

Transcript: VICTORIA

Taylor-4515515474296832-6708932858003456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this... Hey, is this Mr. Lewis? Yes. Hey, Mr. Lewis. This is Victoria with Benefits on a Card. Uh, we administer the insurance research. Yes. Hey, I'm just giving you a call back. Were you able to pick up your prescriptions? No, not yet. No. 'Cause I- Okay. ... thought something with Pharmaville- Pharmacville or whatever, uh, needed to talk with, uh, my pharmacy. Okay. Yeah, um, I- let me go ahead and t- wh- do you have the name of the pharmacy and the phone number for them so we can pass that along? Uh, I'll have to call you back with the phone number. It's C&H Drugs on the, uh, uh, south side, uh, of Fort Payne. But I'm not sure what- You said, "C"? C&H. Drugs. Let me see if I can look it up. Give me one second. Yeah, they have a north store and a south store. The south store is the one I go to. Would it be the one that's off of Glenn Boulevard Southwest? Yes. Okay. Um, I believe I have their phone number here. Um, but if you could just call us back just to verify that this is the right number, um, that would be great, but I will go ahead and pass it along. So, so, so I should just hang on. I can, I can bring it up on my phone. Oh, okay. That's fine. So it's... All right, it's 256-845-0242. All right, perfect. All righty, I will go ahead and, uh, pass this along so we can get Pharmacville up-to-date with the pharmacy and then they should be reaching out to that pharmacy and seeing what they can do. All righty. Hopefully, hopefully we can get it going 'cause it's about to... I, I've been out of my, my medicine for about two and a half weeks now, so. Gotcha. Okay. All righty. Well, I will, um, try and follow up with you as well. All right. I appreciate it. Yes, sir. Uh-huh. You have a good day. You have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, is this... Hey, is this Mr. Lewis?

Speaker speaker_1: Yes.

Speaker speaker_2: Hey, Mr. Lewis. This is Victoria with Benefits on a Card. Uh, we administer the insurance research.

Speaker speaker_1: Yes.

Speaker speaker_2: Hey, I'm just giving you a call back. Were you able to pick up your prescriptions?

Speaker speaker_1: No, not yet. No. 'Cause I-

Speaker speaker_2: Okay.

Speaker speaker_1: ... thought something with Pharmaville- Pharmacville or whatever, uh, needed to talk with, uh, my pharmacy.

Speaker speaker_2: Okay. Yeah, um, I- let me go ahead and t- wh- do you have the name of the pharmacy and the phone number for them so we can pass that along?

Speaker speaker_1: Uh, I'll have to call you back with the phone number. It's C&H Drugs on the, uh, uh, south side, uh, of Fort Payne. But I'm not sure what-

Speaker speaker_2: You said, "C"?

Speaker speaker_1: C&H.

Speaker speaker_2: Drugs. Let me see if I can look it up. Give me one second.

Speaker speaker_1: Yeah, they have a north store and a south store. The south store is the one I go to.

Speaker speaker_2: Would it be the one that's off of Glenn Boulevard Southwest?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Um, I believe I have their phone number here. Um, but if you could just call us back just to verify that this is the right number, um, that would be great, but I will go ahead and pass it along.

Speaker speaker_1: So, so, so I should just hang on. I can, I can bring it up on my phone.

Speaker speaker_2: Oh, okay. That's fine.

Speaker speaker_1: So it's... All right, it's 256-845-0242.

Speaker speaker_2: All right, perfect. All righty, I will go ahead and, uh, pass this along so we can get Pharmacville up-to-date with the pharmacy and then they should be reaching out to that pharmacy and seeing what they can do.

Speaker speaker_1: All righty. Hopefully, hopefully we can get it going 'cause it's about to... I, I've been out of my, my medicine for about two and a half weeks now, so.

Speaker speaker_2: Gotcha. Okay. All righty. Well, I will, um, try and follow up with you as well.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Uh-huh. You have a good day.

Speaker speaker_2: You have a good day.