

## Transcript: Estefania

**Acevedo-6271534346846208-5083563371315200**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of FreeRx. I'm looking to speak with Miss Tomera. Yeah. This is she. Hey, good morning. I'm calling from Benefits in a Card on behalf of FreeRx. Um, we spoke yesterday regarding you having issues logging in to your FreeRx account. Right. Um, so I reached out to the main office and sent them an email regarding your issue, and they reached back. It looks like your account was inactive, but they went ahead and fixed that. Um, so I don't know if you mind trying to log in, in to that FreeRx account again, to see if you have that same issue. Okay. Do you have time for me to try that now? Yeah. Okay. I'm gonna try it on my laptop rather than my phone. Hold on. Now, I... Again, I can sign on to FreeRx. Mm-hmm. But I can't get on to that virtual, uh, my virtual account. Okay. So you did get to log in? Yes. I did get to log in where I can go to, I think it's the dashboard and all that. Give me a second. I'm booting up. But I was s- according to the instructions- And then it is... And then you are, um... 'Cause you do have to be signed in, and then c- and I did ask about the virtual health. You are talking about the virtual health, though, right? Correct. Correct. That you offer, um, different ones? But the virtual health comes with your FreeRx membership. Right. So I would try to log in and try to do it one more time, and see what it does. Okay. Now? Okay. 'Cause I... And then it says log in. After joining, you will receive a link to create your FreeRx virtual health account. Um- Okay. Hold up. I'm not in FreeRx yet. Okay. Don't know why I'm having trouble, but I am. I'm trying on both my... Okay. Today, when I go to freex, uh, freerx.com, it's... Or at least the one that I saved to my phone, it's just saying invalid credential. When you're logging in? Like, under your own user- Oh, wait. No, no, no. Wait. That might be that virtual... Hold on. I am doing something wrong. Okay. I went to the wrong one, the member one. Let's see if I can get in. S-P-A-R-K-Y. Okay. I'm in freerx.com and it shows me my ID card and all that. Mm-hmm. Now, where do you want me to go to? And then, um, uh, are you l- um, let me see how it looks like on the floor. Where it says how it works, does it say how it works somewhere around your phone? No, where? And then it should say virtual health. No. There is nothing on this page that tells me anything. I mean, this is strictly... I have a membership booklet. I have my ID card. I have acute medication formulary. Let me see. Now that, it may come up differently because it's on my phone, but no here. Okay. Let me try to do it online and see how it looks like 'cause I'm looking on a computer, so maybe that's why. But give me one second. I'm trying. Well, that's what I was gonna say now, I'm on my laptop as well. Now, when I went to, uh, like I told you yesterday, if I go to frequently asked questions- Mm-hmm. ... then it, I can go, uh, I can go in to get, uh, the discussion of virtual care. Okay. So it should say virtual health. No. I see nothing about virtual health. Okay. I just see, you know, dashboard, my member profile, frequently asked questions, documents, home delivery instructions, pharmacy location, drug search and

contact us. Okay. Give me one second. Okay. Okay. I'm gonna go back to 30 seconds. Hold on. Hello? Hello. Yeah. When did this happen? I think it was last Friday. Oh, my God. Yeah. When did this happen? Last Friday. When was the last time you saw her? Um, I don't know. I... I haven't seen her in a while. Um, and when was the last time you saw her? Um, I don't know. I... I haven't seen her in a while. Um, and what's her phone number? 911 Dispatch: What's her phone number? 911 Dispatch: Okay. Ma'am, what's your name? Angie. 911 Dispatch: Okay. Ma'am, so I'm looking through the FreeR apps, and then it's giving me, "Access virtual urgent care is as easy as one, two, three." L- so once you log in after joining, they should have sent you a email to create your FreeR apps virtual health account. And I, I think I did, 'cause I... Like I said, I had documented a password and everything, but it won't take it. And it says it doesn't even recognise my email. 911 Dispatch: Okay. For your, for your virtual health, correct? Correct. 911 Dispatch: Okay. So, I'm gonna have to send them a second email then, because, um... Request appointment. Yeah. 'Cause once you do that, you're able... It says to request an appointment. Once you log in into your account, "Request a telehealth appointment at any time." Okay. So, give me one second. I guess I will be giving you a call back later on today, whenever they give me a response. Um... Okay. 911 Dispatch: Okay? Is this a good number to contact you from? Yes, it is. 911 Dispatch: Okay. Thank you. I'll be reaching back. Okay. Thank you. 911 Dispatch: You're welcome.

## Conversation Format

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

Speaker speaker\_1: Hey, good morning. I'm calling from Benefits in a Card on behalf of FreeRx. I'm looking to speak with Miss Tomera.

Speaker speaker\_2: Yeah. This is she.

Speaker speaker\_1: Hey, good morning. I'm calling from Benefits in a Card on behalf of FreeRx. Um, we spoke yesterday regarding you having issues logging in to your FreeRx account.

Speaker speaker\_2: Right.

