

## **Transcript: Pearl**

**Rojas-5869739423612928-5137248186318848**

### **Full Transcript**

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist you with? My name is Samantha Hamilton. How can I assist you? Yeah. Yes. Ma'am. I'm calling from Watley Pharmacy in Tuscaloosa, Alabama. And I have a patient that told me... Uh, I'm not familiar with you guys. I've never heard of, uh, heard of you before. But I had a patient tell me he was covered through you, his prescription was, and I was calling to see if you could give me that information for the patient. Okay. What is his name? Uh, Raphael, R-A-F-E-A-L, Wells, W-E-L-L-S. Birthday is 5/22/86. He just talked to you guys and y'all are supposed to email him, but he apparently doesn't have space in his email. Okay. Um, and you said that Raphael Wells, R-A-F-E-L- Yes. ... W-E-L-L-S, correct? Yes. Okay. Give me one moment. Uh, email. Okay. He is in the MEC plan. That plan includes... Alex. Okay, bear with me. One moment. I'm gonna place you on a brief hold. That's fine. Have you already created this? Yes. I was just getting, um... I'm assuming Mr. Jackson, but I can create one or just do... You, you want me to go ahead and create one and you can... Yeah. Okay. Just 'cause it says here Richard And get you over to the pharmacy department of his coverage, okay? I'm sorry, can you repeat that? I had the phone turned down while you were on speaker and I, I didn't hear what you said. Oh. I said thank you for holding. I'm gonna go ahead and get you over to the pharmacy department of his coverage. Okay? Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. So it'll be here by the end of the day. I doubt it. You haven't heard anything?

### **Conversation Format**

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist you with?

Speaker speaker\_1: My name is Samantha Hamilton.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Yeah. Yes. Ma'am. I'm calling from Watley Pharmacy in Tuscaloosa, Alabama. And I have a patient that told me... Uh, I'm not familiar with you guys. I've never heard of, uh, heard of you before. But I had a patient tell me he was covered through you, his prescription was, and I was calling to see if you could give me that information for the patient.

Speaker speaker\_0: Okay. What is his name?

Speaker speaker\_1: Uh, Raphael, R-A-F-E-A-L, Wells, W-E-L-L-S. Birthday is 5/22/86. He just talked to you guys and y'all are supposed to email him, but he apparently doesn't have space in his email.

Speaker speaker\_0: Okay. Um, and you said that Raphael Wells, R-A-F-E-L-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... W-E-L-L-S, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Give me one moment. Uh, email. Okay. He is in the MEC plan. That plan includes... Alex. Okay, bear with me. One moment. I'm gonna place you on a brief hold.

Speaker speaker\_1: That's fine.

Speaker speaker\_3: Have you already created this?

Speaker speaker\_2: Yes.

Speaker speaker\_3: I was just getting, um... I'm assuming Mr. Jackson, but I can create one or just do... You, you want me to go ahead and create one and you can...

Speaker speaker\_2: Yeah.

Speaker speaker\_3: Okay. Just 'cause it says here Richard

Speaker speaker\_4: And get you over to the pharmacy department of his coverage, okay?

Speaker speaker\_1: I'm sorry, can you repeat that? I had the phone turned down while you were on speaker and I, I didn't hear what you said.

Speaker speaker\_4: Oh. I said thank you for holding. I'm gonna go ahead and get you over to the pharmacy department of his coverage. Okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_4: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_3: So it'll be here by the end of the day.

Speaker speaker\_5: I doubt it. You haven't heard anything?