

Transcript: Pamela

Blanc-5929270380380160-5822778411106304

Full Transcript

Thank you for calling Medical Assistance Foundation. How may I help you? Hello, my name is ... from Patient Assistance Foundation. I am not able to follow you, sorry. I could barely hear you, sir. There's a lot of background noise. Hello? How is it? Fine? How may I h- Now is it fine? What do you need help with? Hello. I wanted to check about the benefits and coverage. I'm calling from 02 for Patient Assistance Foundation on a recorded line. My name is Shyam. And you want to check on? Eligibility and benefits. Okay. What's the name of the patient? It is Stacy Farrell. Are you checking? By any chance, do you have the last four digits of her Social? Yes. 3108. 3108. Stacy. Yes. Ferre- Ferrell? Okay, one second. By any chance, you know what's the staffing agency they work for? Mm-hmm. 'Cause that's the way we find 'em, 'cause we are not the actual carrier. We are the administration of the health benefits for the, um, the staffing agency they work for, and that will be the fastest way to find them, 'cause nothing is coming up with Stacy. So... Can you spell the last name one more time for me, please? Sure. It is F as in Fre- Freddie, E as in echo, R as in Romeo, R as in Romeo again, E as in echo, L as in lovely, L as in lovely again. I'm sorry. Oh. Okay, so what's his date of birth? Give me a moment. It is August 13th, 1974. Okay. So she is a... she is active. Mm-hmm. Um, is this medical or dental? It is medical. Okay, yeah, her benefits are active. If you need a breakdown of the benefits, I will have to refer you to the actual carrier. Okay. Uh, can I get your first name? My first name? Yes. Pamela. Pamela, uh, the thing is Stacy is receiving medication from, uh, Patients Assistance Foundation. And I just wanted to check if that medication is covered under the patient's plan. The medication's name is Abilify Acentra. I... We, we do not have... none of that information. We only do administrate the health insurance for their staffing agency they work for. I could do transfer you to the correct department to help you with that information, sir. Okay. All right? So you can transfer me to the Pharmacy Benefits Department? Sure. Just bear with me. Okay. Thank you, Pamela. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Assistance Foundation. How may I help you?

Speaker speaker_1: Hello, my name is ... from Patient Assistance Foundation. I am not able to follow you, sorry.

Speaker speaker_0: I could barely hear you, sir. There's a lot of background noise.

Speaker speaker_1: Hello? How is it? Fine?

Speaker speaker_0: How may I h-

Speaker speaker_1: Now is it fine?

Speaker speaker_0: What do you need help with?

Speaker speaker_1: Hello. I wanted to check about the benefits and coverage. I'm calling from 02 for Patient Assistance Foundation on a recorded line. My name is Shyam.

Speaker speaker_0: And you want to check on?

Speaker speaker_1: Eligibility and benefits.

Speaker speaker_0: Okay. What's the name of the patient?

Speaker speaker_1: It is Stacy Farrell. Are you checking?

Speaker speaker_0: By any chance, do you have the last four digits of her Social?

Speaker speaker_1: Yes. 3108.

Speaker speaker_0: 3108. Stacy.

Speaker speaker_1: Yes.

Speaker speaker_0: Ferre- Ferrell? Okay, one second. By any chance, you know what's the staffing agency they work for?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 'Cause that's the way we find 'em, 'cause we are not the actual carrier. We are the administration of the health benefits for the, um, the staffing agency they work for, and that will be the fastest way to find them, 'cause nothing is coming up with Stacy.

Speaker speaker_1: So...

Speaker speaker_0: Can you spell the last name one more time for me, please?

Speaker speaker_1: Sure. It is F as in Fre- Freddie, E as in echo, R as in Romeo, R as in Romeo again, E as in echo, L as in lovely, L as in lovely again. I'm sorry.

Speaker speaker_0: Oh. Okay, so what's his date of birth?

Speaker speaker_1: Give me a moment. It is August 13th, 1974.

Speaker speaker_0: Okay. So she is a... she is active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, is this medical or dental?

Speaker speaker_1: It is medical.

Speaker speaker_0: Okay, yeah, her benefits are active. If you need a breakdown of the benefits, I will have to refer you to the actual carrier.

Speaker speaker_1: Okay. Uh, can I get your first name?

Speaker speaker_0: My first name?

Speaker speaker_1: Yes.

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela, uh, the thing is Stacy is receiving medication from, uh, Patients Assistance Foundation. And I just wanted to check if that medication is covered under the patient's plan. The medication's name is Abilify Acentra.

Speaker speaker_0: I... We, we do not have... none of that information. We only do administrate the health insurance for their staffing agency they work for. I could do transfer you to the correct department to help you with that information, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: So you can transfer me to the Pharmacy Benefits Department?

Speaker speaker_0: Sure. Just bear with me.

Speaker speaker_1: Okay. Thank you, Pamela.

Speaker speaker_0: Okay.