

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Marcy. How may I help you? Hey, Marcy. This is Malcolm. I'm also with Benefits and a Card. Um, so we have a member that's been trying to reach out to you guys. She's saying she hasn't been able to get you guys on the phone. She's saying her subscription, I mean her prescription, she's trying to figure out where her prescription got sent to. Okay. Can you provide me the member's last name and date of birth? Yeah. It's, it's Robinson, and it's 04-23-75. Okay. And their first name? Jasmine. Okay. And then, um, I'm sorry, you said you were calling from Benefits and a Card? Yes, ma'am. Okay. I do apologize, what was your name? Malcolm. Malcolm? Okay, Malcolm, bear with me one moment. Let's see. You're fine. And, and, and I do apologize if she hasn't been able to get through. Um, we're, we're, we're definitely experiencing a very high call volume today. Um, let me check where her prescription... Look where it... She's saying that her doctor prescribed her hours ago, but she hadn't... just, she's been calling up there and they said it hadn't been ready or it's not there, something like that. Hmm. Okay, so what I can go ahead and do, Malcolm, I can go ahead and contact the pharmacy real quick just to make sure- Okay. ... that it was already received 'cause it does... excuse me, it does look like, uh, on our system it does show it was sent to Walgreens off of Georgetown Plaza. Um, so let me go ahead and contact the pharmacy and, um, as soon as, um, as soon as they let me know whether they have received it or not, either way I will provide the member, um, a courtesy call with an update. I just... uh, I actually have her on hold, so- Oh, oh, well you can go ahead and... What were you gonna say? Uh, yeah, you can go ahead and put her through. Okay. Wait one moment. Are you there, Miss Jasmine? I am. Right, so I have Miss Marcy from the urgent care department on the phone. She's gonna give you an update. Oh, wonderful. Thank you. Hello, Miss Jasmine. Are you there, Miss Marcy? Hello. Yes, ma'am. Hi. I do apologize for the, for the wait time. Um, so it looks like on, on our system it is showing that the doctor did send it over to the Walgreens off of, off of Georgetown Plaza in Elkins Park. Yeah. Do you know which one 'cause I just called them and they said they never received it, which is odd 'cause I know the doctor said he was gonna do it right away. Yeah, and they, they should have received it. I think, I think what happens sometimes is, um, the prescriptions they kind of stay on their, on their voicemail or, um, on their fax machine. So let me go ahead and contact the pharmacy first to find out, um, information regarding your prescription. Would it be okay for me to give you a call back as soon as I get done talking with them? Oh, sure. Yep. Absolutely. Okay. And then we do have your phone number here listed as 267-333-7447. Yep. That's it. Okay, perfect, Miss Jasmine. Well, I'll be more than happy to give you a call back. Let me go ahead and contact the pharmacy. Okay, thanks. Bye. Yes, ma'am. Thank you. Bye-bye. She did... Huh? Was there anything else I can help you with today, Miss Robinson? I assume she hung

up. Are you there, Miss Marcy? I think so. Yes, Mr. Malcolm. Okay. Well, I appreciate your help. Of course, sir. You have a good weekend. You too. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Marcy. How may I help you?

Speaker speaker\_2: Hey, Marcy. This is Malcolm. I'm also with Benefits and a Card. Um, so we have a member that's been trying to reach out to you guys. She's saying she hasn't been able to get you guys on the phone. She's saying her subscription, I mean her prescription, she's trying to figure out where her prescription got sent to.

Speaker speaker\_1: Okay. Can you provide me the member's last name and date of birth?

Speaker speaker\_2: Yeah. It's, it's Robinson, and it's 04-23-75.

Speaker speaker\_1: Okay. And their first name?

Speaker speaker\_2: Jasmine.

Speaker speaker\_1: Okay. And then, um, I'm sorry, you said you were calling from Benefits and a Card?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. I do apologize, what was your name?

Speaker speaker\_2: Malcolm.

Speaker speaker\_1: Malcolm? Okay, Malcolm, bear with me one moment. Let's see.

Speaker speaker\_2: You're fine.

Speaker speaker\_1: And, and, and I do apologize if she hasn't been able to get through. Um, we're, we're, we're definitely experiencing a very high call volume today. Um, let me check where her prescription... Look where it...

Speaker speaker\_2: She's saying that her doctor prescribed her hours ago, but she hadn't... just, she's been calling up there and they said it hadn't been ready or it's not there, something like that.

Speaker speaker\_1: Hmm. Okay, so what I can go ahead and do, Malcolm, I can go ahead and contact the pharmacy real quick just to make sure-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that it was already received 'cause it does... excuse me, it does look like, uh, on our system it does show it was sent to Walgreens off of Georgetown Plaza. Um,

so let me go ahead and contact the pharmacy and, um, as soon as, um, as soon as they let me know whether they have received it or not, either way I will provide the member, um, a courtesy call with an update.

Speaker speaker\_2: I just... uh, I actually have her on hold, so-

Speaker speaker\_1: Oh, oh, well you can go ahead and...

Speaker speaker\_2: What were you gonna say?

Speaker speaker\_1: Uh, yeah, you can go ahead and put her through.

Speaker speaker\_2: Okay. Wait one moment. Are you there, Miss Jasmine?

Speaker speaker\_3: I am.

Speaker speaker\_2: Right, so I have Miss Marcy from the urgent care department on the phone. She's gonna give you an update.

Speaker speaker\_3: Oh, wonderful. Thank you.

Speaker speaker\_1: Hello, Miss Jasmine.

Speaker speaker\_2: Are you there, Miss Marcy?

Speaker speaker\_3: Hello.

Speaker speaker\_1: Yes, ma'am. Hi. I do apologize for the, for the wait time. Um, so it looks like on, on our system it is showing that the doctor did send it over to the Walgreens off of, off of Georgetown Plaza in Elkins Park.

Speaker speaker\_3: Yeah. Do you know which one 'cause I just called them and they said they never received it, which is odd 'cause I know the doctor said he was gonna do it right away.

Speaker speaker\_1: Yeah, and they, they should have received it. I think, I think what happens sometimes is, um, the prescriptions they kind of stay on their, on their voicemail or, um, on their fax machine. So let me go ahead and contact the pharmacy first to find out, um, information regarding your prescription. Would it be okay for me to give you a call back as soon as I get done talking with them?

Speaker speaker\_3: Oh, sure. Yep. Absolutely.

Speaker speaker\_1: Okay. And then we do have your phone number here listed as 267-333-7447.

Speaker speaker\_3: Yep. That's it.

Speaker speaker\_1: Okay, perfect, Miss Jasmine. Well, I'll be more than happy to give you a call back. Let me go ahead and contact the pharmacy.

Speaker speaker\_3: Okay, thanks. Bye.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_3: Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: She did...

Speaker speaker\_1: Huh?

Speaker speaker\_2: Was there anything else I can help you with today, Miss Robinson? I assume she hung up. Are you there, Miss Marcy?

Speaker speaker\_1: I think so. Yes, Mr. Malcolm.

Speaker speaker\_2: Okay. Well, I appreciate your help.

Speaker speaker\_1: Of course, sir. You have a good weekend.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye.