

## **Transcript: Franchesca**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Good morning. How are you today? Oh, good. And yourself? Good. Thank you for asking. Um, I have a member on the line who was having an issue connecting with her provider for her appointment. Uh, what is the member's name and date of birth, if you have it? I, unfortunately, did not get to ask for those information. Sorry. Okay. Okay, I'm sorry. This is a physician's phone line and I can't pull an account without any information. I can't access a patient's in-information. So, um, you would have to have that member give us a call if she needs to... any questions. There's no way for me to transfer her to you right now? Yeah, you can go ahead and get that person transferred over. All right, bear with me one moment. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. Good morning. How are you today?

Speaker speaker\_2: Oh, good. And yourself?

Speaker speaker\_1: Good. Thank you for asking. Um, I have a member on the line who was having an issue connecting with her provider for her appointment.

Speaker speaker\_2: Uh, what is the member's name and date of birth, if you have it?

Speaker speaker\_1: I, unfortunately, did not get to ask for those information. Sorry.

Speaker speaker\_2: Okay. Okay, I'm sorry. This is a physician's phone line and I can't pull an account without any information. I can't access a patient's in- information. So, um, you would have to have that member give us a call if she needs to... any questions.

Speaker speaker\_1: There's no way for me to transfer her to you right now?

Speaker speaker\_2: Yeah, you can go ahead and get that person transferred over.

Speaker speaker\_1: All right, bear with me one moment.

Speaker speaker\_2: Mm-hmm.