

Transcript: Pamela

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Full Transcript

Calling the pharmacy and member help desk. Your call may be monitored or recorded for quality assurance purposes. This call may be monitored or recorded for quality and training purposes. If this is a medical emergency, please dial 911. Please listen closely as our menu options have changed. If you are a member, please press one. If you are calling from a pharmacy, please press two. If you are calling for a prior authorization or from a prescriber's office, please hold for the next available agent.

Conversation Format

Speaker speaker_0: Calling the pharmacy and member help desk.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: This call may be monitored or recorded for quality and training purposes. If this is a medical emergency, please dial 911. Please listen closely as our menu options have changed. If you are a member, please press one. If you are calling from a pharmacy, please press two. If you are calling for a prior authorization or from a prescriber's office, please hold for the next available agent.