

Transcript: VICTORIA

Taylor-5711480706613248-4693352199536640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card., this is Victoria. How can I help you? Yes, Victoria. Um, I had a telehealth appointment, uh, probably like two weeks ago maybe. And the doctor that I spoke with on the phone gave me a referral to a GI specialist. I ended up making my own appointment to a GI specialist here, but she said that when I come to that appointment that I'll need the referral from that doctor. Is there any way that you, that I could get like a email of that referral, or something to take to them when I go to that appointment? Okay. Um, I might actually have to transfer you over to the virtual care services. Um, let me pull up your file then. Oh, okay. I'm sorry. You're fine. What's the name of the agency you work for? Crown Services. Okay. And the last four of your Social? 961. And your first and last name. Ashley Lyons. Okay. Do you mind verifying your address and date of birth? 2200 Denzel Drive, Apartment 9, Hopkinsville, Kentucky 42240, 12/15/88. And then phone number 931-801-2869? Yes, ma'am. Okay. And email is just gonna be, uh, ashleynicole, your last name, 88, @gmail? Mm-mm. Yes, ma'am. Okay. Give me one second. Mm-hmm. This'll only take a minute. Okay. I'm gonna go get the budget. Mm-hmm. Is that much better? Mm-hmm. How's that feeling? Okay. Give me just a few seconds, I'm getting ready to transfer you now. Okay, thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card., this is Victoria. How can I help you?

Speaker speaker_2: Yes, Victoria. Um, I had a telehealth appointment, uh, probably like two weeks ago maybe. And the doctor that I spoke with on the phone gave me a referral to a GI specialist. I ended up making my own appointment to a GI specialist here, but she said that when I come to that appointment that I'll need the referral from that doctor. Is there any way that you, that I could get like a email of that referral, or something to take to them when I go to that appointment?

Speaker speaker_1: Okay. Um, I might actually have to transfer you over to the virtual care services. Um, let me pull up your file then.

Speaker speaker_2: Oh, okay. I'm sorry.

Speaker speaker_1: You're fine. What's the name of the agency you work for?

Speaker speaker_2: Crown Services.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 961.

Speaker speaker_1: And your first and last name.

Speaker speaker_2: Ashley Lyons.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 2200 Denzel Drive, Apartment 9, Hopkinsville, Kentucky 42240, 12/15/88.

Speaker speaker_1: And then phone number 931-801-2869?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And email is just gonna be, uh, ashleynicole, your last name, 88, @gmail?

Speaker speaker_2: Mm-mm. Yes, ma'am.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Mm-hmm. This'll only take a minute.

Speaker speaker_3: Okay. I'm gonna go get the budget.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Is that much better?

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: How's that feeling? Okay. Give me just a few seconds, I'm getting ready to transfer you now.

Speaker speaker_2: Okay, thank you.

Speaker speaker_3: Thank you.