

Transcript: Pearl

Rojas-6452581527502848-5373133017366528

Full Transcript

Hi. Good afternoon. Thank you for calling Um, yes, ma'am. I was waiting on, I think it was a physician case manager to call me back about getting a referral. For some strange reason, it sent all straight to my voicemail. It doesn't even ring on my phone, so I'm trying to call back to get in touch with the lady that just ap... apparently tried to call me twice but it goes to voicemail. Uh... Okay. So you tried to speak to somebody about getting a referral? Yes. Um, that would be the insurance carrier. What is the name of the... Do you know, do you remember what plan you have, um? Uh, it was- Did she leave you a voice message? Did she say where she was calling from? Um, I had originally called a regular number and then he transferred me over to the virtual care, and then the virtual care said that she would have to ask the physician manager and then, uh, apparently they were on a call and she said she would have her call me back. But it, all I'm getting is voicemails, like the call doesn't actually come through when you guys try to call from the 1-800 number. I don't know if it recognizes it as spam, and it doesn't allow my phone to ring. Okay. Let me go ahead and get you over to the... Is it Virtual Primary Care or Virtual Urgent Care? It was Virtual Primary Care. All right. Bear with me one moment. Okay.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling

Speaker speaker_1: Um, yes, ma'am. I was waiting on, I think it was a physician case manager to call me back about getting a referral. For some strange reason, it sent all straight to my voicemail. It doesn't even ring on my phone, so I'm trying to call back to get in touch with the lady that just ap... apparently tried to call me twice but it goes to voicemail. Uh...

Speaker speaker_0: Okay. So you tried to speak to somebody about getting a referral?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, that would be the insurance carrier. What is the name of the... Do you know, do you remember what plan you have, um?

Speaker speaker_1: Uh, it was-

Speaker speaker_0: Did she leave you a voice message? Did she say where she was calling from?

Speaker speaker_1: Um, I had originally called a regular number and then he transferred me over to the virtual care, and then the virtual care said that she would have to ask the physician manager and then, uh, apparently they were on a call and she said she would have her call me back. But it, all I'm getting is voicemails, like the call doesn't actually come through when you guys try to call from the 1-800 number. I don't know if it recognizes it as spam, and it doesn't allow my phone to ring.

Speaker speaker_0: Okay. Let me go ahead and get you over to the... Is it Virtual Primary Care or Virtual Urgent Care?

Speaker speaker_1: It was Virtual Primary Care.

Speaker speaker_0: All right. Bear with me one moment.

Speaker speaker_1: Okay.