

## Transcript: Francesca

**Baez-6293640890335232-4904185616973824**

### Full Transcript

Thank you for calling Medicare. My name is Francesca. How can I assist you today? Uh, yes, hon. Uh, I was calling to, uh... I can't think of her name. Um, but it is concerning my spouse. Uh, he had a, a knee replacement, uh, back in January and, uh, I actually hear from Scotchville, and, uh, he works for HD Staffing, of course. And, um, I was trying to, uh... I got ahold of that girl that works in the office twice, and, and talked to her about his coming back forth, you know, his going to, uh, come back to work and everything. And told her how long that, that doctor said he'd be off a little bit longer, but he said the doctor said that, you know, that he, you know, called back in two weeks, he... if everything was good, that, you know, come back in and he'd release him to go back to work. But I called to see, uh... 'Cause I, I worked at a hospital here in Scotchville and I know how FMLA works and I, you know, want to know how he's taking care of his insurance and stuff. He's supposed to be getting out of his check. I mean, nobody's saying nothing Okay. That wasn't nothing. Of course, you know, he can't read and, you know, speak too good, and, and know what we're supposed to do. Okay. And, uh, she said, she said she'd have, uh, that woman to call me, and, of course, I ain't received no call. And she been calling. I tell, I try to tell her, I try to tell everybody, even my own family members I tell, even my friends, that we won't, we won't pick up the phone. Of course, like I said, most of the time I answer the phone, but, until somebody tell me who you are, because I have some... Sweetheart, I had so many people call me, and they don't say a daggone thing. They'll, they'll kind of make racket and then hang up, and like pop, like hit the phone or something and make loud noise, and I just don't answer 'til somebody tells me who they are. And, uh, 'cause I hate to change my number. I mean, I'm one of them people don't like changing things. But I need to know what we need to do, 'cause, I mean, I want to make sure his insurance kept up, everything, you know, he's got, you know? Okay. So, while I'm unable to go into his account to check the status, 'cause I need verbal authorization, I can go ahead and let you know that if he stopped working and stopped receiving a paycheck from the staffing company- Uh-huh. ... more than likely the policy cancel itself, due to the fact that the benefits are assigned for actively working staffing members who are receiving a paycheck, 'cause- Uh-huh. ... that's where the premium comes out from. Once there's no more paycheck for them to pull the premium for- Uh-huh. ... after the fourth consecutive week of there being no payment, the policy cancels itself. Oh, because we have to just restart it again when he comes back to work? Yeah. We'll have... When he comes back to work, we'll have to see what the timeframe is from when that policy ended to see if he's able to, eligible to reinstate it. And- Uh-huh. ... if he was looking to make changes, see if he's eligible to make those changes as well. Okay. Yeah. Okay. All right. Well, I'm just making sure because I don't want it to get all messed up and everything, 'cause, I said- Mm-hmm. ... I, you know, I, I mean I'm 67 year old and I still get confused on all this stuff. I mean, I've retired, acted it 10 years ago and I still

can't remember a lot of things, so. And, uh... That's fine. Well, hon, I, I just feel so sorry for him. I give anything a whirl 'cause... That he could hear and speak right, you know? And so they kind of understand pretty good out there, but, you know, as far as, you know, people talking to him about things, he's, you know, he don't know much. And I, how he say it about blaming on his parents. I mean, even school teacher said his mom and dad just didn't take care of... He's got a twin brother same way. And if they would have took time that they probably could have done lots better in school and everything, you know? But anyway, but that's a long story about that. And, uh, and we've been married 37 years, sweetheart. Sometimes I still don't understand some things, you know, he's trying to tell me, you know? But he has a hard time, you know? But he, he loves his job, you know? Been there eight years yesterday. Mm-hmm. He's ready to come back. He's ready to come back to work. He's like a little kid, I mean, like going to get a new toy. And I said, "Well, here you go. You gotta listen what the doctor tells you, you know? You don't go back too soon," you know? Mm-hmm. He, he's ready to come back. I mean, he's... I mean, seriously, if you've just seen him. He paces and stuff, and he... It hurts when you see his little story, you know, of course. I mean, you can only imagine that. Mm-hmm. But he's just like, he's hyper. I mean, he just, he's ready to come. I mean, he's ready to come. I said, "Okay," you know? Then, of course, the doctor did ask me how long he was... He had another knee replaced. That's a long time ago. I said he was off eight weeks, and he said, "Well, if eight weeks, you know, he's doing good," said he can come back, you know? So, but he, you know, it'll be eight weeks, uh, uh, a week from this coming Monday, I think it is. But he'll have to make an appointment, you know, go back to see the doctor to just get, get him the release and, you know. So, and we can go from there, you know? But he's ready. And he, he lo- he loves, you know, his job, so. And he never misses, so that's good. But he had to have this old thing. So, all right. Well, I just wanted to get that to y'all. His name's Cary Miner. So maybe if y'all, you know, need to keep a, with that computer system, I did call, you know, and stuff. Oh, it's okay. Thank you though. I hope you have a wonderful rest of your day. Okay. And if you have any other coverage questions- Okay. ... you're more than welcome to reach us at this number. Okay. We're open Monday through Fridays, 8:00 to 8:00. Okay. 8:00 AM to 8:00 PM. Okay, hon. Thank you, sweetheart. No problem. You have a good day. You too. Bye-bye. God bless. Thank you. Uh-huh.

