

Date and Time of the call: March 26th, 2026 at 14:36.

START OF TRANSCRIPT

Patient: Hello

CareIG: Kevin, this is Mark from CareIG. I've had a chance to review your insurance benefits. Based on your current plan, your estimated out-of-pocket cost per infusion visit is approximately \$50. Keep in mind this is an estimate — your insurance company determines the final amount once the claim is processed. Do you have any questions about that?"

Patient: Sorry, say that again

CareIG: Sorry, this is just a script I have to follow to make sure everything is said. This is Mark from CareIG. I've had a chance to review your insurance benefits. Based on your current plan, your estimated out-of-pocket cost per infusion visit is approximately \$50. Keep in mind this is an estimate — your insurance company determines the final amount once the claim is processed. Do you have any questions about that?

Patient: Oh yeah, that's me Kevin Lopez. This is the plan from my law firm right? Westerson & Lopez? Err, sorry you'd have the insurance company name probably. Purple Cross?

CareIG: Yes that is the insurance we have on file.

Patient: Then yeah that's the one from my law firm.

CareIG: Do you have any questions about it?

Patient: Yes, I thought this was supposed to be covered? What's this about \$50?

CareIG: There is a \$50 copay for treatments in this category. Which means your insurance covers everything after the first \$50.

Patient: I thought I was supposed to have full coverage? Fuck. Ok well, I'm going to have to go double check this with the people at the law firm I work at. I'm usually in court, not handling insurance bureaucracy. I'll pay for now.

CareIG: Just to confirm, you're ok to proceed and this should not cause a hardship?

Patient: Yes, lets continue. I don't want to delay over this. It should be fine.

CareIG: Ok then, I'll continue the process along and we should be able to have a nurse assigned soon. Sorry about the inconvenience and I hope you have a nice day.

Patient: It happens. You have a nice day too.

END OF TRANSCRIPT