

Transcript: Francesca

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Full Transcript

My name is Francesca. How can I assist you today? Hey, there. Um, I'm a current member, um, but I've had a little difficulty getting a hold of my ID card. Um, every time I keep clicking email ID card, it says, "The digital ID card is not yet available." So I was hoping we could look into that 'cause I... my coverage started on Monday. That'll be why benefit cards don't get sent out till Friday. I can check and see if it's available now but if not, the only thing I can do is send a ticket to the front office and that can take 24 to 48 hours. Okay. Um, so I guess my question is, like, I h- I need to pick up a prescription today. I'd love to use my... You know, I'd love to use it. So, is there a way to do that? Or... The only way unfortunately, ma'am, will be the ones that I mentioned, me checking on my side to see if it's on the portal, but if I do not have access to the card on the portal, or a policy number, the only thing I can offer is requesting it from the front office which will still take those 24 to 48 hours. I apologize 'cause we're not the carrier, we're only the administrator. No, I understand. Um, okay. Yeah, if you could check on your end that would be great. Of course. What shopping company do you work with? Creative Circle. And what is the last four of your social, please? 3880. And lastly, the last name? Glander. G-L-A-N-D-E-R. Could you please verify your mailing address and date of birth to make sure we have the right account in front of us? Sure. 408 East 92nd Street, Apartment 28. D as in dog, New York, New York, 10128. And birthdate is 4-24-92. I have the phone number, 714-336-2537. Yes. Can I have your email down as- G-I Glander. ... E-A-I at gmail.com? Yep. Correct. So based on the policy, um, the good news is that in the event that we're unable to get the benefit card, you are able to try to get your medications through the FreeRx as well. Have you registered for your account yet? No. Um, because it's... Oh, okay, I guess it only requires a username and password, it doesn't require the... 'Cause I tried to do that through the member login and it needed the, um, you know, ID number on the card. Oh, wait, it says, "Log in to access your pharmacy information and your digital member card." Oh, okay. So- Have you registered? 'Cause before you're able to log in- No, I haven't. ... you have to register. Register, yes. Okay. So I can do this. That would be great. Um, yeah, just 'cause my prescription is saying it's gonna be like \$100 and I'm like... Oh, wait. A regi-... "A user already registered for this Social Security number." Oh, interesting. I guess I, I don't remember registering, so that's weird. Um, let's see if it will send me a recovery password. Okay, so I was able to get- So 2008, we were- Go ahead. Sorry. Oh, no. I was just gonna say I was able to download your dental and medical, I'm waiting for the vision one now. Oh, amazing. Let's see. Okay, so the vision one is the only one that's not yet ready, but I can send you a temporary vision one? Oh, amazing. Thank you. Um, and then... Of course. Um, and then in regards to that, FreeRx, while using it- Oh, yeah. ... I do recommend. Were you able to get in? Yeah, I was, which is great. That's great. Um, so with the benefit cards, before I actually go over the prescriptions themselves, there's gonna be two when you get into your

