

Transcript: Chris Sofield (deactivated)-4723318274179072-5713639418150912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Devin Posto? This is speaking. My name is Chris. I'm with Benefits in a Card calling on behalf of Focus Workforce Management. How are you doing today? What's going on? All right. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment that you had submitted through Focus when you first signed up to work for them. Um, it looks like that on the system that Focus uses, you, uh, you were able to select both the Stay Healthy and Stay Healthy Enhanced plans at the same time, um, which normally would not be allowed. Uh, however, it seems there was an error on the enrollment system and it allowed you to select both. But as a result, the system automatically enrolled you into the lower of those two plans, which is just the Stay Healthy Preventative Care Only plan. I was calling to see if you wanted to just keep that plan or if you were looking to upgrade to the Stay Healthy Enhanced, which covers both the preventative care services as well as things like standard doctor's visits and hospital visits. Well, I don't currently work for them, so... All right then. Um, if you're no longer working for them, then I, I doubt this would really apply then. Um, thank you for taking the time to speak with me. You have a wonderful day. You too. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Can I speak with Devin Posto?

Speaker speaker_2: This is speaking.

Speaker speaker_1: My name is Chris. I'm with Benefits in a Card calling on behalf of Focus Workforce Management. How are you doing today?

Speaker speaker_2: What's going on?

Speaker speaker_1: All right. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment that you had submitted through Focus when you first signed up to work for them. Um, it looks like that on the system that Focus uses, you, uh, you were able to select both the Stay Healthy and Stay Healthy Enhanced plans at the same time, um, which normally would not be allowed. Uh, however, it seems there was an error on the enrollment system and it allowed you to select both. But as a result, the system automatically enrolled you into the lower of those two plans,

which is just the Stay Healthy Preventative Care Only plan. I was calling to see if you wanted to just keep that plan or if you were looking to upgrade to the Stay Healthy Enhanced, which covers both the preventative care services as well as things like standard doctor's visits and hospital visits.

Speaker speaker_2: Well, I don't currently work for them, so...

Speaker speaker_1: All right then. Um, if you're no longer working for them, then I, I doubt this would really apply then. Um, thank you for taking the time to speak with me. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye now.