

Transcript: VICTORIA

Taylor-6318978586165248-6209955203432448

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, um, the number was calling me. I don't know what about. Okay. Um, so we administer medical insurance if you, uh, work... You're like a staffing or temp agency. Oh, gotcha. Mm-hmm. . Oh, I think it, it's phone work. It's on the phone work. . I'm sorry? ? Mm-hmm. Yeah. Um, this, this, this number is for the... it's for the work or for medical, Medicaid? No. We, we don't have anything to do with the actual job assignments. This is for the medical insurance that the staffing agency needs. . . Yeah, so if you have questions about a job being offered, you'll need to, uh, reach out to the agency. Oh, okay. Okay. No, no, no. It's not about the job. Uh, I just... I just... I, um, I got... I got my, my Auntie and then they... I, I think, I think it's the number for medical, Medicaid, but other my Auntie don't... she don't speak English and then she need me to, to, to help her about the, about the, uh, for apply about, uh, about, about the job for apply. And I think, I think he said, um, they, they will concern about the, the Social Security and, and some, some stuff like that. I just helped her. You know what I'm saying? Hello? Okay. So, so you're calling for someone else, correct? Yes. I'm calling for my- Okay. ... for my auntie. Okay. Okay. Um. Mm-hmm. Did they receive a call from us and are they interested in the medical insurance? Yes, but she don't... she don't understand English. She just wait me for her... and, and then hours from now and then forever. Okay. Do you know the name of the agency she works for? Focus. Okay. Um, do you mind if I speak with her? I just need to get verbal permission to speak with you on her behalf. Okay, okay. You, you, you need... you, you need to listen she... is she's voice? Yeah. So I'm going... I'm going to ask her if she gives me verbal permission to speak with you. Okay. And then once she gives me that verbal permission, I can go from there. Okay, got you. Uh, yeah, um. Okay, if she... She's here, you can talk. Ma'am? Yes, yes? Yes. Hi. Um, do you give us verbal permission to speak with him on your behalf? Yes. Okay. Thank you. Yeah. Sir, do you have the last four of her social? Yeah. . Okay. Um, the last four of the social is, um, 2021. Okay. And her first and last name? Uh, Anita Joseph. . Gotcha. Yeah, yeah. Um, do you mind verifying her address and date of birth? Yes. Um, uh, add... the, the, uh... her address is 539 East 27th Avenue, Apartment 1B, Kansas City, Missouri. Um, zip code 64115. . Okay. And, um, I'm sorry, what is her date of birth? . Uh, 5th... 15 December, December, um, 19... uh, 82. Gotcha. Phone number is 221-8782? Yes. And then I have her email as her last name, and then first name is six- Uh-huh. ... six four at gmail. Wait a minute. Um, um, um. Just... Oh, okay, that's good. Okay. And you're her nephew, is that correct? Yeah. Okay. What is your name, just so I can make note of it? Okay. Jean Charles, J-E-A-N C-H-A-R-L-E-S, Phines, P-H-I-N-E-S. So first name is J-E-N? Uh, my first name is Phines, P-H-I-N-E-S. P-H-I-N-E-S, yes, yeah. Right. Okay. Yeah. So P-H-I-N-E-S? Yeah. N-E-E-S, double E. And my last name is Jean Charles, J-E-A-N space C-H-R-L-E-S. Okay, I just need, uh, the- your first name. Okay, you got it. Uh, let's see. Okay,