profile. The blue one is the one that you will use for AQ medications that can be picked up at the pharmacy. And then the- Okay. ... green one will be what you provide to your doctor when you go to your doctor's appointments so they can put in that information and request any chronic medications which needs to be shipped to your home 'cause they won't cover those chronic medications under the membership if you try to pick it up- Okay. ... at the pharmacy yourself. Okay. So my medication is already ready at the pharmacy, so I would just use the blue one then, right? Yes, but you wanna make sure that the medications that you're picking up at the pharmacy are AQ medications. Um, that will be where that drug search will play into it. We have something in the- Okay. ... website called the drug search. Once you put in the name of your specific prescription there- Drug search. ... it will- I got it. Okay. ... help you find it so they don't have to ship it. Oh, I see. Okay. Um, I tried putting in the, um... Let's see. Hmm. Hmm. That's interesting. It's not even giving me an option to search this one. Uh, let's see. I know once you log into your account it's gonna be different. Let me log into the one that we have for the office purposes. Okay. Um, so you know once you're in your profile, there is gonna be a... You're in your phone or in a computer? I'm on a computer. Okay. So, um, the top part where there's dashboard, FAQs, documents on delivery, there should be one that says drug search. Yeah, I went to... Yeah, that's where I am, but it's not even showing my medication at all. It doesn't have a category for it, so that's weird. Okay. Um... So you only have to do the name. Um, the therapy class can be a little bit tricky so I usually leave it blank and then the system will automatically select the correct one. Yeah, it's not, um, maybe it's not covered at all. That's weird. Ugh, that would be annoying. That could also be the case. Um, I do have the pharmacy phone number. They can advise you if definitely it isn't covered or if it's something that might be recognized on this and by another generic name. Yeah, I put in the generic name and I put in the reg- Mm-hmm. It's birth control so I'm not sure if that is covered. Um, yeah d- you know what? Do you mind giving me that phone number? Um, I'll write it down. Of course. Let me know whenever you're ready. Okay. Sorry. One second. Oops, okay. I am ready. And that is gonna be 855- Uh-huh. ... 927- Okay. ... 0390. 0390? Yes, ma'am and then the pharmacy carrier with the Free Rx membership is Curexa. Okay, how do you spell that? It's okay. C-U-R- C-C-U-R... Uh-huh. ... E-X-A. E-X-A. Oh, wow that's... How do you even pronounce that? Okay. Um, I believe- I'll be honest, when they showed it to me I needed to hear it to know it. Yeah, like why did you name something that? Okay. Um, so I can call them and see if my phar- my, uh, medication is covered and then do you have... Okay, were you gonna send me those cards? Oh, you did just send me them. Thank you. Of course, and then the last thing I would like to say is when you call in Curexa let them know you're a Free Rx member and you have some questions about your membership. More than likely you'll have to speak with Rosanna or Ro- Ru- Ronna I think it is that her name was, um, 'cause I think there's only one or two people right now at the pharmacy that are handling the Free Rx memberships. Okay. Okay. Well thank you so much for all your help. This is very helpful. I really needed these cards, so that's very helpful. Thank you so much. Of course, it was my pleasure. Was there anything else I can assist you with today? Um, nope, I think that's it. All right. Well, I do hope you have a wonderful rest of your day and thank you for your time today. Thanks so much. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, there. Um, I'm a current member, um, but I've had a little difficulty getting a hold of my ID card. Um, every time I keep clicking email ID card, it says, "The digital ID card is not yet available." So I was hoping we could look into that 'cause I... my coverage started on Monday.

Speaker speaker_0: That'll be why benefit cards don't get sent out till Friday. I can check and see if it's available now but if not, the only thing I can do is send a ticket to the front office and that can take 24 to 48 hours.

Speaker speaker_1: Okay. Um, so I guess my question is, like, I h- I need to pick up a prescription today. I'd love to use my... You know, I'd love to use it. So, is there a way to do that? Or...

Speaker speaker_0: The only way unfortunately, ma'am, will be the ones that I mentioned, me checking on my side to see if it's on the portal, but if I do not have access to the card on the portal, or a policy number, the only thing I can offer is requesting it from the front office which will still take those 24 to 48 hours. I apologize 'cause we're not the carrier, we're only the administrator.

Speaker speaker_1: No, I understand. Um, okay. Yeah, if you could check on your end that would be great.

Speaker speaker_0: Of course. What shopping company do you work with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And what is the last four of your social, please?

Speaker speaker_1: 3880.

Speaker speaker_0: And lastly, the last name?

Speaker speaker_1: Glander. G-L-A-N-D-E-R.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure we have the right account in front of us?

Speaker speaker_1: Sure. 408 East 92nd Street, Apartment 28. D as in dog, New York, New York, 10128. And birthdate is 4-24-92.

Speaker speaker_0: I have the phone number, 714-336-2537.

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as-

Speaker speaker_1: G-I Glander.

Speaker speaker_0: ... E-A-I at gmail.com?

Speaker speaker_1: Yep. Correct.

Speaker speaker_0: So based on the policy, um, the good news is that in the event that we're unable to get the benefit card, you are able to try to get your medications through the FreeRx as well. Have you registered for your account yet?

Speaker speaker_1: No. Um, because it's... Oh, okay, I guess it only requires a username and password, it doesn't require the... 'Cause I tried to do that through the member login and it needed the, um, you know, ID number on the card. Oh, wait, it says, "Log in to access your pharmacy information and your digital member card." Oh, okay. So-

Speaker speaker_0: Have you registered? 'Cause before you're able to log in-

Speaker speaker_1: No, I haven't.

Speaker speaker_0: ... you have to register.

Speaker speaker_1: Register, yes. Okay. So I can do this. That would be great. Um, yeah, just 'cause my prescription is saying it's gonna be like \$100 and I'm like... Oh, wait. A regi-... "A user already registered for this Social Security number." Oh, interesting. I guess I, I don't remember registering, so that's weird. Um, let's see if it will send me a recovery password.

Speaker speaker_0: Okay, so I was able to get-

Speaker speaker_1: So 2008, we were-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Sorry.

Speaker speaker_0: Oh, no. I was just gonna say I was able to download your dental and medical, I'm waiting for the vision one now.

Speaker speaker_1: Oh, amazing.

Speaker speaker_0: Let's see. Okay, so the vision one is the only one that's not yet ready, but I can send you a temporary vision one?

