

## **Transcript: Sara**

**Marulanda-5423863149150208-5904789427765248**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Amy, pharmacist. Hi, how may I help you? Hi, um, a member of your place gave me the phone number and asked me to call and ask for his insurance information to process a pharmacy claim. Okay. Like, um, okay. Let's see. What is the first and last name? His first name is Jeremiah and his last name is- Can you say that for me, please? I'm sorry. First name or his last name? Both. Last name P-A-R-S-O-N. First name J-E-R-E-M-I-A-H. Mr. Parson. Um, are you guys located on Washington? Do you know his date of birth? Yeah. Yep, 9-29-2000. Thank you very much. He is in Washington state. Okay. Yes, in Seattle, Washington. Okay. Um, let me check for his ID card. Hold on, please. Okay. For pharmacy coverage. Thank you. Sure. Thank you very much. I'm just waiting for the assistant to download. Well, the ID card is not showing on the system yet, but Mr. Jeremiah coverage is active, and his plan is under Pharma Build. Well, that's the co... prescription coverage. Okay, so- Let me get you that information. Okay. Tell me. I'm sorry. Okay. Uh, yes. Yes, Pharma Build prescription. Uh, the generic medication will be, his copay will be 10, 20, or \$30 for generic, and he will get a discount on non-genetic. Do, do you need the Pharma Build phone number? Yeah. Okay. That is, let me know whenever you're ready for. I'm ready. 800-933-3734. And so you don't, uh, have his BIN, PCN or ID number, right? I have to call another place- No, if- ... to figure that out? Yes, it's not showing on the system. We're just administrators, but Pharma Build- Okay. ... is the one that get the... I mean the coverage is under Pharma Build. Would you like me to transfer your call with them? Yeah. Okay. And, uh, just for my notes, as your name again is? Amy. I'm the pharmacist. Okay, pharmacist. Okay, so let me transfer your call with them. Before I do that, is there anything else that I can help you with? Uh, nope. Thank you. All righty. So have a wonderful day, and thank you for calling Benefits in a Card. Let me transfer your call. Okay. Okay.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Amy, pharmacist. Hi, how may I help you? Hi, um, a member of your place gave me the phone number and asked me to call and ask for his insurance information to process a pharmacy claim. Okay. Like, um, okay. Let's see. What is the first and last name? His first name is Jeremiah and his last name is- Can you say that for me, please? I'm sorry. First name or his last name? Both. Last name P-A-R-S-O-N. First name J-E-R-E-M-I-A-H. Mr. Parson. Um, are you guys located on Washington? Do you know his date of birth? Yeah. Yep,

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