Transcript: Franchesca Baez-5228732077260800-4781195058954240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medicare. My name is Francesca. How can I help you? I recently spoke with a doctor over the phone and he approved my refill. How can I figure out when that's gonna happen? You will have to speak with a carrier, sir. We're just an account administrator. Do you know which po- Okay. ... um, medical plan you're enrolled into? Yes, I do. Which plan? It's with APL. Okay. So that would be with Pharmavel. That would be the carrier for the medications. I can give you their phone number prior to transferring if you like. Sure. 800, excuse me, 933-3734. And what's the name of the company, ma'am? Pharmavel. Thank you very much. No problem. Bear with me one moment while I transfer you over. Yes, ma'am.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Medicare. My name is Francesca. How can I help you?

Speaker speaker_2: I recently spoke with a doctor over the phone and he approved my refill. How can I figure out when that's gonna happen?

Speaker speaker_1: You will have to speak with a carrier, sir. We're just an account administrator. Do you know which po-

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, medical plan you're enrolled into?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Which plan?

Speaker speaker_2: It's with APL.

Speaker speaker_1: Okay. So that would be with Pharmavel. That would be the carrier for the medications. I can give you their phone number prior to transferring if you like.

Speaker speaker_2: Sure.

Speaker speaker_1: 800, excuse me, 933-3734.

Speaker speaker_2: And what's the name of the company, ma'am?

Speaker speaker_1: Pharmavel.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: No problem. Bear with me one moment while I transfer you over.

Speaker speaker_2: Yes, ma'am.