

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and a Card. My name's Stephanie. How can I assist you? Hi there. Uh, this is Kroger Pharmacy calling on behalf of a mutual patient. Um, he gave us the information on, um, like a FreeRx card through you all, and he wasn't really expecting a copay, so I was just wondering if that's normal or if anything could be plugged in incorrectly. Okay, so I have to open his file. Um, is he there with you? He is not. Would he need to give you a call himself? Yes, because FreeRx is normally a prescription that... It's a membership that gives them access to the top 90% generic drugs prescribed in the US, some of those generic prescriptions being free. But I wouldn't have the list to let him know which ones, and some of them he would receive like a discount for it. So it just depends. Okay. But he would have to call. Gotcha. Oh, sorry, I didn't mean to cut you off. Go ahead. Um, I, um, I meant to say he would have to call so that I can look him up- Okay, no worries. ... by the staffing agency and stuff 'cause it would be- Gotcha. ... through his staff agency. Got it. All right, I will relay that to him. Thank you so much. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Hi there. Uh, this is Kroger Pharmacy calling on behalf of a mutual patient. Um, he gave us the information on, um, like a FreeRx card through you all, and he wasn't really expecting a copay, so I was just wondering if that's normal or if anything could be plugged in incorrectly.

Speaker speaker_0: Okay, so I have to open his file. Um, is he there with you?

Speaker speaker_1: He is not. Would he need to give you a call himself?

Speaker speaker_0: Yes, because FreeRx is normally a prescription that... It's a membership that gives them access to the top 90% generic drugs prescribed in the US, some of those generic prescriptions being free. But I wouldn't have the list to let him know which ones, and some of them he would receive like a discount for it. So it just depends.

Speaker speaker_1: Okay.

Speaker speaker_0: But he would have to call.

Speaker speaker_1: Gotcha. Oh, sorry, I didn't mean to cut you off. Go ahead.

Speaker speaker_0: Um, I, um, I meant to say he would have to call so that I can look him up-

Speaker speaker_1: Okay, no worries.

Speaker speaker_0: ... by the staffing agency and stuff 'cause it would be-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... through his staff agency.

Speaker speaker_1: Got it. All right, I will relay that to him. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.