Speaker speaker_1: Oh, amazing. Thank you.

Speaker speaker_0: Um, and then... Of course. Um, and then in regards to that, FreeRx, while using it-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... I do recommend. Were you able to get in?

Speaker speaker_1: Yeah, I was, which is great.

Speaker speaker_0: That's great. Um, so with the benefit cards, before I actually go over the prescriptions themselves, there's gonna be two when you get into your profile. The blue one is the one that you will use for AQ medications that can be picked up at the pharmacy. And then the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... green one will be what you provide to your doctor when you go to your doctor's appointments so they can put in that information and request any chronic medications which needs to be shipped to your home 'cause they won't cover those chronic medications under the membership if you try to pick it up-

Speaker speaker_1: Okay.

Speaker speaker_0: ... at the pharmacy yourself.

Speaker speaker_1: Okay. So my medication is already ready at the pharmacy, so I would just use the blue one then, right?

Speaker speaker_0: Yes, but you wanna make sure that the medications that you're picking up at the pharmacy are AQ medications. Um, that will be where that drug search will play into it. We have something in the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... website called the drug search. Once you put in the name of your specific prescription there-

Speaker speaker_1: Drug search.

Speaker speaker_0: ... it will-

Speaker speaker_1: I got it. Okay.

Speaker speaker_0: ... help you find it so they don't have to ship it.

Speaker speaker_1: Oh, I see. Okay. Um, I tried putting in the, um... Let's see. Hmm. Hmm. That's interesting. It's not even giving me an option to search this one.

Speaker speaker_0: Uh, let's see. I know once you log into your account it's gonna be different. Let me log into the one that we have for the office purposes. Okay. Um, so you know once you're in your profile, there is gonna be a... You're in your phone or in a computer?

Speaker speaker_1: I'm on a computer.

Speaker speaker_0: Okay. So, um, the top part where there's dashboard, FAQs, documents on delivery, there should be one that says drug search.

Speaker speaker_1: Yeah, I went to... Yeah, that's where I am, but it's not even showing my medication at all. It doesn't have a category for it, so that's weird.

Speaker speaker_0: Okay.

Speaker speaker_1: Um...

Speaker speaker_0: So you only have to do the name. Um, the therapy class can be a little bit tricky so I usually leave it blank and then the system will automatically select the correct one.

Speaker speaker_1: Yeah, it's not, um, maybe it's not covered at all. That's weird. Ugh, that would be annoying.

Speaker speaker_0: That could also be the case. Um, I do have the pharmacy phone number. They can advise you if definitely it isn't covered or if it's something that might be recognized on this and by another generic name.

Speaker speaker_1: Yeah, I put in the generic name and I put in the reg-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's birth control so I'm not sure if that is covered. Um, yeah d- you know what? Do you mind giving me that phone number? Um, I'll write it down.

Speaker speaker_0: Of course. Let me know whenever you're ready.

Speaker speaker_1: Okay. Sorry. One second. Oops, okay. I am ready.

Speaker speaker_0: And that is gonna be 855-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 927-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 0390.

Speaker speaker_1: 0390?

Speaker speaker_0: Yes, ma'am and then the pharmacy carrier with the Free Rx membership is Curexa.

Speaker speaker_1: Okay, how do you spell that?

Speaker speaker_0: It's okay. C-U-R-

Speaker speaker_1: C-C-U-R... Uh-huh.

Speaker speaker_0: ... E-X-A.

Speaker speaker_1: E-X-A. Oh, wow that's... How do you even pronounce that? Okay. Um, I believe-

Speaker speaker_0: I'll be honest, when they showed it to me I needed to hear it to know it.

Speaker speaker_1: Yeah, like why did you name something that? Okay. Um, so I can call them and see if my phar- my, uh, medication is covered and then do you have... Okay, were you gonna send me those cards? Oh, you did just send me them. Thank you.

Speaker speaker_0: Of course, and then the last thing I would like to say is when you call in Curexa let them know you're a Free Rx member and you have some questions about your membership. More than likely you'll have to speak with Rosanna or Ro- Ru- Ronna I think it is that her name was, um, 'cause I think there's only one or two people right now at the

pharmacy that are handling the Free Rx memberships.

Speaker speaker_1: Okay. Okay. Well thank you so much for all your help. This is very helpful. I really needed these cards, so that's very helpful. Thank you so much.

Speaker speaker_0: Of course, it was my pleasure. Was there anything else I can assist you with today?

Speaker speaker_1: Um, nope, I think that's it.

Speaker speaker_0: All right. Well, I do hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Thanks so much. Bye-bye.

Speaker speaker_0: Bye.