

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca on behalf of Focus Workforce Management. Oh, this is me. Well, we're giving you a call, sir, 'cause we received your enrollment request for benefits for yourself and child, but you did not provide the children's information for the policy. Hmm. It's because, uh, it's because I, um, I can't claim my child for, for tax purposes because, you know, I'm paying child support. But I have to do it every, um, every couple years to claim her for tax purposes because it was court ordered. Okay. So do you want me to take her off the policy? 'Cause without her information, it wouldn't be considered as her having coverage. A policy without a dependent's information in it is a policy for which the dependent won't be able to utilize, and you won't be able to ... reimbursement on. That's a bummer. Huh. Well, if that's the case, I might as well take her off the, um, potentially take her off the, um, a potential insurance, uh, uh, if that- if that were the case. Um, yeah, that's... Yeah, sir. 'Cause you need at least her first and last name for her to even be covered under the policy 'cause her information is needed. In order for once you become active and your policy information and everything is created and you're put into a carrier's information, your dependent's information is also needed to put them into the system. Otherwise, let's say, for example, you were to go to a dentist office and they put in her information and call your carrier, she's not gonna show up on their system since her information wasn't put into the policy when you submitted it. Hmm. Hmm. Okay. Yeah. Mm-hmm. I guess that was just a mistake on my end. I thought it was just starting up a, um, a, um, insurance from here on out. Mm-hmm. That, that's what I, that's what I thought, you know. You know, getting hired, and then y- you're getting, uh, insurance a couple months after being hired or such, or something like that, and then having, having a k- um, having my daughter, uh, being on the insurance. That's, that's what I, uh, thought, um, but I didn't, I didn't really think things through on that part, uh, because I know very little about insurances 'cause I got, I actually got, uh, taken off, uh, taken off the insurance by, uh, uh, by, by the government a couple years ago. Yes, sir. It could also be the fact that with the insurance companies, their process is different depending on what type of coverage you're getting. For example, the process that you just went through and explained to me, that's what they do with the major medical insurance. However, since these are PPO limited plans being offered by a temporary employment agency, they work differently. Once you start working, it will take one to two weeks for them to start making the deductions to get this policy activated. Okay, yeah. I'm, I'm actually unaware of, of that one. Mm-hmm. So... And so, so right now you kinda have, um, three choices in total. The first one being we can simply put in her first and last name and date of birth so that once you start working and the policy becomes effective, she is in it. Um, the second choice- Okay. ... is to either take her out of it and only keep the benefits for yourself, or the third one, cancel it for now and then once you do get an assignment by Focus Workforce

