

## **Transcript: Pearl**

**Rojas-5614393670942720-5314134575071232**

### **Full Transcript**

That way I can see who- Am I doing it on both? I guess, it will. Who does have the pleasure of speaking with? This is BJ at C&H.; I was going to see if I could get a, um, insurance information on a patient. Okay, and C&H; is a writer's office? It's a- Medical? It's a, it's a pharmacy. Pharmacy, okay, bear with me one moment. Now what's the member's name? It is Louis Johnson, 51573. Louis Johnson. I think he had started a new job and, uh, I think his insurance is active but it's not... I can't pull it up and I think he had called somebody and they told me to call you. Okay. Can you read that EHR for me? Uh, it is 51573. All right. Okay, so he's under VAP standards which I believe is Pharmavail. Give me one moment. Okay, bear with me one moment while I get transferred over to that department, okay? Okay, all right.

### **Conversation Format**

Speaker speaker\_0: That way I can see who-

Speaker speaker\_1: Am I doing it on both?

Speaker speaker\_0: I guess, it will.

Speaker speaker\_1: Who does have the pleasure of speaking with?

Speaker speaker\_0: This is BJ at C&H.; I was going to see if I could get a, um, insurance information on a patient.

Speaker speaker\_1: Okay, and C&H; is a writer's office?

Speaker speaker\_0: It's a-

Speaker speaker\_1: Medical?

Speaker speaker\_0: It's a, it's a pharmacy.

Speaker speaker\_1: Pharmacy, okay, bear with me one moment. Now what's the member's name?

Speaker speaker\_0: It is Louis Johnson, 51573.

Speaker speaker\_1: Louis Johnson.

Speaker speaker\_0: I think he had started a new job and, uh, I think his insurance is active but it's not... I can't pull it up and I think he had called somebody and they told me to call you.

Speaker speaker\_1: Okay. Can you read that EHR for me?

Speaker speaker\_0: Uh, it is 51573.

Speaker speaker\_1: All right. Okay, so he's under VAP standards which I believe is Pharmavail. Give me one moment. Okay, bear with me one moment while I get transferred over to that department, okay?

Speaker speaker\_0: Okay, all right.