

## **Transcript: VICTORIA**

**Taylor-5918946548301824-6431254978543616**

### **Full Transcript**

Thank you for calling the Benefits on a Card. This is Victoria. How can I help you? Hi, my name's Dan Rice and I'm with Innovative Staff Solutions. Um, I need to... I need to pick up a prescription and I need... I don't have any of the information to do this. Okay. What's the name of the agency you work for again? It's Innovative Staff Solutions. Okay. And the last four of your social? 8963. And I'm sorry, your first and last name? Dan Rice. Okay. Do you mind verifying your address and date of birth? It's 218 North Homer in Princeton, Illinois and my date of birth is 10/20/79. Okay. So I think we might have the name of your, uh, like the street address wrong in our system. Is it... Should it be H-O-M-E-R? Yeah, Homer. Okay. That's in Princeton, 61356? Yep. All right. And then email is 77... Or I'm sorry, phone number is 779-262-5809. Yep. And then last- lastly, email is first initial, last name, 1020 at Gmail. Yeah. That's it. Okay. Give me just a few seconds. Let me see if I can look up your ID card real quick and I will be right back. All right. All right. Thank you so much for holding. I was just sent at... uh, your ID card to your email, and it has all the information the pharmacy would need on it. Okay. Uh, you emailed it to me? Yes. Oh, all right. Cool. Um, how much, uh... Do you know how much... Like, is it... Is it... Does it cover a lot or am I gonna be like getting a huge bill from this? Um, so as far as prescriptions, it depends on the medication and if it is covered. Um, if it is covered, it would be covered at 10, 20 or \$30, just depending on the medication itself. Oh, all right. That's fine. All right, cool. Thank you very much. You're welcome. You have a wonderful day. You too. Bye. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling the Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, my name's Dan Rice and I'm with Innovative Staff Solutions. Um, I need to... I need to pick up a prescription and I need... I don't have any of the information to do this.

Speaker speaker\_0: Okay. What's the name of the agency you work for again?

Speaker speaker\_1: It's Innovative Staff Solutions.

Speaker speaker\_0: Okay. And the last four of your social?

Speaker speaker\_1: 8963.

Speaker speaker\_0: And I'm sorry, your first and last name?

Speaker speaker\_1: Dan Rice.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: It's 218 North Homer in Princeton, Illinois and my date of birth is 10/20/'79.

Speaker speaker\_0: Okay. So I think we might have the name of your, uh, like the street address wrong in our system. Is it... Should it be H-O-M-E-R?

Speaker speaker\_1: Yeah, Homer.

Speaker speaker\_0: Okay. That's in Princeton, 61356?

Speaker speaker\_1: Yep.

Speaker speaker\_0: All right. And then email is 77... Or I'm sorry, phone number is 779-262-5809.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then last- lastly, email is first initial, last name, 1020 at Gmail.

Speaker speaker\_1: Yeah. That's it.

Speaker speaker\_0: Okay. Give me just a few seconds. Let me see if I can look up your ID card real quick and I will be right back.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Thank you so much for holding. I was just sent at... uh, your ID card to your email, and it has all the information the pharmacy would need on it.

Speaker speaker\_1: Okay. Uh, you emailed it to me?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Oh, all right. Cool. Um, how much, uh... Do you know how much... Like, is it... Is it... Does it cover a lot or am I gonna be like getting a huge bill from this?

Speaker speaker\_0: Um, so as far as prescriptions, it depends on the medication and if it is covered. Um, if it is covered, it would be covered at 10, 20 or \$30, just depending on the medication itself.

Speaker speaker\_1: Oh, all right. That's fine. All right, cool. Thank you very much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you. Bye-bye.