Speaker speaker\_1: Um, so I reached out to the main office and sent them an email regarding your issue, and they reached back. It looks like your account was inactive, but they went ahead and fixed that. Um, so I don't know if you mind trying to log in, in to that FreeRx account again, to see if you have that same issue.

Speaker speaker\_2: Okay. Do you have time for me to try that now?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. I'm gonna try it on my laptop rather than my phone. Hold on. Now, I... Again, I can sign on to FreeRx.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: But I can't get on to that virtual, uh, my virtual account.

Speaker speaker\_1: Okay. So you did get to log in?

Speaker speaker\_2: Yes. I did get to log in where I can go to, I think it's the dashboard and all that. Give me a second. I'm booting up. But I was s- according to the instructions-

Speaker speaker\_1: And then it is... And then you are, um... 'Cause you do have to be signed in, and then c- and I did ask about the virtual health. You are talking about the virtual health, though, right?

Speaker speaker\_2: Correct. Correct.

Speaker speaker\_1: That you offer, um, different ones? But the virtual health comes with your FreeRx membership.

Speaker speaker\_2: Right.

Speaker speaker\_1: So I would try to log in and try to do it one more time, and see what it does.

Speaker speaker\_2: Okay. Now?

Speaker speaker\_1: Okay. 'Cause I... And then it says log in. After joining, you will receive a link to create your FreeRx virtual health account. Um-

Speaker speaker\_2: Okay. Hold up. I'm not in FreeRx yet.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Don't know why I'm having trouble, but I am. I'm trying on both my... Okay. Today, when I go to freex, uh, freerx.com, it's... Or at least the one that I saved to my phone, it's just saying invalid credential.

Speaker speaker\_1: When you're logging in? Like, under your own user-

Speaker speaker\_2: Oh, wait. No, no, no. Wait. That might be that virtual... Hold on. I am doing something wrong.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I went to the wrong one, the member one. Let's see if I can get in. S-P-A-R-K-Y. Okay. I'm in freerx.com and it shows me my ID card and all that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Now, where do you want me to go to?

Speaker speaker\_1: And then, um, uh, are you l- um, let me see how it looks like on the floor. Where it says how it works, does it say how it works somewhere around your phone?

Speaker speaker\_2: No, where?

Speaker speaker\_1: And then it should say virtual health.

Speaker speaker\_2: No. There is nothing on this page that tells me anything. I mean, this is strictly... I have a membership booklet. I have my ID card. I have acute medication formulary. Let me see. Now that, it may come up differently because it's on my phone, but no here.

Speaker speaker\_1: Okay. Let me try to do it online and see how it looks like 'cause I'm looking on a computer, so maybe that's why. But give me one second. I'm trying.

Speaker speaker\_2: Well, that's what I was gonna say now, I'm on my laptop as well. Now, when I went to, uh, like I told you yesterday, if I go to frequently asked questions-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... then it, I can go, uh, I can go in to get, uh, the discussion of virtual care.

Speaker speaker\_1: Okay. So it should say virtual health.

Speaker speaker\_2: No. I see nothing about virtual health.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I just see, you know, dashboard, my member profile, frequently asked questions, documents, home delivery instructions, pharmacy location, drug search and contact us.

Speaker speaker\_1: Okay. Give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Okay. I'm gonna go back to 30 seconds. Hold on.

Speaker speaker\_4: Hello?

Speaker speaker\_3: Hello.

Speaker speaker\_4: Yeah.

Speaker speaker\_3: When did this happen?

Speaker speaker\_4: I think it was last Friday.

Speaker speaker\_3: Oh, my God.

Speaker speaker\_4: Yeah.

Speaker speaker\_3: When did this happen?

Speaker speaker\_4: Last Friday.

Speaker speaker\_3: When was the last time you saw her?

Speaker speaker\_4: Um, I don't know. I... I haven't seen her in a while.

Speaker speaker\_3: Um, and when was the last time you saw her?

Speaker speaker\_4: Um, I don't know. I... I haven't seen her in a while.

Speaker speaker\_3: Um, and what's her phone number?

Speaker speaker\_4: 911 Dispatch: What's her phone number? 911 Dispatch: Okay. Ma'am, what's your name?

Speaker speaker\_1: Angie. 911 Dispatch: Okay. Ma'am, so I'm looking through the FreeR apps, and then it's giving me, "Access virtual urgent care is as easy as one, two, three." L- so once you log in after joining, they should have sent you a email to create your FreeR apps virtual health account. And I, I think I did, 'cause I... Like I said, I had documented a password and everything, but it won't take it. And it says it doesn't even recognise my email. 911 Dispatch: Okay. For your, for your virtual health, correct? Correct. 911 Dispatch: Okay. So, I'm gonna have to send them a second email then, because, um... Request appointment. Yeah. 'Cause once you do that, you're able... It says to request an appointment. Once you log in into your account, "Request a telehealth appointment at any time." Okay. So, give me one second. I guess I will be giving you a call back later on today, whenever they give me a response. Um... Okay. 911 Dispatch: Okay? Is this a good number to contact you from? Yes, it is. 911 Dispatch: Okay. Thank you. I'll be reaching back. Okay. Thank you. 911 Dispatch: You're welcome.