

Transcript: Francesca

Baez-5585661159325696-5352665894404096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling FreeRx. My name's Kevin. I'm an assist 225. Yes. Hello. Good afternoon. My name is Francesca with Benefits in a Cart. I have a member on the line that made a couple of changes online that we would like assistance with. Okay. Do you need any information before I get them transferred? Uh, yes. Their last name and date of birth, please. Atkins. E as in echo, A as in alpha, K as in kite, I as in ice, N as in Nancy, S as in Sam. Mm-hmm. And the date of birth is December 4th, 1964. Give me one moment, please. Okay. All right. And can you please spell that last name one more time, please? Of course. E as in echo. Mm-hmm. A as in alpha. Mm-hmm. K as in kite. Mm-hmm. E as in ice... I mean, I as in ice. Sorry. Mm-hmm. N as in Nancy. Yes. S as in Sam. Mm-hmm. All right. And the patient's first name? Michael. Okay. All right. Well, thank you so much. Uh, you can go ahead and transfer the call over. Of course. Have a great day. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling FreeRx. My name's Kevin. I'm an assist 225.

Speaker speaker_2: Yes. Hello. Good afternoon. My name is Francesca with Benefits in a Cart. I have a member on the line that made a couple of changes online that we would like assistance with.

Speaker speaker_1: Okay.

Speaker speaker_2: Do you need any information before I get them transferred?

Speaker speaker_1: Uh, yes. Their last name and date of birth, please.

Speaker speaker_2: Atkins. E as in echo, A as in alpha, K as in kite, I as in ice, N as in Nancy, S as in Sam.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And the date of birth is December 4th, 1964.

Speaker speaker_1: Give me one moment, please.

Speaker speaker_0: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: And can you please spell that last name one more time, please?

Speaker speaker_2: Of course. E as in echo.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: A as in alpha.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: K as in kite.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: E as in ice... I mean, I as in ice. Sorry.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: N as in Nancy.

Speaker speaker_1: Yes.

Speaker speaker_2: S as in Sam.

Speaker speaker_1: Mm-hmm. All right. And the patient's first name?

Speaker speaker_2: Michael.

Speaker speaker_1: Okay. All right. Well, thank you so much. Uh, you can go ahead and transfer the call over.

Speaker speaker_2: Of course. Have a great day.

Speaker speaker_1: Mm-hmm.