

Transcript: Sara

Marulanda-6077944477204480-6553102748958720

Full Transcript

Hello. This call may be monitored or recorded for quality assurance purposes. Hello, ma'am, you with Mariska McKinney? This... She's at work. Can I ask who's calling? Okay. This is Beneficiary Card. We're calling from Focus Workforce Management. How... Oh, okay. I thought you was a... Hold on. Let me go get her. Oh, sure. Hello? Hi, Miss Mariska? Hi. How you doing? Doing okay. How are you? I'm doing fine. How about you? Doing great. Thank you. Uh, Ms. McKinney, we're calling you because we're processing the enrollment forms for healthcare coverage through Focus Workforce Management. Yes, ma'am. Uh, on your enrollment form, you request enrollment for employee plus child, but you add a spouse information. So, we just need to clarify if you want the coverage for employee plus child or employee plus family, including child? I mean, children and their spouse. Well, okay. I can do, uh, I can do... Well, I can do the, uh, the, uh, the family. Only family? I can do the family. Oh, okay. Yes, ma'am. All righty. So, um, you just need to allow... Once you start working with the company, you need to allow one to two weeks for your employer to start making deductions. Yes, ma'am. And once you see the first deduction the following Monday, that's when the coverage become active. And you're gonna receive the ID card by the end of that week, okay? Yes, ma'am. All righty, ma'am. Uh, did you have any questions for us? No, ma'am. All righty, Miss, um, Miss Mariska. Thank you for answering our call. We should do... Oh, one more thing. I'm sorry. We're missing a be- a beneficiary as well. Because you, uh- Okay. Yeah. Okay. It's, uh, for my benef- uh, ciarian, uh, I- I don't know who I got on there. Okay. We got dependents, but the beneficiary is the person that will get it, the group, uh, hospital benefit in case, uh, something happen to you. Uh, okay. Um, um, one of them is a Jaylen, Jaylen Traylor. And my daughter. Ma'am? Could you spell Jaylen for me? Yes, ma'am. It's J-A-Y-L-E-N, Traylor, T-R-A-Y-L-O-R. And, uh, what is the relationship with Jaylen? She's my sister, sibling. Okay. And how much you want for her? What percentage? Uh, I'm gonna try to do it, uh, 50/50 with her and my daughter. Perfect. That's no problem. Okay, and what is your daughter's name? Uh, Jakira. Hers is J-A-K-E-R-I-A McKinnie, M-C-K-I-N-N-I-E. Okay. That's Focus and... And it's your daughter, right? Okay. And, uh, one of them supposed to been taken off is, uh, my little brother, Jaylen. Jaylen Traylor supposed to be out and it's supposed to been my other daughter on there. Uh, 'cause I didn't have her, uh... I had to put him down 'cause I couldn't, uh, remember her, her social security number by heart. Okay. Um, for beneficiaries, you don't need their social security, just the name, last name- Okay, okay. ... and the relationship. So if you want... So what you want to do? You want to... You could even put three of them. It's, it's three on mine. It's three on mine. Okay, so that's gonna be 33%. One is gonna be... Okay, one is gonna be 40% and the other two has to be- Okay. ... 30 or 33 and 34. Okay. Uh, the last name that I got on there, um, you can take him out 'cause it's supposed to be, uh, my, uh, daughter name. And she, uh, she had told me that, uh, I had to

have a social security number, but I didn't know it at that time. Okay. So we're talking about the beneficiaries or the dependents? Okay. I don't know how many I got on there. Okay. Let me tell you. The dependents you have here is Jaylen, Jadlen and Jakiria. I have both of the Jaylen. Jaylen, Jayden, no. Jaylen, Jadlen and Jakiria. Okay. The one... The... Okay. The one with the J-A-D-L-E-N, uh, you can take him, you can take him off because I can put my daughter, my other daughter name. Okay. So... Okay, I cannot, I cannot erase that information. Yes, ma'am. We don't- But what I have done is I, I, um, I deactivate him. Okay. So we got Jaylen. Okay. Yes, ma'am. Traylor. Uh-huh. Yes, ma'am. And what is the relationship with Jaylen? She is my sister. Okay. She can be a beneficiary, but she cannot be a dependent. Okay, okay. Yes, ma'am. Yes, ma'am. Okay, okay. She's my, uh, beneficiary. Okay. Beneficiary, right? And my... Okay, yes, ma'am. So we're going to... What the hell? Okay. The only dependent we have h- Okay. Dependents are the ones that, uh, use your benefits like if it's dental and vision benefits. Beneficiaries are the ones that will receive the amount and money of the benefits if something happened to you. Okay, yes, ma'am. So as the dependents we got Jacuria only. Yes, ma'am. You want to add another- Uh- ... dependent or just her? Uh, I can add my other daughter on there, Jakeia, J-A-K-E-Y-I-A McKinnie. J-A-K-E-Y-I- K-I... A. Okay, could you... Could you go ahead, all, all over again? I'm so sorry. Hers is J-A-K-E-Y-I-A. Okay, I got it. Uh, her last name? McKinnie, M-C-K-I-N-N-I-E. Okay, and her Social Security? Hold on, let me get it. Make sure you have it. Hold on. Her number is... Her number is 333- I'm sorry, 333- 33- 5-9- 5-9- 3-9-9-1. So we got 333-593-9991. Is that correct? Yes, ma'am. Yes, ma'am. And is the child, is it female? Yes, ma'am. She's my daughter. Daughter. Okay and her date of birth? Hers is 12/4/2013. Okay. So dependents we got is Jacuria and Jakeia. Yes, ma'am. Okay. And the dependents that we have are Jacuria and Jaylene. Yes, ma'am. Okay. Um, anything else that you would like to add, uh, to this, dependents or beneficiaries? Yes, ma'am? Did you want to add anyone else? Somebody else? No, ma'am. No, ma'am. Okay, that's perfect. All righty, Miss Veriska. So thank you for answering our call from Benefits Center. I wish you two have a wonderful day. Yes, ma'am. Okay then, bye-bye. Bye-bye.

Conversation Format

Speaker None: Hello. This call may be monitored or recorded for quality assurance purposes. Hello, ma'am, you with Mariska McKinney? This... She's at work. Can I ask who's calling? Okay. This is Beneficiary Card. We're calling from Focus Workforce Management. How... Oh, okay. I thought you was a... Hold on. Let me go get her. Oh, sure. Hello? Hi, Miss Mariska? Hi. How you doing? Doing okay. How are you? I'm doing fine. How about you? Doing great. Thank you. Uh, Ms. McKinney, we're calling you because we're processing the enrollment forms for healthcare coverage through Focus Workforce Management. Yes, ma'am. Uh, on your enrollment form, you request enrollment for employee plus child, but you add a spouse information. So, we just need to clarify if you want the coverage for employee plus child or employee plus family, including child? I mean, children and their spouse. Well, okay. I can do, uh, I can do... Well, I can do the, uh, the, uh, the family. Only family? I can do the family. Oh, okay. Yes, ma'am. All righty. So, um, you just need to allow... Once you start working with the company, you need to allow one to two weeks for your employer to start making deductions.

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