

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. As you know, my name is Francesca benefits in a card looking to speak with Mr. Powell on behalf of OnTrack Staffing. This is Joseph. We're giving you a call center in regards to the pending enrollment request for benefits for yourself and spouse. You didn't put your spouse's information under dependent side, so we're going to collect it. Okay. I do see here you added a spouse beneficiary. Will it be the same one we're putting down as a dependent, Miss Brittany Michelle Powell? Yes. Okay. Any chance you have her Social? No, I don't know her so- uh, Social. Okay. That's okay. It's not gonna affect her negatively. It will still be able to provide service for her and she'll still be able to use them without an issue without that Social. And then the last thing I do need is her date of birth, please. Her date of birth is 04/20/1997. 04/20/1997? Yes. All right, thank you so much, Mr. Powell. So you are all set. That was the only thing that was missing for the enrollment that you processed. Your coverage should be effective following Monday of you seeing that first paycheck. And that same week of activation, Friday is gonna be when the carriers will be sending out your benefit cards. It does roughly take about one to two weeks from the processing day, which it shows that it was today, for your staffing company to start making those adoptions. And the last thing I want to mention is that for your, for your ex-membership, there is gonna be an additional registration you'll have to complete in order to be able to access the benefit cards for that membership. Once you become active, the system will send you that information, okay? Okay. All right. So you're all set. Do you have any questions about the enrollment you submitted? No, ma'am. Thank you for your time and I appreciate you taking my call today, sir. I hope you have a wonderful rest of your day. Yes. Me too. Thank you. Thank you. Goodbye.

Conversation Format

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

Speaker speaker_1: As you know, my name is Francesca benefits in a card looking to speak with Mr. Powell on behalf of OnTrack Staffing.

Speaker speaker_2: This is Joseph.

Speaker speaker_1: We're giving you a call center in regards to the pending enrollment request for benefits for yourself and spouse. You didn't put your spouse's information under dependent side, so we're going to collect it.

Speaker speaker_2: Okay.

Speaker speaker_1: I do see here you added a spouse beneficiary. Will it be the same one we're putting down as a dependent, Miss Brittany Michelle Powell?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Any chance you have her Social?

Speaker speaker_2: No, I don't know her so- uh, Social.

Speaker speaker_1: Okay. That's okay. It's not gonna affect her negatively. It will still be able to provide service for her and she'll still be able to use them without an issue without that Social. And then the last thing I do need is her date of birth, please.

Speaker speaker_2: Her date of birth is 04/20/1997.

Speaker speaker_1: 04/20/1997?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, thank you so much, Mr. Powell. So you are all set. That was the only thing that was missing for the enrollment that you processed. Your coverage should be effective following Monday of you seeing that first paycheck. And that same week of activation, Friday is gonna be when the carriers will be sending out your benefit cards. It does roughly take about one to two weeks from the processing day, which it shows that it was today, for your staffing company to start making those adoptions. And the last thing I want to mention is that for your, for your ex-membership, there is gonna be an additional registration you'll have to complete in order to be able to access the benefit cards for that membership. Once you become active, the system will send you that information, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So you're all set. Do you have any questions about the enrollment you submitted?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Thank you for your time and I appreciate you taking my call today, sir. I hope you have a wonderful rest of your day.

Speaker speaker_2: Yes. Me too. Thank you.

Speaker speaker_1: Thank you. Goodbye.