

## **Transcript: Franchesca**

**Baez-4885100542738432-5536423743242240**

### **Full Transcript**

Thank you for calling your counseling service. Your call may be monitored or recorded for quality assurance purposes. Your call will be recorded and may be monitored for training and quality purposes. This call is confidential, except in instances of child or elder abuse or imminent safety concerns, including harm to self or others. Please hold while we connect you to an agent. Hello? This is Lino Soto. I'm a pop art virtual painter. I'm visiting our studio. We have virtually rich media. A lot of you happy people can join our Venus and help your people out. This is 1-800-SUPPORT LINK, my name's Latoya, I'm a counselor. How can I help you? Yes, hello. Good afternoon. I have a member on the line wanting to make an appointment. Am I on the right for him to make an appointment under the behavior health benefit plan? Um, on the behavior side of her insurance? Yes, ma'am. Um, no, ma'am. This is, uh, EAP. EAP? 'Cause there's a phone number on the benefit guide for, um, the behavior health benefit for health counseling. For health counseling? The- Yeah. Yes, we do provide counseling services but it's not... We're not under the insurance. It's EAP through the employer. Yes, ma'am. Oh, I believe that might be where my member got confused then. Yeah, it's for free counseling sessions? Yes, ma'am. That is correct. That's why he, he was looking to make an appointment for a counseling session at the moment. Okay. So it wouldn't be a, right now. Yes, go, you can go ahead. Uh, this is... Thank you so much. One moment please. Mm-hmm. Hi, Ms. Carol, I have Mr. Baker on the line. Yes, hi. How you doing? Hello? Can you hear me? Ms. Carol, do you st- are you there? Hello, ma'am? Hello?

### **Conversation Format**

Speaker speaker\_0: Thank you for calling your counseling service.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Your call will be recorded and may be monitored for training and quality purposes. This call is confidential, except in instances of child or elder abuse or imminent safety concerns, including harm to self or others. Please hold while we connect you to an agent.

Speaker speaker\_2: Hello? This is Lino Soto. I'm a pop art virtual painter. I'm visiting our studio. We have virtually rich media. A lot of you happy people can join our Venus and help your people out.

Speaker speaker\_3: This is 1-800-SUPPORT LINK, my name's Latoya, I'm a counselor. How can I help you?

Speaker speaker\_1: Yes, hello. Good afternoon. I have a member on the line wanting to make an appointment. Am I on the right for him to make an appointment under the behavior health benefit plan?

Speaker speaker\_3: Um, on the behavior side of her insurance?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_3: Um, no, ma'am. This is, uh, EAP.

Speaker speaker\_1: EAP? 'Cause there's a phone number on the benefit guide for, um, the behavior health benefit for health counseling.

Speaker speaker\_3: For health counseling? The-

Speaker speaker\_1: Yeah.

Speaker speaker\_3: Yes, we do provide counseling services but it's not... We're not under the insurance. It's EAP through the employer.

Speaker speaker\_1: Yes, ma'am. Oh, I believe that might be where my member got confused then.

Speaker speaker\_3: Yeah, it's for free counseling sessions?

Speaker speaker\_1: Yes, ma'am. That is correct. That's why he, he was looking to make an appointment for a counseling session at the moment.

Speaker speaker\_3: Okay. So it wouldn't be a, right now. Yes, go, you can go ahead.

Speaker speaker\_1: Uh, this is... Thank you so much. One moment please.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: Hi, Ms. Carol, I have Mr. Baker on the line.

Speaker speaker\_4: Yes, hi. How you doing? Hello? Can you hear me?

Speaker speaker\_1: Ms. Carol, do you st- are you there? Hello, ma'am? Hello?