

Transcript: Sara

Marulanda-6312274313560064-5410321651941376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Dortha Masoka? Yes. Hello, Ms. Masoka. This is Benefits in a Card calling on behalf of Focus Workforce Management, the temporary agency. Hello? Hello. Can you hear me, ma'am? Hello? Can you hear me? Can you hear me? Yes. Hello. Hi. May I speak with Masoka, Dortha Masoka? Yeah, Dortha Masoka. Yeah. Hi. Uh, this is Benefits in a Card. We're calling on behalf of Focus Workforce Management, the staffing agency. Uh, agency? What agency? The temporary agency for job, for the, to work with. Okay. Okay. Um, are you Dor... uh, are you Ms. Masoka? Yeah, Masoka. I am for brother for Masoka. Okay. Are you Masoka, Dortha Masoka? Are you that person? Yeah, oh, she here. Dortha Masoka, for she here. Is she there? Yeah, for my sister. Oh, she's your sister? Yeah, Dortha Masoka for my sister. Okay. We are processing the enrollment for healthcare coverage. For healthcare insurance. Insurance? What insurance? Insurance for- for healthcare like to go to the doctor. . Yeah, she have for Medicaid. Okay. She wants coverage for employee plus children, but we don't have the children information. Um, this, uh, this call for, from a, from a hospital? Focus Workforce Management. Oh, okay. Okay. Can she give us the children information for the healthcare coverage? Yeah, yeah, yeah. How many children? . Eight children. Eight children? Yeah. Okay. I'm gonna need name, last name, Social Security number, gender and date of birth. Does she have all that information for the all eight kids? Uh, I'm sorry. Uh, you give me for address is come to, to office, see all information for my children? The children information for the insurance. Yeah, you give me address is come, come to office because I am driving now. Okay. She can go to the office and add that information. Okay, no problem. For the insurance. Right now, right now the insurance is going to be for employee only. Once she go there, she has to add the children. She only have 30 days to do that. 30 days from the first paycheck. After 30 days, she cannot add dependents. Okay. Um, uh, no, Ma- uh, Masoka, you, should, should give for, um, she say you given for interpreter Swahili? Okay, yes. Okay. Okay, so now the coverage is going to be for employee only. Okay? Okay. All right. Do you have any other questions for us? Uh, no. Oh, okay. So thank you for answer our call from Benefits in a Card. Have a wonderful day. Okay, thank you. Okay. Bye-bye. Bye. .

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, may I speak with Dortha Masoka? Yes. Hello, Ms. Masoka. This is Benefits in a Card calling on behalf of Focus Workforce Management, the temporary agency. Hello? Hello. Can you hear me, ma'am? Hello? Can you hear me? Can you hear me? Yes. Hello. Hi. May I speak

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