

## Transcript: Estefania

**Acevedo-6027683008004096-4939265255587840**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. This is Chris Marlow. Uh, I can't actually find my card that I actually have, so I usually use a number, but okay. She was explaining to me about the medication, like... and I'm supposed to have some medicine, my blood pressure medicine, or somebody was trying to give me, and it's been a while. And, um, I have a receipt and I was just trying to see the process of that, because I haven't took my blood pressure medicine like a week or so now that I ran out. But if needs be, I will get it or can I just, uh, know the process? Okay, so you would have to contact the pharmacy. Um, I have to see what, what plans you have. Because if I were to send it to my house. Yeah, so- Don't worry. I know where I live. ... we're just, we're just the healthcare administrators. We don't take care of the prescriptions. Um, so let me see what bo- what, um, plans you have so that I can connect you to the right location. What staffing agency do you work for? Harris. And what are the last four of your social? 6872. And your first and last name, please? Marlow. I'm sorry, what was that first and last name? Christopher Marlow. Okay, for security purposes, can you verify your address and date of birth? 203 Sycamore Court, Pearl, Mississippi 39208 and 111886. Okay. My birthday. 901-480-5589 is your phone number? Correct. And then I have your last name, first name, 31 at gmail.com. Correct. So, you have the MEC telrs, so you would have to go through Alexa for that. Um, I can give you the contact number and I can transfer your phone. I can transfer your call as well, but that's who you would need to speak to. Okay. Um. Okay. And who- Let me give you that number just in case your call was to drop. Okay, let me get an H&I;, one sec. Mm-hmm. So who was the lady I was talking to? So she's probably be who you finna send me to then, huh? Um, I'm not sure. I believe you actually did speak to anybody in our office. Um, I'm not really sure- Who? ... who you spoke with. Oh, yeah, okay. But, um, but I can connect you to the right place because they sent you to the wrong spot. All right. You hear me now. I think I know where I live. So it's actually Med Impact, which is M as in Mary, E as in echo, D as in dog. M as in Mary. N as... Hold on. M- No, the E as- ... as in Mary. Mm-hmm. E as in echo. Okay, E as in echo. D as in dog. And then hot. You didn't say nothing about a M as in Mary? I'm sorry? M. You didn't say nothing about a M? Like from Mary or something like that? Yeah. 'Cause that what I was trying to repeat back to you. That what... Can you start over if you don't mind? Yes. Go ahead. M-P- Okay. ... A-C-T. Okay. Is this- And your phone... Mm-hmm, yes. And then the phone number is 800-771-4648. 46... 4648. Okay. I remember that. Now my number. Yes, and then this is the number that you would contact, um, for your pharmacy. Uh, this, since you- See, that's what happened too, man. Mm-hmm. So since you have the MEC telrs, it's through Med Impact when it comes to your pharmacy prescriptions. Um, and then if you want, I can transfer your call also. Perfect. Yes, ma'am. Because I- I think you, you right too, though, because see when I did get that number, they did transfer me over

to another department. So that's... So I probably didn't talk to nobody in y'all department, but they... That's exactly what they did. Yeah. And I appreciate you so much. Yeah, and since... You're welcome. And since we're the healthcare administrators, they probably sent you to us so that we know exactly where to send you, 'cause there's different plans, and different plans have different, like, prescription benefits. But through yours, it's the one that I just gave you. But I'm going to go ahead and transfer you so that they can take care of you, okay? All right. Thanks. You welcome. If you need any help, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time, okay? All right. All right. I'm about to transfer you to them.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, ma'am. This is Chris Marlow. Uh, I can't actually find my card that I actually have, so I usually use a number, but okay. She was explaining to me about the medication, like... and I'm supposed to have some medicine, my blood pressure medicine, or somebody was trying to give me, and it's been a while. And, um, I have a receipt and I was just trying to see the process of that, because I haven't took my blood pressure medicine like a week or so now that I ran out. But if needs be, I will get it or can I just, uh, know the process?