Management, give us a call once you start working to then process the policy. Um, but it's completely up to you. All right. Um, I'll, I'll, I'll just go for the, uh, uh, second option. Now, I do have a question- Mm-hmm. ... on that second option. Now is, now is that option like a temporary thing? Yes, sir. 'Cause once you start working with them, you're gonna still have 30 days after your first paycheck- Mm-hmm. ... to be eligible to make changes to the policy. So within those 30 days you're still eligible to enroll her into the policy. Oh, okay, yeah. Okay, yeah, that's, that's, uh, that's, um, that's actually new to me on that part. Um, yeah. Um, yeah, I'll just, uh, temporarily, uh, uh, take her off for, uh, for now until- Mm-hmm. ... uh, things are, are ta- are, are, um, taken care of. So, yeah, I'll just go for the second option, uh, just for now. Understood. Um, so instead of being the expected 78.84, it's gonna be 49.32 for the policy for yourself. Do you authorize Focus Workforce Management to the tax deduction once you start working? Yeah, yeah, I can do that. All right. So you are all set. Um, now as far as moving forward goes, when you have any questions in regards to the benefits with them or you need to process any changes to it, you can call us at the number that I reached you on. But anything regarding to your job specifically, it will be directly with Focus Workforce Management. Okay. Um, I do have a question though. Uh. Mm-hmm. Now, um, now has the, uh, c- um- have you guys already did, um, look into my background? So that is a portion that only Focus Workforce Management does. Mm-hmm. We are just a third party company that administers their health insurance. But things like your background check, the process of your orientation or your onboarding process, all of that- Mm-hmm. ... gets done by the Focus Workforce Management office. Oh, okay. Oh, okay. Okay, yeah. Yeah, that's I- again, like I said, that's, that's a new information for me that I'm actually unaware of- Mm-hmm. ... that I can't put my, uh, my daughter on the insurance right then and there until 30 days. That's new to me. No, Mr. White, I think you misunderstood me. So, what I meant by that is you have the option to do it 'cause you will still be eligible for policy changes. Mm-hmm. If you have her date of birth and first and last name, we can add her to the policy. Oh. However, I need minimum her first and last name to be able to submit you, 'cause I can't leave a policy for the dependent without the dependent on it. Yeah. It's gonna cause an issue with this system. Um, and not to mention that once you're outside of your window, you're not gonna be able to take a dependent out of your policy. It's gonna keep it that way, and your dependent won't be able to utilize this. Okay, good. Yeah, I, I do have my daughter's full name and, and her bir- and her birthday. Um, do you want me to, uh, give you the name now and a birthday as well, or wait until, wait until, uh, later on? No, sir. I can go ahead and process it now. Oh, okay. Yeah. Um, her name is, uh, Selena Jarvesa White. Uh, first name Selena, uh, middle name, Jarvesa, which is, uh, spelled J-A-R-V-I-S-A. No, no, E-S-A. My mistake. Um, and her last name's White, after my last name. And her, um, date of birth is September 21st, 2017. All right. September 21st, 2017? Uh, yes. That's correct. And then you said the middle name is J-A-R-V-E-S-A? Uh, yes. Jarvesa. That's correct. All right. So, you are all set there. And then once you start working, it's gonna be that 78.84 from previously with her on the policy. Okay. All right, cool. So insurance-wise, you are all set. Mm-hmm. Um, the only thing left, if I'm not mistaking, will be the portion of the onboarding that Focus Workforce Management has to clear for you. Okay. Okay, yeah. So once you do start working with them, when you see the first deduction of the 78.84, following Monday is gonna be when this policy will be effective, and that same week of activation, Friday is gonna be when the carrier's are gonna send those benefit cards out. Mm-hmm. Um, now one thing about these benefit cards that's gonna be a

little bit different than the ones you're probably used to is that your daughter's not gonna get her separate card. So, the policy is under you. You guys will both be using the same benefit card. It's just gonna have your first and last name, and it's gonna say, "Level coverage employee plus child." Okay. Um, was there- Yeah. Oh, come again? Was there... No, no, I was just gonna ask was there any questions you had left about their insurance? N- no, not at the moment. But, um, but if I do have any questions later on, is this the right number, uh, to call? Yes, sir. For all their health insurance coverage w- questions, it will be with us. All right. Awesome. Uh, that's, uh, that's pretty much all the questions I have for now. All right. Well, thank you so much for your time. I appreciate it and thank you for taking my call today, sir. All right. Uh, tha- uh, thank you, uh, for taking the time to call me as well. Um, hope y'all, hope y'all have a good day. Thank you, Mr. White. Same thing. Have a great day. It was a pleasure speaking with you today. All right. Thank you. You have a good day too. Mm-hmm. Bye-bye. Thank you. Bye-bye.

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 on behalf of Focus Workforce Management.

Speaker speaker_2: Oh, this is me.

Speaker speaker_1: Well, we're giving you a call, sir, 'cause we received your enrollment request for benefits for yourself and child, but you did not provide the children's information for the policy.

Speaker speaker_2: Hmm. It's because, uh, it's because I, um, I can't claim my child for, for tax purposes because, you know, I'm paying child support. But I have to do it every, um, every couple years to claim her for tax purposes because it was court ordered.