copy that. So I don't see that she's enrolled into anything. She's not enrolled on anything? No, sir. Huh? No, she's not currently enrolled into any insurance. Now, her employer is an open enrollment until next Friday, the 14th. Okay. So she can get enrolled, but she's not currently enrolled into anything. Do you know what she wants to enroll into? I don't know, but, uh... I don't know, I don't know, uh... she's just telling me the last time this number was calling her. Yeah, so more than likely a call was made out to let you guys know that her company, Focus Workforce Management is in an open enrollment period. So if she's interested in getting enrolled into the insurance being offered, she has until the 14th to do so. 14th? February 14th? Yes. Okay, thank you. Yeah, you're welcome. Um, was there anything else that you guys might need help with? Yeah, give me one second for translate for her. . Mm-hmm. Okay. Yeah. Okay, um, that's all. All righty. Okay- You have a wonderful day. Um, uh, one second. I'm supposed to go to the Focus agency or just call? Ah, I don't... I don't know. Are you... Like I said, we only administer medical insurance for them. Are you guys expected to go to the agency? Okay. Yeah. Okay, that's good. Did someone... I'm confused. Does someone- No, I just tell, I just telling you, uh, on 14th, I'm supposed to go on Focus, on Focus for, for enrolling or I, I just need to call? No, no, no. So if she's... If she wants to enroll into the insurance, she can speak with us over the phone and we can get her enrolled over the phone. Oh, okay, gotcha. Yeah. Thank you. Yes, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, um, the number was calling me. I don't know what about.

Speaker speaker_0: Okay. Um, so we administer medical insurance if you, uh, work... You're like a staffing or temp agency.

Speaker speaker_1: Oh, gotcha. Mm-hmm.

Speaker speaker_2: .

Speaker speaker_1: Oh, I think it, it's phone work. It's on the phone work.

Speaker speaker_2: .

Speaker speaker_0: I'm sorry?

Speaker speaker_1: ?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah. Um, this, this, this number is for the... it's for the work or for medical, Medicaid?

Speaker speaker_0: No. We, we don't have anything to do with the actual job assignments. This is for the medical insurance that the staffing agency needs.

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_0: Yeah, so if you have questions about a job being offered, you'll need to, uh, reach out to the agency.

Speaker speaker_1: Oh, okay. Okay. No, no, no. It's not about the job. Uh, I just... I just... I, um, I got... I got my, my Auntie and then they... I, I think, I think it's the number for medical, Medicaid, but other my Auntie don't... she don't speak English and then she need me to, to, to help her about the, about the, uh, for apply about, uh, about, about the job for apply. And I think, I think he said, um, they, they will concern about the, the Social Security and, and some, some stuff like that. I just helped her. You know what I'm saying? Hello?

Speaker speaker_0: Okay. So, so you're calling for someone else, correct?

Speaker speaker_1: Yes. I'm calling for my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... for my auntie.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Did they receive a call from us and are they interested in the medical insurance?

Speaker speaker_1: Yes, but she don't... she don't understand English. She just wait me for her... and, and then hours from now and then forever.

Speaker speaker_0: Okay. Do you know the name of the agency she works for?

Speaker speaker_1: Focus.

Speaker speaker_0: Okay. Um, do you mind if I speak with her? I just need to get verbal permission to speak with you on her behalf.

Speaker speaker_1: Okay, okay. You, you, you need... you, you need to listen she... is she's voice?

Speaker speaker_0: Yeah. So I'm going... I'm going to ask her if she gives me verbal permission to speak with you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once she gives me that verbal permission, I can go from there.

Speaker speaker_1: Okay, got you. Uh, yeah, um. Okay, if she... She's here, you can talk.

Speaker speaker_0: Ma'am?

Speaker speaker_2: Yes, yes?

Speaker speaker_1: Yes.

Speaker speaker_0: Hi. Um, do you give us verbal permission to speak with him on your behalf?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you. Yeah.

Speaker speaker_0: Sir, do you have the last four of her social?

Speaker speaker_1: Yeah.

Speaker speaker_2: .

Speaker speaker_1: Okay. Um, the last four of the social is, um, 2021.

Speaker speaker_0: Okay. And her first and last name?

Speaker speaker_1: Uh, Anita Joseph.

Speaker speaker_2: .

Speaker speaker_0: Gotcha.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Um, do you mind verifying her address and date of birth?

