

## **Transcript: Francesca**

**Baez-4870241967357952-6492655931310080**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today? Hi. Um, I'm trying to submit an enrollment form. C- Is there an email address I can send that to? So, the enrollment forms have to be submitted to the staffing companies and they're the ones that get them to us. Okay. Yes, ma'am. This is- So if... If I'm trying to enroll in the Medi-Cal State Health, where do I send it? I believe you actually called the wrong place. We don't handle the State Health. We only administer the health insurance from the staffing company. And I have company. But she's part... So I'm here with my friend and she's part of the VA. And so she was given this enrollment form and we need to figure out where to submit it to. I am so sorry. I'm not sure what the VA is, but we don't have a staffing company with that name. So we wouldn't be able to assist- The Veterans- ... unfortunately. ... Veterans Administration. It's Access. Access Company. Access. Oh. Access. It's called Access. Yeah, Access Care. Access Care? Yeah. Hello? Yes, ma'am. I'm looking on the list.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi. Um, I'm trying to submit an enrollment form. C- Is there an email address I can send that to?

Speaker speaker\_1: So, the enrollment forms have to be submitted to the staffing companies and they're the ones that get them to us.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am. This is-

Speaker speaker\_2: So if... If I'm trying to enroll in the Medi-Cal State Health, where do I send it?

Speaker speaker\_1: I believe you actually called the wrong place. We don't handle the State Health. We only administer the health insurance from the staffing company.

Speaker speaker\_3: And I have company.

Speaker speaker\_2: But she's part... So I'm here with my friend and she's part of the VA. And so she was given this enrollment form and we need to figure out where to submit it to.

Speaker speaker\_1: I am so sorry. I'm not sure what the VA is, but we don't have a staffing company with that name. So we wouldn't be able to assist-

Speaker speaker\_2: The Veterans-

Speaker speaker\_1: ... unfortunately.

Speaker speaker\_2: ... Veterans Administration.

Speaker speaker\_3: It's Access. Access Company. Access.

Speaker speaker\_2: Oh.

Speaker speaker\_3: Access. It's called Access. Yeah, Access Care.

Speaker speaker\_2: Access Care?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, ma'am. I'm looking on the list.