Speaker speaker_1: Okay. So do you want me to take her off the policy? 'Cause without her information, it wouldn't be considered as her having coverage. A policy without a dependent's information in it is a policy for which the dependent won't be able to utilize, and you won't be able to ... reimbursement on.

Speaker speaker_2: That's a bummer. Huh. Well, if that's the case, I might as well take her off the, um, potentially take her off the, um, a potential insurance, uh, uh, if that- if that were the case. Um, yeah, that's...

Speaker speaker_1: Yeah, sir. 'Cause you need at least her first and last name for her to even be covered under the policy 'cause her information is needed. In order for once you become active and your policy information and everything is created and you're put into a carrier's information, your dependent's information is also needed to put them into the system. Otherwise, let's say, for example, you were to go to a dentist office and they put in her information and call your carrier, she's not gonna show up on their system since her information wasn't put into the policy when you submitted it.

Speaker speaker_2: Hmm. Hmm. Okay. Yeah. Mm-hmm. I guess that was just a mistake on my end. I thought it was just starting up a, um, a, um, insurance from here on out.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That, that's what I, that's what I thought, you know. You know, getting hired, and then y- you're getting, uh, insurance a couple months after being hired or such, or something like that, and then having, having a k- um, having my daughter, uh, being on the insurance. That's, that's what I, uh, thought, um, but I didn't, I didn't really think things through on that part, uh, because I know very little about insurances 'cause I got, I actually got, uh, taken off, uh, taken off the insurance by, uh, uh, by, by the government a couple years ago.

Speaker speaker_1: Yes, sir. It could also be the fact that with the insurance companies, their process is different depending on what type of coverage you're getting. For example, the process that you just went through and explained to me, that's what they do with the major medical insurance. However, since these are PPO limited plans being offered by a temporary employment agency, they work differently. Once you start working, it will take one to two weeks for them to start making the deductions to get this policy activated.

Speaker speaker_2: Okay, yeah. I'm, I'm actually unaware of, of that one.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So...

Speaker speaker_1: And so, so right now you kinda have, um, three choices in total. The first one being we can simply put in her first and last name and date of birth so that once you start working and the policy becomes effective, she is in it. Um, the second choice-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is to either take her out of it and only keep the benefits for yourself, or the third one, cancel it for now and then once you do get an assignment by Focus Workforce Management, give us a call once you start working to then process the policy. Um, but it's completely up to you.

Speaker speaker_2: All right. Um, I'll, I'll, I'll just go for the, uh, uh, second option. Now, I do have a question-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... on that second option. Now is, now is that option like a temporary thing?

Speaker speaker_1: Yes, sir. 'Cause once you start working with them, you're gonna still have 30 days after your first paycheck-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to be eligible to make changes to the policy. So within those 30 days you're still eligible to enroll her into the policy.

Speaker speaker_2: Oh, okay, yeah. Okay, yeah, that's, that's, uh, that's, um, that's actually new to me on that part. Um, yeah. Um, yeah, I'll just, uh, temporarily, uh, uh, take her off for, uh, for now until-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... uh, things are, are ta- are, are, um, taken care of. So, yeah, I'll just go for the second option, uh, just for now.

Speaker speaker_1: Understood. Um, so instead of being the expected 78.84, it's gonna be 49.32 for the policy for yourself. Do you authorize Focus Workforce Management to the tax deduction once you start working?

Speaker speaker_2: Yeah, yeah, I can do that.

Speaker speaker_1: All right. So you are all set. Um, now as far as moving forward goes, when you have any questions in regards to the benefits with them or you need to process any changes to it, you can call us at the number that I reached you on. But anything regarding to your job specifically, it will be directly with Focus Workforce Management.

Speaker speaker_2: Okay. Um, I do have a question though. Uh.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Now, um, now has the, uh, c- um- have you guys already did, um, look into my background?

