

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... This is Pamela speaking. How may I help you? How you doing, ma'am? Good, and you? I'm doing fine. I got my insurance card from y'all, when again? Monday? Tuesday? And I went to Walgreen's yesterday to get my medicine and it does not work and they cannot pull it up. Who do you work for, sir? Hamilton ... Okay. May I have the last four digits of the social? 9941. 99-41. And your first and last name? My first name is James, my last name is Hilliard. H-i-l-l-i-a-r-d. All right. Mr. Hilliard, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 9 Sunset Avenue. My birthday is August the 7th, 1964. And where is this address located? I need the whole thing just to make sure I have a correct one. Uh, uh, Jackson, Tennessee, 38301. Okay. Thank you. We have a phone number of 5731-394-7054. Yeah, that's my number, yeah. Okay. Do you know if your medication is preventive? Or... No. No, I don't know. No, I don't know that. But it just said that it wouldn't even let them put it in the computer. It wouldn't even let them do nothing. Okay. They couldn't get in... They couldn't get it in the system. I understand. Because here on my end I see that everything is active. What I'm gonna do, I'm gonna, um... I'm not sure if they open at this time, the, um, the pharmacy department, but I will go ahead and, and try to get someone on the line for you. Just bear with me, all right? Yes, ma'am.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... This is Pamela speaking. How may I help you?

Speaker speaker_1: How you doing, ma'am?

Speaker speaker_0: Good, and you?

Speaker speaker_1: I'm doing fine. I got my insurance card from y'all, when again? Monday? Tuesday? And I went to Walgreen's yesterday to get my medicine and it does not work and they cannot pull it up.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Hamilton ...

Speaker speaker_0: Okay. May I have the last four digits of the social?

Speaker speaker_1: 9941.

Speaker speaker_0: 99-41. And your first and last name?

Speaker speaker_1: My first name is James, my last name is Hilliard. H-i-l-l-i-a-r-d.

Speaker speaker_0: All right. Mr. Hilliard, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: My address is 9 Sunset Avenue. My birthday is August the 7th, 1964.

Speaker speaker_0: And where is this address located? I need the whole thing just to make sure I have a correct one.

Speaker speaker_1: Uh, uh, Jackson, Tennessee, 38301.

Speaker speaker_0: Okay. Thank you. We have a phone number of 5731-394-7054.

Speaker speaker_1: Yeah, that's my number, yeah.

Speaker speaker_0: Okay. Do you know if your medication is preventive? Or...

Speaker speaker_1: No. No, I don't know. No, I don't know that. But it just said that it wouldn't even let them put it in the computer. It wouldn't even let them do nothing.

Speaker speaker_0: Okay.

Speaker speaker_1: They couldn't get in... They couldn't get it in the system.

Speaker speaker_0: I understand. Because here on my end I see that everything is active. What I'm gonna do, I'm gonna, um... I'm not sure if they open at this time, the, um, the pharmacy department, but I will go ahead and, and try to get someone on the line for you. Just bear with me, all right?

Speaker speaker_1: Yes, ma'am.