

Script: Patient Calls Patient Support Program

Patient

Agent

Patient calls the call center

**Automated voice denotes "If this is an emergency, please dial 2... else please stay on the line and a representative will be with you shortly." Pause 15 seconds...

Dial Tone...

"This call may be recorded for quality assurance purposes."

Agent:

"Hello, thank you for calling Prospect Therapeutics, this is Aaron Mars. Who do I have the pleasure of speaking with today?"

Patient:

"Hi Aaron, great to meet you. This is Mia Gonzalez"

Agent:

"Thanks for calling Mia, what can I assist you with today?"

Patient:

"I've been prescribed Zolumab by my physician for my atopic dermatitis and wanted to inquire about enrolling in the patient service program. Is that something you can help me with?"

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Agent:

"That's great Mia, I'd be happy to help you enroll. We'll need to collect some information from you. This will typically take 10-15 minutes. Is that okay?"

Patient:

"Great, thank you. Umm..... yea I have time now, apologies if you hear any background noise, my kids are home from school today"

Agent:

"Haha I know the feeling, but it's no problem at all. Do you have your insurance information, script and doctors' information handy?"

Patient:

"Uhhh... yes give me two minutes I need to grab my script. ****SHORT PAUSE & SHUFFLING IN BAG**** okay I've got it."

Agent:

"Great, can you please confirm your gender and tell me your date of birth?"

Patient:

"Haha yes... I'm female and born November 19th 1985"

Agent:

"And preferred language is English I presume?"

****Recognizes English and awaits Yes/No confirmation from patient****

Patient:

"Yup"

Agent:

"One of these days someone will say it's not... okay, what's your address?"

Patient:

"I could imagine. My address is 14098 Marlin Court. Mesa Arizona"

Agent:

"No way... I grew up in Mesa Arizona. Went to Ishikawa as a kid."

Patient:

"What a small world... yea it's still there today. Being on the other side of town our kids went to Bryant, but they have many friends at Ishikawa"

Agent:

"That's awesome... I'm sure it's much different than I remember. Would your zip code be 85201 then?"

****Recognizes 85201 and awaits Yes/No confirmation from patient****

Patient:

"haha right?!.... Actually, no we are 85296"

****Corrects and changes zip code to 85296****

Agent:

"Cool... is this phone (480)919-0634 your preferred phone number? And if you could please share your preferred email address."

Patient:

"Yes, this is the best phone number. My email is Miag23@gmail.com"

Agent:

"and is this a landline, mobile....?"

Patient:

"This is my mobile"

Agent:

"Great thank you..."

****Digital Assistant notes that the middle name is missing****

Agent:

"Ope... Mia looks like I missed your middle name earlier."

Patient:

"No issues... it's Marie"

Agent:

"Okay we've completed that portion... let's move onto your insurance information... Who's your insurance provider and plan type?"

Patient:

"My insurance I have my employer's HDHP plan with United Health"

****Digital Assistant pulls up photo of UH prescription card to aid patient in finding their information****

Agent:

"Great, can you please confirm the prescription insurance name? There should a portion on the back of your insurance card that references Pharmacy Claims."

Patient:

"ummm..... let me see... it looks as though it should be Optum Rx"

Agent:

"And what is your member ID, effective date and expiry date please?"

Patient:

"My member Id is 995211479.. start date 1/1/2024 and expiry of 12/32/2023"

Agent:

"Thank you... almost done, thank you for the patience with this. I know it's a lot."

Patient:

"Good to know thanks... the kids are getting a little bit antsy so hopefully we can wrap this up here shortly."

Agent:

"Definitely... I'll ensure we keep moving... On the bottom right of your insurance card there should be a box with 3 different RX numbers... BIN, PCN and GRP. Can you please share those with me?"

Patient:

"Yup, I see that... the BIN is 843728... the PCN shows 4444 and the group says Uhealth"

Agent:

"Last little bit... who is the primary card holder on the account? And their name if not yourself"

Patient:

"That would be my Marcus my husband"

****Digital Assistant notes to agent that they must confirm Marcus's last name****

Agent:

"Perfect, and to confirm is your husband's last name is Gonzales too? And what's his Date of Birth?"

Patient:

"yes his is the same and he was born February 19th 1982"

Agent:

"Great, just needed to confirm. Thank you. Can you confirm your doctors full name, practice and address. Please?"

Patient:

"Yes, it's Mary Denucci... She's with Banner Health... Address is 1900 N Higley Rd Gilbert, AZ 85234"

Agent:

"Perfect, last bit...what is your preferred pharmacy?"

Patient:

"We prefer the CVS up the street"

Agent:

"Great... let me make sure we didn't miss anything real quick..."

****Digital Assistant initiates review of the enrollment form.. Shows missing field****

Agent:

"Looks as though we missed one bit... on your script can you please confirm the diagnosis date?"

Patient:

"February 4th"

**** Digital Assistant notes the need for the year****

Agent:

"2024 Correct?"

Patient:

"Yes"

Agent:

"Perfect... let me just do one more formal check. Aaaaaaandd I'll submit that.....
PAUSE.... Great looks like that went through, you should expect an email from our team in the next 24 hours with next steps and important information about your therapy....
Do you have any questions?"

Patient:

"Thank you so so much! Apologies the kids are getting really antsy as I promised them I'd take them to the park... I really appreciate you're help Aaron. I don't think I have any additional questions, but I'll keep an eye out for that email in the coming days."

Agent:

"Great take care Mia. Hope you guys enjoy the time at the part. Please don't hesitate to call us at anytime if you have questions."

Patient:

"Great thank you... Bye!"

Agent:

"Bye"

END