

## Transcript: Pamela

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### Full Transcript

Thank you for calling Medical Center Card. This is Pamela speaking. How may I help you? Hi, this is Candy Vaughn and I had called a day or so ago to get my, um, ID cards and to make sure that my daughter's birth control was covered. And they told me that, um, my kids weren't even on the policy but they are, I've looked at it before. Um, so she was gonna transfer me to talk to somebody else. Okay. Um, let me find your file. Who do you work for? Uh, DTC. DTC? Mm-hmm. And the last four digits of your social? 4838. One click. 4838, and your first and last name? Uh, Candy, C-A-N-D-Y, Vaughn, W-A-U-G-H. One second, the system is a little slow. All right, Miss Vaughn, 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? Address is 1022 East 7th Street, Altamont, Kansas. Birthday is 8/18/74. Is your ZIP code 67330? Yes. Right. We have the phone number of 562-7788-035. That's right. We need to issue your ID card. For you, we do have you dependents, your child, um, we got Jared and Chloe. Yes. They are, um, let me see. They are enrolled with you. Who said that they're not covered? The lady I talked to, uh, yesterday said that my children were not even on my policy, it was just me and my husband. Hmm. When you call for your ID cards? Yeah. Oh, wow. And I needed to make sure that, um, my daughter's birth control, she's got birth control coming, uh, where she gets it replaced and I needed to make sure that it was covered. Did you reach out to the, um, carrier? Who's the, what do you mean the carrier? 'Cause we, we are not a carrier. We are the administrator for the health insurance for the staffing agency you work for. Um- Oh. ... on the email that you received, you should've, you, that they have the phone number for the carrier. But I could call for you later. Okay. Okay, that would be perfect. Yeah, and they will be able to tell you if it's covered or how much they pay, you know, whatever the case may be. Okay. And yes, your- Uh-huh. ... your spouse and your daughter, and your daughter. See, let me see. You got two kids and your spouse. Yeah, yeah, that's how it should be. Okay. Just bear with me. Yeah.

### Conversation Format

Speaker speaker\_0: Thank you for calling Medical Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, this is Candy Vaughn and I had called a day or so ago to get my, um, ID cards and to make sure that my daughter's birth control was covered. And they told me that, um, my kids weren't even on the policy but they are, I've looked at it before. Um, so she was gonna transfer me to talk to somebody else.

Speaker speaker\_0: Okay. Um, let me find your file. Who do you work for?

Speaker speaker\_1: Uh, DTC.

Speaker speaker\_0: DTC?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 4838.

Speaker speaker\_0: One click. 4838, and your first and last name?

Speaker speaker\_1: Uh, Candy, C-A-N-D-Y, Vaughn, W-A-U-G-H.

Speaker speaker\_0: One second, the system is a little slow. All right, Miss Vaughn, 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: Address is 1022 East 7th Street, Altamont, Kansas. Birthday is 8/18/74.

Speaker speaker\_0: Is your ZIP code 67330?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right. We have the phone number of 562-7788-035.

Speaker speaker\_1: That's right.

Speaker speaker\_0: We need to issue your ID card. For you, we do have you dependents, your child, um, we got Jared and Chloe.

Speaker speaker\_1: Yes.

Speaker speaker\_0: They are, um, let me see. They are enrolled with you. Who said that they're not covered?

Speaker speaker\_1: The lady I talked to, uh, yesterday said that my children were not even on my policy, it was just me and my husband.

Speaker speaker\_0: Hmm. When you call for your ID cards?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Oh, wow.

Speaker speaker\_1: And I needed to make sure that, um, my daughter's birth control, she's got birth control coming, uh, where she gets it replaced and I needed to make sure that it was covered.

Speaker speaker\_0: Did you reach out to the, um, carrier?

Speaker speaker\_1: Who's the, what do you mean the carrier?

Speaker speaker\_0: 'Cause we, we are not a carrier. We are the administrator for the health insurance for the staffing agency you work for. Um-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... on the email that you received, you should've, you, that they have the phone number for the carrier. But I could call for you later.

Speaker speaker\_1: Okay. Okay, that would be perfect.

Speaker speaker\_0: Yeah, and they will be able to tell you if it's covered or how much they pay, you know, whatever the case may be.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And yes, your-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... your spouse and your daughter, and your daughter. See, let me see. You got two kids and your spouse.

Speaker speaker\_1: Yeah, yeah, that's how it should be.

Speaker speaker\_0: Okay. Just bear with me. Yeah.