



## Call Center FAQs:

### **Q: Where are you located?**

**A:** We are located in Marysville Ca. However, we serve all Peach Tree locations in Yuba, Sutter, Butte, and Sacramento counties.

### **Q: What are the call center hours?**

**A:** We are happy to serve you from 7am-5pm Monday to Friday

### **Q: Are you accepting new patients?**

**A:** Yes we are, please keep in mind when calling to have all your insurance information ready to expedite each call.

### **Q: I was on hold for a very long time, are you guys really busy?**

**A:** Yes, on average we take 750-1000 calls a day. We realize that the call volume has gone up during this pandemic, so we are training additional representatives to make your call experience a better one.

### **Q: How can I expedite my prescription request?**

**A:** First, call your pharmacy to verify a refill is available before reaching out the call center.

### **Q: What is the call centers job?**

**A:** To make sure that our patients needs are met. We strive for a positive experience with every call.

### **Q: What languages do you serve?**

**A:** We offer an interpretation service to accommodate any language. We also have staff who are bilingual.

