

## **Transcript: Francesca**

**Baez-5785254121357312-5363401393356800**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. I was wondering if I could make a doctor's appointment. I apologize, sir. I think you're calling the wrong line. We're Benefits in a Card, administrators of the health insurance. By any chance, were you trying to reach the virtual department for urgent care or virtual primary? Yeah. So you need to make the appointment online. You won't be able to make it over the phone. Yeah, I tried doing that, and for some reason, they try to, like, the, ask me what kind of a pharmacy I use, but I try to put CVS Pharmacy in Highland, and for some reason, it can't find it, so it won't let me make an urgent appointment. Okay. So while I'm not 100% sure if you'll be able to schedule the appointment with them, they might be able to help you with that issue about the pharmacy selection. So let me get you over to the virtual department. Hopefully, they're able to assist with either of those two issues, okay? Okay. Thanks. Of course. Bear with me one moment.

### **Conversation Format**

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

Speaker speaker\_1: Hello. I was wondering if I could make a doctor's appointment.

Speaker speaker\_0: I apologize, sir. I think you're calling the wrong line. We're Benefits in a Card, administrators of the health insurance. By any chance, were you trying to reach the virtual department for urgent care or virtual primary?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So you need to make the appointment online. You won't be able to make it over the phone.

Speaker speaker\_1: Yeah, I tried doing that, and for some reason, they try to, like, the, ask me what kind of a pharmacy I use, but I try to put CVS Pharmacy in Highland, and for some reason, it can't find it, so it won't let me make an urgent appointment.

Speaker speaker\_0: Okay. So while I'm not 100% sure if you'll be able to schedule the appointment with them, they might be able to help you with that issue about the pharmacy selection. So let me get you over to the virtual department. Hopefully, they're able to assist with either of those two issues, okay?

Speaker speaker\_1: Okay. Thanks.

Speaker speaker\_0: Of course. Bear with me one moment.