

Transcript: Francesca

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Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Okay. Good morning. My name is Francesca of Benefits Intercare looking to speak with Ms. Shirley on behalf of Workforce Strategy. Yep, this is her. Good morning, ma'am. Well, we're giving you a call regarding your request for benefits for yourself and family for vision, dental, and medical. Is this for Medicaid? Uh, no, ma'am, not Medicaid, the health insurance that you will have through the staffing company, Workforce Strategy. Okay, 'cause I'm just a little confused because are you guys calling... I, uh, did a prescription try getting pushed through with you guys or something this morning? 'Cause I'm dealing with my Medicaid not covering my prescriptions and I'm now a little confused why you guys are calling me. Understood. So the reason why we're calling is 'cause we're the new account administrators for the health insurance that your staffing company, Workforce Strategy, offers their employees. They submitted- You're talking about the ... insurance? Yes, ma'am. Okay. So this, they submitted the request stating that you were looking to have dental, vision, medical, and life insurance for yourself and family. But we did not receive the information for your spouse, only for your two children, but we're calling to see- I- ... if you can provide it to us. I'm not married. Oh, okay, so you were only trying to have the children's and yourself covered, correct? Yeah. Okay, so I'll just switch it over to employee plus child, which will be \$61.36 per paycheck. And then- Okay, but I'm not working yet. They just have me on a wait list for a job at the moment. Yes, ma'am. So they're not gonna deduct anything as of right now 'cause the deduction comes out of the paychecks they issue to you when you work with them. Okay. This is just us processing the enrollment so that once you start working, the only thing you have to focus of is working rather than calling in at some point to enroll. Okay, now could that be what's messing up with my insurance right now, not being able to go through with my prescriptions? For that, I would suggest speaking with them directly 'cause we work with different states in the country. Um, but if you have Medicaid through the state, to my understanding, it shouldn't be affecting it 'cause this is a policy that hasn't even been submitted yet. Once you- Wait, which I didn't think so. ... do get access- Okay. Mm-hmm. I, I'm just trying to figure this out at the same time I literally just walked out of my DHS office trying to figure out why my insurance isn't covering when I have full Medicaid at the moment. So, um, I thank you for calling. Of course, and you did try to speak with them, right? And you're saying it won't start though until I actually start working? Yes, ma'am. That is correct. Okay. Okay. All right, thank you so much for your time and I hope the issue gets fixed with your current insurance. Awesome, thank you so much. You're welcome. Have a great day. You too, bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_1: Okay. Good morning. My name is Francesca of Benefits Intercare looking to speak with Ms. Shirley on behalf of Workforce Strategy.

Speaker speaker_2: Yep, this is her.

Speaker speaker_1: Good morning, ma'am. Well, we're giving you a call regarding your request for benefits for yourself and family for vision, dental, and medical.

Speaker speaker_2: Is this for Medicaid?

Speaker speaker_1: Uh, no, ma'am, not Medicaid, the health insurance that you will have through the staffing company, Workforce Strategy.

Speaker speaker_2: Okay, 'cause I'm just a little confused because are you guys calling... I, uh, did a prescription try getting pushed through with you guys or something this morning? 'Cause I'm dealing with my Medicaid not covering my prescriptions and I'm now a little confused why you guys are calling me.

Speaker speaker_1: Understood. So the reason why we're calling is 'cause we're the new account administrators for the health insurance that your staffing company, Workforce Strategy, offers their employees. They submitted-

Speaker speaker_2: You're talking about the

Speaker speaker_3: ... insurance?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: So this, they submitted the request stating that you were looking to have dental, vision, medical, and life insurance for yourself and family. But we did not receive the information for your spouse, only for your two children, but we're calling to see-

Speaker speaker_2: I-

Speaker speaker_1: ... if you can provide it to us.

Speaker speaker_2: I'm not married.

Speaker speaker_1: Oh, okay, so you were only trying to have the children's and yourself covered, correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so I'll just switch it over to employee plus child, which will be \$61.36 per paycheck. And then-

Speaker speaker_2: Okay, but I'm not working yet. They just have me on a wait list for a job at the moment.

Speaker speaker_1: Yes, ma'am. So they're not gonna deduct anything as of right now 'cause the deduction comes out of the paychecks they issue to you when you work with them.

Speaker speaker_2: Okay.

Speaker speaker_1: This is just us processing the enrollment so that once you start working, the only thing you have to focus of is working rather than calling in at some point to enroll.

Speaker speaker_2: Okay, now could that be what's messing up with my insurance right now, not being able to go through with my prescriptions?

Speaker speaker_1: For that, I would suggest speaking with them directly 'cause we work with different states in the country. Um, but if you have Medicaid through the state, to my understanding, it shouldn't be affecting it 'cause this is a policy that hasn't even been submitted yet. Once you-

Speaker speaker_2: Wait, which I didn't think so.

Speaker speaker_1: ... do get access-

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I, I'm just trying to figure this out at the same time I literally just walked out of my DHS office trying to figure out why my insurance isn't covering when I have full Medicaid at the moment. So, um, I thank you for calling.

Speaker speaker_1: Of course, and you did try to speak with them, right?

Speaker speaker_2: And you're saying it won't start though until I actually start working?

Speaker speaker_1: Yes, ma'am. That is correct.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right, thank you so much for your time and I hope the issue gets fixed with your current insurance.

Speaker speaker_2: Awesome, thank you so much.

Speaker speaker_1: You're welcome. Have a great day.

Speaker speaker_2: You too, bye-bye.