

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... thanks for calling Benefits in the ■, this is Malcolm, how can I help you? Yes, um, can... I was just calling to... Well, I was told to call to get my, um, insurance card sent to me. What staffing company do you work for? Um, I work for... Well, I work at Schwan's, but I work through Workforce. Focus Workforce. Focus Workforce? Yeah. What's the last four of your social? Three, two, nine, four. First name? Adriana. Last name? Rodriguez. Right. For security purposes, can you verify your address and date of birth for me? Yes. Uh, date of birth is 4/20/99. My address is 132 South Penn Avenue, Salina, Kansas, 67401. Thank you. So we got your phone number, 785-201-8544. Yes. And your email is A-e-l-y-s-e-r, oh, F-e-e Rodriguez@gina.com? Yes. Yes. Okay. So it doesn't look like your coverage is starting yet, Miss Rodriguez. When does it start? It doesn't look like... It, it starts once you see that first deduction from your paycheck. Oh, um, I don't know. Um, I signed up for it. I don't know when it's supposed to... She, she told me that... I, I don't know. I'm just confused. 'Cause I signed up- So the way the enrollment process... Go ahead. I guess I'm just confused 'cause when I got hired, I signed up with them to get insurance. Mm-hmm. And then after a certain amount of hours, I get rolled over to the actual company and then I can sign up for their benefits. I understand. So the way that they are- So she told me that I- The way that the enrollment process works, depending on when you got enrolled, it takes one to two weeks. Uh-huh. And once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will become active. And then your ID cards are- Yeah. ... sent one to two weeks from that activation date. Oh, okay. So I'll end up getting it in, like, one to two weeks? Say that one more time? So I'll end up getting the card in the mail in one to two weeks? Um, typically it takes... So the way that it works... Uh, yes, ma'am, once you see that first deduction from your paycheck. Well, I don't even pay atten- So the way that it- I don't know if it's been deducted. I don't look at that. Well, we're, we can't... We don't have access to your pay stubs or anything like that either, ma'am. But once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are- Yeah. ... sent one to two weeks from that activation date. Oh, okay. So I don't have to call to get it sent to me. It just automatically... You guys just send it to me? Yes, ma'am. And if you wanted a physical medical card, you would have to call and request it once your coverage is active. Other- otherwise it- Uh-huh. ... ■■ ■■■ ■■■■■■■■. Oh, okay. I don't know why she told me to call you guys then. She just told me... I don't know. She told me to call to request a card or something. Yeah, so you can, you can do that once your coverage becomes active, but your... Right now your coverage isn't active. Oh, okay. So I guess maybe like I need to wait one more week probably 'cause this is my first full week working there? I couldn't tell you 'cause we're not the ones responsible for making those deductions. That

would be, that would be a question you want to ask Focus. Okay. Okay. Well, is there anything else I can help you with today, Miss Rodriguez? No, ■■■■B■■■ ■■■■■■ ■■■■ Thanks for calling Benefits in the ■. I hope you have a good weekend. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... thanks for calling Benefits in the ■, this is Malcolm, how can I help you?

Speaker speaker\_2: Yes, um, can... I was just calling to... Well, I was told to call to get my, um, insurance card sent to me.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Um, I work for... Well, I work at Schwan's, but I work through Workforce. Focus Workforce.

Speaker speaker\_1: Focus Workforce?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Three, two, nine, four.

Speaker speaker\_1: First name?

Speaker speaker\_2: Adriana.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Rodriguez.

Speaker speaker\_1: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. Uh, date of birth is 4/20/'99. My address is 132 South Penn Avenue, Salina, Kansas, 67401.

Speaker speaker\_1: Thank you. So we got your phone number, 785-201-8544.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is A-e-l-y-s-e-r, oh, F-e-e Rodriguez@gina.com?

Speaker speaker\_2: Yes. Yes. Okay.

Speaker speaker\_1: So it doesn't look like your coverage is starting yet, Miss Rodriguez.

Speaker speaker\_2: When does it start?

Speaker speaker\_1: It doesn't look like... It, it starts once you see that first deduction from your paycheck.

Speaker speaker\_2: Oh, um, I don't know. Um, I signed up for it. I don't know when it's supposed to... She, she told me that... I, I don't know. I'm just confused. 'Cause I signed up-

Speaker speaker\_1: So the way the enrollment process... Go ahead.

Speaker speaker\_2: I guess I'm just confused 'cause when I got hired, I signed up with them to get insurance.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And then after a certain amount of hours, I get rolled over to the actual company and then I can sign up for their benefits.

Speaker speaker\_1: I understand. So the way that they are-

Speaker speaker\_2: So she told me that I-

Speaker speaker\_1: The way that the enrollment process works, depending on when you got enrolled, it takes one to two weeks.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will become active. And then your ID cards are-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... sent one to two weeks from that activation date.

Speaker speaker\_2: Oh, okay. So I'll end up getting it in, like, one to two weeks?

Speaker speaker\_1: Say that one more time?

Speaker speaker\_2: So I'll end up getting the card in the mail in one to two weeks?

Speaker speaker\_1: Um, typically it takes... So the way that it works... Uh, yes, ma'am, once you see that first deduction from your paycheck.

Speaker speaker\_2: Well, I don't even pay atten-

Speaker speaker\_1: So the way that it-

Speaker speaker\_2: I don't know if it's been deducted. I don't look at that.

Speaker speaker\_1: Well, we're, we can't... We don't have access to your pay stubs or anything like that either, ma'am. But once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... sent one to two weeks from that activation date.

Speaker speaker\_2: Oh, okay. So I don't have to call to get it sent to me. It just automatically... You guys just send it to me?

Speaker speaker\_1: Yes, ma'am. And if you wanted a physical medical card, you would have to call and request it once your coverage is active. Other- otherwise it-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... ■■ ■■■ ■■■■■■■■.

Speaker speaker\_2: Oh, okay. I don't know why she told me to call you guys then. She just told me... I don't know. She told me to call to request a card or something.

Speaker speaker\_1: Yeah, so you can, you can do that once your coverage becomes active, but your... Right now your coverage isn't active.

Speaker speaker\_2: Oh, okay. So I guess maybe like I need to wait one more week probably 'cause this is my first full week working there?

Speaker speaker\_1: I couldn't tell you 'cause we're not the ones responsible for making those deductions. That would be, that would be a question you want to ask Focus.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Well, is there anything else I can help you with today, Miss Rodriguez?

Speaker speaker\_2: No, ■■■■B■■ ■■■■■■ ■■■■

Speaker speaker\_1: Thanks for calling Benefits in the ■. I hope you have a good weekend.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.