

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Medicare on your card. This is Pamela speaking, how may I help you? Yeah, I'm calling trying to get... I just, I've been with my 10th agency about three weeks and, um, I've been getting Medicare taken out and I'm trying to use my Medicare and I need to try to get a virtual card sent to me because I haven't re- uh, received a card. Okay. And what's the name of the staffing agency you work for? TRC Staffing. May I have the last four digits of your Social so I can pull up your file? 7543. Wasn't it 7543? I don't know. 7543. And your first and last name, ma'am? Brittany Fanning. Okay. Ms. Fanning, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 127 Wynwood Drive, Apartment D as in dog, LaGrange, Georgia, 30240. Birthday 10/17/1996. Okay. Thank you for the information. We have a telephone number on file, 706-415-03... I mean, I'm sorry, 0653. And your email is your lastname.yourfirstname@gmail.com. Yep. All right. So I see that, yes, you are enrolled, but your benefits are not active. Um, we have not received yet the first premium from your employer, but we need to receive the premium from them in order for the benefits to start. What premium? Because it's coming out of my... I got \$8... I got something coming out of my check every week. So the premium- Maybe. ... for the benefits that you are enrolled is \$21.16. Okay. So what are they taking out of my check then? I have no idea, ma'am. We, we do not have an, uh, access to your payroll. Yeah, because I'm getting- You're gonna have to contact them. Yeah, because I'm getting a, uh, FICA Medicare ta- taken out. But that's the government. Med- Medicare take? Because we, well, you, you got dental, vision and MEC telRx, that's the name of the plan that we, um... That you are enrolled in. So everything will be, uh, \$21.16. The medical plan that you are enrolled is \$15.50. The vision is \$2.15, and the dental is \$3.51. Yeah, no, uh, uh, I had... I want to... I'll call you back. No problem.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medicare on your card. This is Pamela speaking, how may I help you?

Speaker speaker\_1: Yeah, I'm calling trying to get... I just, I've been with my 10th agency about three weeks and, um, I've been getting Medicare taken out and I'm trying to use my Medicare and I need to try to get a virtual card sent to me because I haven't re- uh, received a card.

Speaker speaker\_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker\_1: TRC Staffing.

Speaker speaker\_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: 7543. Wasn't it 7543? I don't know.

Speaker speaker\_0: 7543. And your first and last name, ma'am?

Speaker speaker\_1: Brittany Fanning.

Speaker speaker\_0: Okay. Ms. Fanning, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 127 Wynwood Drive, Apartment D as in dog, LaGrange, Georgia, 30240. Birthday 10/17/1996.

Speaker speaker\_0: Okay. Thank you for the information. We have a telephone number on file, 706-415-03... I mean, I'm sorry, 0653. And your email is your lastname.yourfirstname@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: All right. So I see that, yes, you are enrolled, but your benefits are not active. Um, we have not received yet the first premium from your employer, but we need to receive the premium from them in order for the benefits to start.

Speaker speaker\_1: What premium? Because it's coming out of my... I got \$8... I got something coming out of my check every week.

Speaker speaker\_0: So the premium-

Speaker speaker\_1: Maybe.

Speaker speaker\_0: ... for the benefits that you are enrolled is \$21.16.

Speaker speaker\_1: Okay. So what are they taking out of my check then?

Speaker speaker\_0: I have no idea, ma'am. We, we do not have an, uh, access to your payroll.

Speaker speaker\_1: Yeah, because I'm getting-

Speaker speaker\_0: You're gonna have to contact them.

Speaker speaker\_1: Yeah, because I'm getting a, uh, FICA Medicare ta- taken out.

Speaker speaker\_0: But that's the government.

Speaker speaker\_1: Med- Medicare take?

Speaker speaker\_0: Because we, well, you, you got dental, vision and MEC telRx, that's the name of the plan that we, um... That you are enrolled in. So everything will be, uh, \$21.16. The medical plan that you are enrolled is \$15.50. The vision is \$2.15, and the dental is \$3.51.

Speaker speaker\_1: Yeah, no, uh, uh, I had... I want to... I'll call you back.

Speaker speaker\_0: No problem.