Speaker speaker_1: Yes. Um, uh, add... the, the, uh... her address is 539 East 27th Avenue, Apartment 1B, Kansas City, Missouri. Um, zip code 64115.

Speaker speaker_2: .

Speaker speaker_0: Okay. And, um, I'm sorry, what is her date of birth?

Speaker speaker_2: .

Speaker speaker_1: Uh, 5th... 15 December, December, um, 19... uh, 82.

Speaker speaker_0: Gotcha. Phone number is 221-8782?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have her email as her last name, and then first name is six-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... six four at gmail.

Speaker speaker_1: Wait a minute. Um, um, um. Just... Oh, okay, that's good.

Speaker speaker_0: Okay. And you're her nephew, is that correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. What is your name, just so I can make note of it?

Speaker speaker_1: Okay. Jean Charles, J-E-A-N C-H-A-R-L-E-S, Phines, P-H-I-N-E-S.

Speaker speaker_0: So first name is J-E-N?

Speaker speaker_1: Uh, my first name is Phines, P-H-I-N-E-S.

Speaker speaker_0: P-H-I-N-E-

Speaker speaker_1: S, yes, yeah. Right.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: So P-H-I-N-E-S?

Speaker speaker_1: Yeah. N-E-E-S, double E. And my last name is Jean Charles, J-E-A-N space C-H-R-L-E-S.

Speaker speaker_0: Okay, I just need, uh, the- your first name.

Speaker speaker_1: Okay, you got it.

Speaker speaker_0: Uh, let's see.

Speaker speaker_1: Okay, copy that.

Speaker speaker_0: So I don't see that she's enrolled into anything.

Speaker speaker_1: She's not enrolled on anything?

Speaker speaker_0: No, sir.

Speaker speaker_1: Huh?

Speaker speaker_0: No, she's not currently enrolled into any insurance. Now, her employer is an open enrollment until next Friday, the 14th.

Speaker speaker_1: Okay.

Speaker speaker_0: So she can get enrolled, but she's not currently enrolled into anything. Do you know what she wants to enroll into?

Speaker speaker_1: I don't know, but, uh... I don't know, I don't know, uh... she's just telling me the last time this number was calling her.

Speaker speaker_0: Yeah, so more than likely a call was made out to let you guys know that her company, Focus Workforce Management is in an open enrollment period. So if she's interested in getting enrolled into the insurance being offered, she has until the 14th to do so.

Speaker speaker_3: 14th? February 14th?

Speaker speaker_0: Yes.

Speaker speaker_3: Okay, thank you.

Speaker speaker_0: Yeah, you're welcome. Um, was there anything else that you guys might need help with?

Speaker speaker_3: Yeah, give me one second for translate for her. .

Speaker speaker_0: Mm-hmm. Okay.

Speaker speaker_3: Yeah. Okay, um, that's all.

Speaker speaker_0: All righty.

Speaker speaker_3: Okay-

Speaker speaker_0: You have a wonderful day.

Speaker speaker_3: Um, uh, one second. I'm supposed to go to the Focus agency or just call?

Speaker speaker_0: Ah, I don't... I don't know. Are you... Like I said, we only administer medical insurance for them. Are you guys expected to go to the agency?

Speaker speaker_3: Okay. Yeah. Okay, that's good.

Speaker speaker_0: Did someone... I'm confused. Does someone-

Speaker speaker_3: No, I just tell, I just telling you, uh, on 14th, I'm supposed to go on Focus, on Focus for, for enrolling or I, I just need to call?

Speaker speaker_0: No, no, no. So if she's... If she wants to enroll into the insurance, she can speak with us over the phone and we can get her enrolled over the phone.

Speaker speaker_3: Oh, okay, gotcha.

Speaker speaker_0: Yeah.

Speaker speaker_3: Thank you.

Speaker speaker_0: Yes, sir.