

## Transcript: Franchesca

**Baez-6318953719971840-6112905214083072**

### Full Transcript

This meeting is recorded for quality assurance purposes. Good afternoon. My name is Francesca, and I'm part of the business fellows on behalf of Focus Workforce Management. Yes, ma'am. Yes, sir. I just wanted to let you know you've got a new enrollment that's processed on May 25th for benefits for yourself and child. Uh-huh. You didn't provide enough information, so we're going to see if we can at least get the first and last name, as well as date of births for the policy. Okay, say that again. You submitted a request for insurance, but you didn't put the dependent's information that is needed to process it, otherwise it has to be changed to employee only. Oh, right. Okay. Um, yeah. He, he is Daxton Lyles. Is that why it says pending and the other one said complete? I'm not sure, 'cause I only see one enrollment here. Um, and it's a request for medical and vision for yourself and your child. Yeah, yeah. It's under medical insurance. It's like worth 50... It said it was like 57-something total for me and him. I will have to exit the screen from where I'm putting his information, and before I do that, I will need his date of birth. Otherwise it won't save it. Yeah. 01/05/2022. That's his date of birth. Let's see. So, the medical plan is 56.41 that you selected. Together with that vision, you're looking at 61.35 in total for the policy. Okay. Um, was Daxton the only child you wanted on the policy, or was there another child you needed to add? Um, would I be able... 'Cause I, I know it's another one, but, uh, yeah, we can just keep him. I thought with him first I, I would... Well, um. Mm-hmm. What about y'all? Like, what is your open enrollment like? Is it just only for this time, or I can come back and, like, switch it? So, you don't have a date t- deadline at the moment. Once you start working and receive a paycheck, that would be the deadline. Mm-hmm. It will be 30 days after that first paycheck. Oh, so I'll, I'll be able to change it after 30 days. Okay. Well, that's fine. We can just leave him for now, 'cause there, there's gonna be a lot coming out and they haven't even told me- Hmm. ... like, uh, the assignments and they can get, so I don't know how much I'll be making. That's, that's fine. We can just leave him. Understood. So, once you start working and you see that first deduction of the 61.35 following Monday- Okay. ... would be when your coverage kicks in. Okay. And Friday is supposed to be when the carrier sends out those benefit cards. Okay. All right. Was there anything else I can assist you with today, ma'am? Uh, no. You just say I'm waiting on p- uh, payment review for, like, four other documents at home. That was one of them, and it asked me, like, my schedule preference or whatever, and I'm just wondering, like, how do I... Like, the job that I did get on there is not the one that's, like, coming on my homepage, if that makes sense. So, unfortunately, we're not Focus Workforce Management. We're a third party that administers the health insurance. Anything related to- Okay. ... a job, you have to speak with them. We only administer the insurance benefits. Okay. Okay. Was there anything else aside from that? That's it. They... I think the, the place has to clear the other three documents to be received. All right. Thank you for your time and taking my call. Yeah. I hope you have a good rest of

your day. Thank you.

## Conversation Format

Speaker speaker\_0: This meeting is recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca, and I'm part of the business fellows on behalf of Focus Workforce Management.

Speaker speaker\_2: Yes, ma'am. Yes, sir.

Speaker speaker\_1: I just wanted to let you know you've got a new enrollment that's processed on May 25th for benefits for yourself and child.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: You didn't provide enough information, so we're going to see if we can at least get the first and last name, as well as date of births for the policy.

Speaker speaker\_2: Okay, say that again.

Speaker speaker\_1: You submitted a request for insurance, but you didn't put the dependent's information that is needed to process it, otherwise it has to be changed to employee only.

Speaker speaker\_2: Oh, right. Okay. Um, yeah. He, he is Daxton Lyles. Is that why it says pending and the other one said complete?

Speaker speaker\_1: I'm not sure, 'cause I only see one enrollment here. Um, and it's a request for medical and vision for yourself and your child.

Speaker speaker\_2: Yeah, yeah. It's under medical insurance. It's like worth 50... It said it was like 57-something total for me and him.

Speaker speaker\_1: I will have to exit the screen from where I'm putting his information, and before I do that, I will need his date of birth. Otherwise it won't save it.

Speaker speaker\_2: Yeah. 01/05/2022. That's his date of birth.

Speaker speaker\_1: Let's see. So, the medical plan is 56.41 that you selected. Together with that vision, you're looking at 61.35 in total for the policy.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, was Daxton the only child you wanted on the policy, or was there another child you needed to add?

Speaker speaker\_2: Um, would I be able... 'Cause I, I know it's another one, but, uh, yeah, we can just keep him. I thought with him first I, I would... Well, um.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: What about y'all? Like, what is your open enrollment like? Is it just only for this time, or I can come back and, like, switch it?

Speaker speaker\_1: So, you don't have a date t- deadline at the moment. Once you start working and receive a paycheck, that would be the deadline.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: It will be 30 days after that first paycheck.

Speaker speaker\_2: Oh, so I'll, I'll be able to change it after 30 days. Okay. Well, that's fine. We can just leave him for now, 'cause there, there's gonna be a lot coming out and they haven't even told me-

Speaker speaker\_1: Hmm.

Speaker speaker\_2: ... like, uh, the assignments and they can get, so I don't know how much I'll be making. That's, that's fine. We can just leave him.

Speaker speaker\_1: Understood. So, once you start working and you see that first deduction of the 61.35 following Monday-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... would be when your coverage kicks in.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And Friday is supposed to be when the carrier sends out those benefit cards.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else I can assist you with today, ma'am?

Speaker speaker\_2: Uh, no. You just say I'm waiting on p- uh, payment review for, like, four other documents at home. That was one of them, and it asked me, like, my schedule preference or whatever, and I'm just wondering, like, how do I... Like, the job that I did get on there is not the one that's, like, coming on my homepage, if that makes sense.

Speaker speaker\_1: So, unfortunately, we're not Focus Workforce Management. We're a third party that administers the health insurance. Anything related to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... a job, you have to speak with them. We only administer the insurance benefits.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Was there anything else aside from that?

Speaker speaker\_2: That's it. They... I think the, the place has to clear the other three documents to be received.

Speaker speaker\_1: All right. Thank you for your time and taking my call.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I hope you have a good rest of your day.

Speaker speaker\_2: Thank you.