Transcript: Franchesca Baez-5168660793180160-5761896138063872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please listen closely, as our menu options have changed. Thank you for calling CareXna Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. This call is being recorded for training and quality assurance purposes. If you know your party's extension, please dial it now. If you are a patient and would like to refill your prescription, press one. If you are a medical provider, press two. For the pharmacy's business hours, fax number and website, press three. To speak to someone in the pharmacy, press zero. Thanks for calling CareXna Pharmacy. This is Lexi. How can I help you? Hi, Lexi. My name is Francesca. I have a question about a FreeRx membership, meaning- Oh, okay. ... member can I speak with. Go ahead. Oh, no, gotcha. I'm gonna need to get you over to our person who's handling all their scripts. All right, thank you. Of course. Sorry, I had forgot to ask, um, are you a FreeRx patient yourself or were you calling on behalf of someone else? Uh, no, I'm calling regarding a FreeRx member, um, but I'm not the member itself. Oh, okay, gotcha. . Hi. So my team that handles the FreeRx scripts, they are currently in a meeting. Is it okay if I, like, get some more info and a call back number for them? It's okay, 'cause I was actually just seeing if the member tried to process the medication with you guys, 'cause I'm unclear whether it was with you guys or one of the other medical prescription plans that they are under. Oh, okay. Um, so that- Mm-hmm. ... I might actually have access to, myself. Um, give me one second. Okay. Could I just get the, the patient's date of birth? Mm-hmm. It is February 14, 95. And the last name? Foster. F-O-S-T-E-R. First name, Garrett. Oh, yes, I know you. Okay. And yeah, no, I'm not seeing anything here. Okay. So that means he did not try to process anything with CareXna, correct? Yes, that's correct. So. All right, thank you so much. Uh, that's all I wanted to confirm. All righty, have a good one. Thank you, you too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Please listen closely, as our menu options have changed. Thank you for calling CareXna Pharmacy, where your medications are our priority. If this is a medical emergency, please hang up and dial 911. This call is being recorded for training and quality assurance purposes. If you know your party's extension, please dial it now. If you are a patient and would like to refill your prescription, press one. If you are a medical provider, press two. For the pharmacy's business hours, fax number and website, press three. To speak to

someone in the pharmacy, press zero.

Speaker speaker_2: Thanks for calling CareXna Pharmacy. This is Lexi. How can I help you?

Speaker speaker_3: Hi, Lexi. My name is Francesca. I have a question about a FreeRx membership, meaning-

Speaker speaker_2: Oh, okay.

Speaker speaker_3: ... member can I speak with. Go ahead.

Speaker speaker_2: Oh, no, gotcha. I'm gonna need to get you over to our person who's handling all their scripts.

Speaker speaker_3: All right, thank you.

Speaker speaker_2: Of course. Sorry, I had forgot to ask, um, are you a FreeRx patient yourself or were you calling on behalf of someone else?

Speaker speaker_3: Uh, no, I'm calling regarding a FreeRx member, um, but I'm not the member itself.

Speaker speaker_2: Oh, okay, gotcha.

Speaker speaker_4: .

Speaker speaker_2: Hi. So my team that handles the FreeRx scripts, they are currently in a meeting. Is it okay if I, like, get some more info and a call back number for them?

Speaker speaker_3: It's okay, 'cause I was actually just seeing if the member tried to process the medication with you guys, 'cause I'm unclear whether it was with you guys or one of the other medical prescription plans that they are under.

Speaker speaker_2: Oh, okay. Um, so that-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... I might actually have access to, myself. Um, give me one second.

Speaker speaker_3: Okay.

Speaker speaker_2: Could I just get the, the patient's date of birth?

Speaker speaker_3: Mm-hmm. It is February 14, 95.

Speaker speaker_2: And the last name?

Speaker speaker_3: Foster. F-O-S-T-E-R. First name, Garrett.

Speaker speaker_5: Oh, yes, I know you.

Speaker speaker_2: Okay. And yeah, no, I'm not seeing anything here.

Speaker speaker_3: Okay. So that means he did not try to process anything with CareXna, correct?

Speaker speaker_2: Yes, that's correct. So.

Speaker speaker_3: All right, thank you so much. Uh, that's all I wanted to confirm.

Speaker speaker_2: All righty, have a good one.

Speaker speaker_3: Thank you, you too. Bye-bye.

Speaker speaker_2: Bye-bye.