

Transcript: Francesca

Baez-5470740110032896-4876132489543680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Car, looking to speak with Ms. Henderson on regards to the ask for global benefits. Yes, ma'am. This is ■... she. All right. So before, nurses got back to me and they let me know that in order for the defendant's, your daughter's, information to reflect in the system, it's gonna take 24 to 48 hours in their system to show that, for that change. Oh. Okay. All right. So within that, I would suggest giving it that 48 hours if it's possible. If not, you can always try within that 24-hour frame. Okay. To verify with the pharmacy or the pro- their doctor's office to make sure that it is now reflecting correctly on their system. Thank you so ■... much. Are the rice coming? Rice? Yes, please. Well, no, that's okay. I heard you. Thank you. All right. And then, if you run into any other issues, feel free to give us a call back. We'll be here 8:00 AM to 8:00 PM Eastern Time on Monday through Friday. Thank you very much. I appreciate it. Of course. My pleasure. Have a great day. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Car, looking to speak with Ms. Henderson on regards to the ask for global benefits.

Speaker speaker_2: Yes, ma'am. This is ■... she.

Speaker speaker_1: All right. So before, nurses got back to me and they let me know that in order for the defendant's, your daughter's, information to reflect in the system, it's gonna take 24 to 48 hours in their system to show that, for that change.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: All right. So within that, I would suggest giving it that 48 hours if it's possible. If not, you can always try within that 24-hour frame.

Speaker speaker_2: Okay.

Speaker speaker_1: To verify with the pharmacy or the pro- their doctor's office to make sure that it is now reflecting correctly on their system.

Speaker speaker_2: Thank you so ■... much.

Speaker speaker_3: Are the rice coming?

Speaker speaker_2: Rice?

Speaker speaker_3: Yes, please.

Speaker speaker_1: Well, no, that's okay.

Speaker speaker_2: I heard you. Thank you.

Speaker speaker_1: All right. And then, if you run into any other issues, feel free to give us a call back. We'll be here 8:00 AM to 8:00 PM Eastern Time on Monday through Friday.

Speaker speaker_2: Thank you very much. I appreciate it.

Speaker speaker_1: Of course. My pleasure. Have a great day.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.