## Conversation Format

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

Speaker speaker\_1: Uh, yes, hon. Uh, I was calling to, uh... I can't think of her name. Um, but it is concerning my spouse. Uh, he had a, a knee replacement, uh, back in January and, uh, I actually hear from Scotchville, and, uh, he works for HD Staffing, of course. And, um, I was trying to, uh... I got ahold of that girl that works in the office twice, and, and talked to her about his coming back forth, you know, his going to, uh, come back to work and everything. And told her how long that, that doctor said he'd be off a little bit longer, but he said the doctor said that, you know, that he, you know, called back in two weeks, he... if everything was good, that, you know, come back in and he'd release him to go back to work. But I called to see, uh...

'Cause I, I worked at a hospital here in Scotchville and I know how FMLA works and I, you know, want to know how he's taking care of his insurance and stuff. He's supposed to be getting out of his check. I mean, nobody's saying nothing

Speaker speaker\_2: Okay.

Speaker speaker\_1: That wasn't nothing. Of course, you know, he can't read and, you know, speak too good, and, and know what we're supposed to do.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And, uh, she said, she said she'd have, uh, that woman to call me, and, of course, I ain't received no call. And she been calling. I tell, I try to tell her, I try to tell everybody, even my own family members I tell, even my friends, that we won't, we won't pick up the phone. Of course, like I said, most of the time I answer the phone, but, until somebody tell me who you are, because I have some... Sweetheart, I had so many people call me, and they don't say a daggone thing. They'll, they'll kind of make racket and then hang up, and like pop, like hit the phone or something and make loud noise, and I just don't answer 'til somebody tells me who they are. And, uh, 'cause I hate to change my number. I mean, I'm one of them people don't like changing things. But I need to know what we need to do, 'cause, I mean, I want to make sure his insurance kept up, everything, you know, he's got, you know?

Speaker speaker\_0: Okay. So, while I'm unable to go into his account to check the status, 'cause I need verbal authorization, I can go ahead and let you know that if he stopped working and stopped receiving a paycheck from the staffing company-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... more than likely the policy cancel itself, due to the fact that the benefits are assigned for actively working staffing members who are receiving a paycheck, 'cause-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... that's where the premium comes out from. Once there's no more paycheck for them to pull the premium for-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... after the fourth consecutive week of there being no payment, the policy cancels itself.

Speaker speaker\_1: Oh, because we have to just restart it again when he comes back to work?

Speaker speaker\_0: Yeah. We'll have... When he comes back to work, we'll have to see what the timeframe is from when that policy ended to see if he's able to, eligible to reinstate it. And-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... if he was looking to make changes, see if he's eligible to make those changes as well.

Speaker speaker\_1: Okay. Yeah. Okay. All right. Well, I'm just making sure because I don't want it to get all messed up and everything, 'cause, I said-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I, you know, I, I mean I'm 67 year old and I still get confused on all this stuff. I mean, I've retired, acted it 10 years ago and I still can't remember a lot of things, so. And, uh...

Speaker speaker\_0: That's fine.

Speaker speaker\_1: Well, hon, I, I just feel so sorry for him. I give anything a whirl 'cause... That he could hear and speak right, you know? And so they kind of understand pretty good out there, but, you know, as far as, you know, people talking to him about things, he's, you know, he don't know much. And I, how he say it about blaming on his parents. I mean, even school teacher said his mom and dad just didn't take care of... He's got a twin brother same way. And if they would have took time that they probably could have done lots better in school and everything, you know? But anyway, but that's a long story about that. And, uh, and we've been married 37 years, sweetheart. Sometimes I still don't understand some things, you know, he's trying to tell me, you know? But he has a hard time, you know? But he, he loves his job, you know? Been there eight years yesterday.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: He's ready to come back. He's ready to come back to work. He's like a little kid, I mean, like going to get a new toy. And I said, "Well, here you go. You gotta listen what the doctor tells you, you know? You don't go back too soon," you know?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: He, he's ready to come back. I mean, he's... I mean, seriously, if you've just seen him. He paces and stuff, and he... It hurts when you see his little story, you know, of course. I mean, you can only imagine that.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But he's just like, he's hyper. I mean, he just, he's ready to come. I mean, he's ready to come. I said, "Okay," you know? Then, of course, the doctor did ask me how long he was... He had another knee replaced. That's a long time ago. I said he was off eight weeks, and he said, "Well, if eight weeks, you know, he's doing good," said he can come back, you know? So, but he, you know, it'll be eight weeks, uh, uh, a week from this coming Monday, I think it is. But he'll have to make an appointment, you know, go back to see the doctor to just get, get him the release and, you know. So, and we can go from there, you know? But he's ready. And he, he lo- he loves, you know, his job, so. And he never misses, so that's good. But he had to have this old thing. So, all right. Well, I just wanted to get that to y'all. His name's Cary Miner. So maybe if y'all, you know, need to keep a, with that computer system, I did call, you know, and stuff.

Speaker speaker\_0: Oh, it's okay. Thank you though. I hope you have a wonderful rest of your day.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if you have any other coverage questions-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you're more than welcome to reach us at this number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We're open Monday through Fridays, 8:00 to 8:00.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 8:00 AM to 8:00 PM.

Speaker speaker\_1: Okay, hon. Thank you, sweetheart.

Speaker speaker\_0: No problem.

Speaker speaker\_1: You have a good day.

Speaker speaker\_0: You too.

Speaker speaker\_1: Bye-bye. God bless.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Uh-huh.