

Transcript: Pamela

Blanc-5172764232302592-6007272619819008

Full Transcript

Thank you for calling Medicare. How may I help you? Hello? Yes? Hey, how you doing, ma'am? Hey, how you doing? Good, and you, sir? I'm doing all right. Um, um, I, I work for City Staff and I was calling, uh, uh, letting you guys know, uh, they told me to give you guys a call because, um, I was trying to get took off, uh, took off of you guys insurance because, uh, I already have my own insurance. Okay. May I have the last four digits of your Social so I can pull up your file? 5766. 5766. Mm-hmm. And your first and last name? Deon Adams. Mr. Adams, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay, that's fine. Can you please verify the information? Oh, I thought you was going to ask me, though. 12295. And the address, the address, please. Oh, my address is 4923 Cluster. I need the city and state and zip code, sir. I need to make sure I have it correct on my end. Oh, uh, Memphis, Tennessee 38118. Thank you. We have a phone number on file, 512-7981. Yes, ma'am. That's correct. All right. Um, so I could go ahead and, um, and request the cancellation. The process does take one to two weeks for all changes to be processed and you might experience one or two deductions before it's completely canceled. So, so, um, I probably have to wait, like, like, uh, like, about two weeks before I start seeing a, a difference in my pay? Most likely, sir. Okay. I tell you, yeah, I was, yeah, I was rushing through my application. I, I already, uh, have insurance though. No problem. It's just they give you a certain amount of time to decline the auto enrollment when you get the job, and if you don't call or do it online, they will auto enroll you. That's what happened. Oh, so they just auto... So they just automatically put me in there? Yeah, yeah, like I, I ain't know they did that. Like, I, I been had insurance. All right. No problem. Yeah. Anything else, sir? N- no, ma'am. This, this is, I just want to make sure I'm up off there. All right. Thank you for being with us and have a good rest of your day. Okay, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Medicare. How may I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes?

Speaker speaker_1: Hey, how you doing, ma'am? Hey, how you doing?

Speaker speaker_0: Good, and you, sir?

Speaker speaker_1: I'm doing all right. Um, um, I, I work for City Staff and I was calling, uh, uh, letting you guys know, uh, they told me to give you guys a call because, um, I was trying to get took off, uh, took off of you guys insurance because, uh, I already have my own insurance.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 5766.

Speaker speaker_0: 5766.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Deon Adams.

Speaker speaker_0: Mr. Adams, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Can you please verify the information?

Speaker speaker_1: Oh, I thought you was going to ask me, though. 12295.

Speaker speaker_0: And the address, the address, please.

Speaker speaker_1: Oh, my address is 4923 Cluster.

Speaker speaker_0: I need the city and state and zip code, sir. I need to make sure I have it correct on my end.

Speaker speaker_1: Oh, uh, Memphis, Tennessee 38118.

Speaker speaker_0: Thank you. We have a phone number on file, 512-7981.

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: All right. Um, so I could go ahead and, um, and request the cancellation. The process does take one to two weeks for all changes to be processed and you might experience one or two deductions before it's completely canceled.

Speaker speaker_1: So, so, um, I probably have to wait, like, like, uh, like, about two weeks before I start seeing a, a difference in my pay?

Speaker speaker_0: Most likely, sir.

Speaker speaker_1: Okay. I tell you, yeah, I was, yeah, I was rushing through my application. I, I already, uh, have insurance though.

Speaker speaker_0: No problem. It's just they give you a certain amount of time to decline the auto enrollment when you get the job, and if you don't call or do it online, they will auto enroll

you. That's what happened.

Speaker speaker_1: Oh, so they just auto... So they just automatically put me in there? Yeah, yeah, like I, I ain't know they did that. Like, I, I been had insurance.

Speaker speaker_0: All right. No problem.

Speaker speaker_1: Yeah.

Speaker speaker_0: Anything else, sir?

Speaker speaker_1: N- no, ma'am. This, this is, I just want to make sure I'm up off there.

Speaker speaker_0: All right. Thank you for being with us and have a good rest of your day.

Speaker speaker_1: Okay, you too.