

Transcript: VICTORIA

Taylor-4875844737515520-6088100011786240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I'm calling from a pharmacy, um, sorry. A Walmart Pharmacy Retail in regards to a mutual patient. Um, we were just trying to see if we could possibly get some insurance information, um, so we could bill his prescription. Okay. Um, do you have the last four of his social? Um, let's see here. Um, ooh, I do not. I have his like address, date of birth, name. I can call him back if you need that. Yeah. We would just need it to confirm that it's him. Okay, the last four of his social. Was there anything else I, I would need? Uh, just his name, date of birth, and address, and- Address. ... um, phone number and email if you can, but if not we should be able to bill for him. Phone number and email. Yeah. Okay. Perfect, perfect. All right. I'll go ahead and give him a call back, and then I'll call you back. Thank you. All right. You're welcome. Mm, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. Um, I'm calling from a pharmacy, um, sorry. A Walmart Pharmacy Retail in regards to a mutual patient. Um, we were just trying to see if we could possibly get some insurance information, um, so we could bill his prescription.

Speaker speaker_1: Okay. Um, do you have the last four of his social?

Speaker speaker_2: Um, let's see here. Um, ooh, I do not. I have his like address, date of birth, name. I can call him back if you need that.

Speaker speaker_1: Yeah. We would just need it to confirm that it's him.

Speaker speaker_2: Okay, the last four of his social. Was there anything else I, I would need?

Speaker speaker_1: Uh, just his name, date of birth, and address, and-

Speaker speaker_2: Address.

Speaker speaker_1: ... um, phone number and email if you can, but if not we should be able to bill for him.

Speaker speaker_2: Phone number and email.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Perfect, perfect. All right. I'll go ahead and give him a call back, and then I'll call you back. Thank you.

Speaker speaker_1: All right.

Speaker speaker_2: You're welcome. Mm, bye. Bye-bye.