

## **Transcript: VICTORIA**

**Taylor-6307213183467520-5042829975011328**

### **Full Transcript**

Your call- Hello? ... may be monitored or recorded for quality assurance purposes. Hello? Hello? I'm sorry. Is this Mr. Louis Johnson? Yes. Sorry, my phone was on mute. Um, this is Victoria with Benefits and a Card. Uh, we spoke yesterday about your medical insurance discharge? Yes. Hey, so I just wanted to give you a little update. We were able to get in contact with PharmaVail, uh, this afternoon. Um, they are still showing you inactive in their systems but they have escalated it, um, so it m- could take about 24, uh, more business hours before I'm able to follow back up with you. Okay. Yes, sir. So I just wanted to give you a little update on where everything is. PharmaVail is now aware of the issue and they have to escalate it on their end. Right. Well, I appreciate it. Yes, sir. And then once I get, uh, a response that everything's been taken care of, I will give you another call. All right. That'll work. All right. Thank you so much. You have a wonderful day. You too. Hmm. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello?

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

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_2: I'm sorry. Is this Mr. Louis Johnson?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Sorry, my phone was on mute. Um, this is Victoria with Benefits and a Card. Uh, we spoke yesterday about your medical insurance discharge?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Hey, so I just wanted to give you a little update. We were able to get in contact with PharmaVail, uh, this afternoon. Um, they are still showing you inactive in their systems but they have escalated it, um, so it m- could take about 24, uh, more business hours before I'm able to follow back up with you.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yes, sir. So I just wanted to give you a little update on where everything is. PharmaVail is now aware of the issue and they have to escalate it on their end.

Speaker speaker\_1: Right. Well, I appreciate it.

Speaker speaker\_2: Yes, sir. And then once I get, uh, a response that everything's been taken care of, I will give you another call.

Speaker speaker\_1: All right. That'll work.

Speaker speaker\_2: All right. Thank you so much. You have a wonderful day.

Speaker speaker\_1: You too. Hmm.

Speaker speaker\_2: Bye-bye.