

Transcript: Francesca

Baez-5410627560587264-6613178473693184

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits on Card. I'd like to speak with Ms. Engabir on behalf of Workforce Strategy. Yeah. Yes, ma'am. We're giving you a call because we received your request for health insurance for yourself and family. Um, however, we did not receive your spouse or children's information for the policy. We were calling to see if you can provide it for us. Huh? The insurance? The insurance that you requested to have under your employer Workforce Strategies, the staffing company, for dental, life insurance, vision, and medical. Oh. So I was have-- still having Medicaid, but I didn't know what... I don't know if it still have... if I still have it, so. Okay. Did you want me to cancel this pending enrollment then? So the... No. I wanna make sure if I still have it. Okay. So if you're not able to provide me your family's information, I'll have to switch the coverage to employee-only while you check. Yeah. Okay. All right. We're gonna be open 8:00 AM to 3:00 PM Monday to Friday Eastern time, and you can give us a call back at this phone number. Okay. Thank you. My pleasure. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits on Card. I'd like to speak with Ms. Engabir on behalf of Workforce Strategy.

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes, ma'am. We're giving you a call because we received your request for health insurance for yourself and family. Um, however, we did not receive your spouse or children's information for the policy. We were calling to see if you can provide it for us.

Speaker speaker_2: Huh? The insurance?

Speaker speaker_1: The insurance that you requested to have under your employer Workforce Strategies, the staffing company, for dental, life insurance, vision, and medical.

Speaker speaker_2: Oh. So I was have-- still having Medicaid, but I didn't know what... I don't know if it still have... if I still have it, so.

Speaker speaker_1: Okay. Did you want me to cancel this pending enrollment then?

Speaker speaker_2: So the... No. I wanna make sure if I still have it.

Speaker speaker_1: Okay. So if you're not able to provide me your family's information, I'll have to switch the coverage to employee-only while you check.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: All right. We're gonna be open 8:00 AM to 3:00 PM Monday to Friday Eastern time, and you can give us a call back at this phone number.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: My pleasure. Have a great day.

Speaker speaker_2: You too.