Speaker speaker\_0: Okay, so you would have to contact the pharmacy. Um, I have to see what, what plans you have.

Speaker speaker\_1: Because if I were to send it to my house.

Speaker speaker\_0: Yeah, so-

Speaker speaker\_1: Don't worry. I know where I live.

Speaker speaker\_0: ... we're just, we're just the healthcare administrators. We don't take care of the prescriptions. Um, so let me see what bo- what, um, plans you have so that I can connect you to the right location. What staffing agency do you work for?

Speaker speaker\_1: Harris.

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

Speaker speaker\_1: 6872.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Marlow.

Speaker speaker\_0: I'm sorry, what was that first and last name?

Speaker speaker\_1: Christopher Marlow.

Speaker speaker\_0: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 203 Sycamore Court, Pearl, Mississippi 39208 and 111886.

Speaker speaker\_0: Okay.

Speaker speaker\_1: My birthday.

Speaker speaker\_0: 901-480-5589 is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have your last name, first name, 31 at gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: So, you have the MEC telrs, so you would have to go through Alexa for that. Um, I can give you the contact number and I can transfer your phone. I can transfer your call as well, but that's who you would need to speak to.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um.

Speaker speaker\_1: Okay. And who-

Speaker speaker\_0: Let me give you that number just in case your call was to drop.

Speaker speaker\_1: Okay, let me get an H&I;, one sec.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So who was the lady I was talking to? So she's probably be who you finna send me to then, huh?

Speaker speaker\_0: Um, I'm not sure. I believe you actually did speak to anybody in our office. Um, I'm not really sure-

Speaker speaker\_1: Who?

Speaker speaker\_0: ... who you spoke with.

Speaker speaker\_1: Oh, yeah, okay.

Speaker speaker\_0: But, um, but I can connect you to the right place because they sent you to the wrong spot.

Speaker speaker\_1: All right. You hear me now. I think I know where I live.

Speaker speaker\_0: So it's actually Med Impact, which is M as in Mary, E as in echo, D as in dog.

Speaker speaker\_1: M as in Mary. N as... Hold on. M-

Speaker speaker\_0: No, the E as-

Speaker speaker\_1: ... as in Mary.

Speaker speaker\_0: Mm-hmm. E as in echo.

Speaker speaker\_1: Okay, E as in echo.

Speaker speaker\_0: D as in dog. And then hot.

Speaker speaker\_1: You didn't say nothing about a M as in Mary?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: M. You didn't say nothing about a M? Like from Mary or something like that?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: 'Cause that what I was trying to repeat back to you. That what... Can you start over if you don't mind?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: M-P-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... A-C-T.

Speaker speaker\_1: Okay. Is this-

Speaker speaker\_0: And your phone... Mm-hmm, yes. And then the phone number is 800-771-4648.

Speaker speaker\_1: 46... 4648. Okay. I remember that. Now my number.

Speaker speaker\_0: Yes, and then this is the number that you would contact, um, for your pharmacy. Uh, this, since you-

Speaker speaker\_1: See, that's what happened too, man.

Speaker speaker\_0: Mm-hmm. So since you have the MEC telrs, it's through Med Impact when it comes to your pharmacy prescriptions. Um, and then if you want, I can transfer your call also.

Speaker speaker\_1: Perfect. Yes, ma'am. Because I- I think you, you right too, though, because see when I did get that number, they did transfer me over to another department. So that's... So I probably didn't talk to nobody in y'all department, but they... That's exactly what they did.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: And I appreciate you so much.

Speaker speaker\_0: Yeah, and since... You're welcome. And since we're the healthcare administrators, they probably sent you to us so that we know exactly where to send you, 'cause there's different plans, and different plans have different, like, prescription benefits. But through yours, it's the one that I just gave you. But I'm going to go ahead and transfer you so that they can take care of you, okay?

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_0: You welcome. If you need any help, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. I'm about to transfer you to them.