

Transcript: Francesca

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Full Transcript

Thank you for calling ... with Aetna Carmen. I'm Francesca, how may I assist you with today? Yes. Hi. Um, I need to get in touch with, um, a doctor to get my inhalers refilled. Okay. I'm sorry, ma'am, were you trying to do a virtual call? Okay. Um, how do I do that? No, ma'am. I'm asking you that, 'cause the place that you just called now is not a doctor's office. We're the administrators for the health insurance of the staffing companies. Oh. That's what I was asking. Oh, okay. Yeah. Yes. I need the virtual, um, thing. Yes. Okay. So you need to go into your portal first and then schedule a visit first. Oh, okay. All right. Thank you. Sorry about that. Of course. No, no worries. I hope you have a wonderful rest of your day. You too. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling ... with Aetna Carmen. I'm Francesca, how may I assist you with today?

Speaker speaker_1: Yes. Hi. Um, I need to get in touch with, um, a doctor to get my inhalers refilled.

Speaker speaker_0: Okay. I'm sorry, ma'am, were you trying to do a virtual call?

Speaker speaker_1: Okay. Um, how do I do that?

Speaker speaker_0: No, ma'am. I'm asking you that, 'cause the place that you just called now is not a doctor's office. We're the administrators for the health insurance of the staffing companies.

Speaker speaker_1: Oh.

Speaker speaker_0: That's what I was asking.

Speaker speaker_1: Oh, okay. Yeah. Yes. I need the virtual, um, thing. Yes.

Speaker speaker_0: Okay. So you need to go into your portal first and then schedule a visit first.

Speaker speaker_1: Oh, okay. All right. Thank you. Sorry about that.

Speaker speaker_0: Of course. No, no worries. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: My pleasure.