

## **Transcript: Francesca**

**Baez-4975458019622912-4967706549469184**

### **Full Transcript**

Thank you for calling Medicare. My name is Francesca. How can I assist you today? Good morning. Um, I'm trying to see if my card is activated by now? Hm, what do you mean, ma'am, by if your card is activated? Which card? My Health Insurance. So if you receive a card, it will mean that the policy has been active at some point. I can take a look and see if we received payment for this week. Which staffing company do you work with? North. What are the last four of your social and the last name? 8288 Esther Samachar. Can you please verify your mailing address and date of birth? 1010 Shamo Drive, Leperkusen, New Jersey, 08048. Okay. I'm waiting on that date of birth, if you'd be so kind, please. Oh, sorry. June 13th, 1991. And we show the best contact same as the phone number you have called on, 609-372-0818. Correct. And I have your email address down as yes103845 at gmail.com. Correct. Let's see. Yes, ma'am. Payment has been received for your benefits, so you are active as of yesterday, Monday, the 28th, till this Sunday, the 4th. Um, is there a way I can get an email copy of my card, 'cause I have to make appointments. I'll have to check and see if they are ready yet, 'cause payment was received yesterday afternoon. So the carriers don't start making the policy number, putting you into the system, creating those benefit cards 'til the payment is received, which usually takes roughly two to three days from the start date. So let me see if I have the benefit cards. If not, I'll have to send a ticket to the front office to get the policy number, which will take 24 to 48 business hours. Oh. Mm-hmm. Okay, so currently, the digital copies of your card, they're not ready. I'm gonna put that ticket out, and as soon as they provide me with a policy number, I'll be giving you a call back. And then my second question is, I know there's account... So can you... There's an online account. Is there a way I can log in online, or no? Not as of yet, 'cause for the carriers' portals, it's gonna ask you for your policy information in order for you to make an account with them. I got it. I was wondering who asking for this one. Okay. So I guess I can aim for, like, Wednesday then? Well, Thursday. Shit. Damn. Um, yes, ma'am. I should be getting back with you, if not by end of today, end of tomorrow, Wednesday. All right. I appreciate it. Of course. Was there anything else that we can assist you with today? No, that is all. Hope you have a wonderful rest of your day, and thank you for your time today. You're welcome. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medicare. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Good morning. Um, I'm trying to see if my card is activated by now?

Speaker speaker\_0: Hm, what do you mean, ma'am, by if your card is activated? Which card?

Speaker speaker\_1: My Health Insurance.

Speaker speaker\_0: So if you receive a card, it will mean that the policy has been active at some point. I can take a look and see if we received payment for this week. Which staffing company do you work with?

Speaker speaker\_1: North.

Speaker speaker\_0: What are the last four of your social and the last name?

Speaker speaker\_1: 8288 Esther Samachar.

Speaker speaker\_0: Can you please verify your mailing address and date of birth?

Speaker speaker\_1: 1010 Shamo Drive, Leperkusen, New Jersey, 08048.

Speaker speaker\_0: Okay. I'm waiting on that date of birth, if you'd be so kind, please.

Speaker speaker\_1: Oh, sorry. June 13th, 1991.

Speaker speaker\_0: And we show the best contact same as the phone number you have called on, 609-372-0818.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address down as yes103845 at gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Let's see. Yes, ma'am. Payment has been received for your benefits, so you are active as of yesterday, Monday, the 28th, till this Sunday, the 4th.

Speaker speaker\_1: Um, is there a way I can get an email copy of my card, 'cause I have to make appointments.

Speaker speaker\_0: I'll have to check and see if they are ready yet, 'cause payment was received yesterday afternoon. So the carriers don't start making the policy number, putting you into the system, creating those benefit cards 'til the payment is received, which usually takes roughly two to three days from the start date. So let me see if I have the benefit cards. If not, I'll have to send a ticket to the front office to get the policy number, which will take 24 to 48 business hours.

Speaker speaker\_1: Oh. Mm-hmm.

Speaker speaker\_0: Okay, so currently, the digital copies of your card, they're not ready. I'm gonna put that ticket out, and as soon as they provide me with a policy number, I'll be giving you a call back.

Speaker speaker\_1: And then my second question is, I know there's account... So can you... There's an online account. Is there a way I can log in online, or no?

Speaker speaker\_0: Not as of yet, 'cause for the carriers' portals, it's gonna ask you for your policy information in order for you to make an account with them.

Speaker speaker\_1: I got it. I was wondering who asking for this one. Okay. So I guess I can aim for, like, Wednesday then? Well, Thursday. Shit. Damn.

Speaker speaker\_0: Um, yes, ma'am. I should be getting back with you, if not by end of today, end of tomorrow, Wednesday.

Speaker speaker\_1: All right. I appreciate it.

Speaker speaker\_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker\_1: No, that is all.

Speaker speaker\_0: Hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: You're welcome. Bye.

Speaker speaker\_0: Bye.