Speaker speaker_1: So that is a portion that only Focus Workforce Management does.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We are just a third party company that administers their health insurance. But things like your background check, the process of your orientation or your onboarding process, all of that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... gets done by the Focus Workforce Management office.

Speaker speaker_2: Oh, okay. Oh, okay. Okay, yeah. Yeah, that's I- again, like I said, that's, that's a new information for me that I'm actually unaware of-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... that I can't put my, uh, my daughter on the insurance right then and there until 30 days. That's new to me.

Speaker speaker_1: No, Mr. White, I think you misunderstood me. So, what I meant by that is you have the option to do it 'cause you will still be eligible for policy changes.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you have her date of birth and first and last name, we can add her to the policy.

Speaker speaker_2: Oh.

Speaker speaker_1: However, I need minimum her first and last name to be able to submit you, 'cause I can't leave a policy for the dependent without the dependent on it.

Speaker speaker_2: Yeah.

Speaker speaker_1: It's gonna cause an issue with this system. Um, and not to mention that once you're outside of your window, you're not gonna be able to take a dependent out of your policy. It's gonna keep it that way, and your dependent won't be able to utilize this.

Speaker speaker_2: Okay, good. Yeah, I, I do have my daughter's full name and, and her birth- and her birthday. Um, do you want me to, uh, give you the name now and a birthday as well, or wait until, wait until, uh, later on?

Speaker speaker_1: No, sir. I can go ahead and process it now.

Speaker speaker_2: Oh, okay. Yeah. Um, her name is, uh, Selena Jarvesa White. Uh, first name Selena, uh, middle name, Jarvesa, which is, uh, spelled J-A-R-V-I-S-A. No, no, E-S-A. My mistake. Um, and her last name's White, after my last name. And her, um, date of birth is September 21st, 2017.

Speaker speaker_1: All right. September 21st, 2017?

Speaker speaker_2: Uh, yes. That's correct.

Speaker speaker_1: And then you said the middle name is J-A-R-V-E-S-A?

Speaker speaker_2: Uh, yes. Jarvesa. That's correct.

Speaker speaker_1: All right. So, you are all set there. And then once you start working, it's gonna be that 78.84 from previously with her on the policy.

Speaker speaker_2: Okay. All right, cool.

Speaker speaker_1: So insurance-wise, you are all set.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, the only thing left, if I'm not mistaking, will be the portion of the onboarding that Focus Workforce Management has to clear for you.

Speaker speaker_2: Okay. Okay, yeah.

Speaker speaker_1: So once you do start working with them, when you see the first deduction of the 78.84, following Monday is gonna be when this policy will be effective, and that same week of activation, Friday is gonna be when the carrier's are gonna send those benefit cards out.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, now one thing about these benefit cards that's gonna be a little bit different than the ones you're probably used to is that your daughter's not gonna get her separate card. So, the policy is under you. You guys will both be using the same benefit card. It's just gonna have your first and last name, and it's gonna say, "Level coverage employee plus child."

Speaker speaker_2: Okay.

Speaker speaker_1: Um, was there-

Speaker speaker_2: Yeah. Oh, come again?

Speaker speaker_1: Was there... No, no, I was just gonna ask was there any questions you had left about their insurance?

Speaker speaker_2: N- no, not at the moment. But, um, but if I do have any questions later on, is this the right number, uh, to call?

Speaker speaker_1: Yes, sir. For all their health insurance coverage w- questions, it will be with us.

Speaker speaker_2: All right. Awesome. Uh, that's, uh, that's pretty much all the questions I have for now.

Speaker speaker_1: All right. Well, thank you so much for your time. I appreciate it and thank you for taking my call today, sir.

Speaker speaker_2: All right. Uh, tha- uh, thank you, uh, for taking the time to call me as well. Um, hope y'all, hope y'all have a good day.

Speaker speaker_1: Thank you, Mr. White. Same thing. Have a great day. It was a pleasure speaking with you today.

Speaker speaker_2: All right. Thank you. You have a good day too. Mm-hmm. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.