahead and have you just, uh, change it to employee only for right now and then, uh... Oh. And then if I... i- if, if I do start employment with them, then I'll, I'll add the dependents then. Perfect, Mr. Krause. There is no problem a- about it. Um, I just change it for employee only. Uh, just remember then you have 30 days from your first paycheck to, to add dependents, make changes. I mean, upgrades, whatever you wanna do, okay? Okay. Okay. I appreciate it. All right. Thank you. You're more than welcome. Have a great day and thank you for answer our call from Benefits in a Card, sir. Okay. All right. Thank you. Bye. Okay. Okay. Bye-bye.