

## Transcript: Francesca

**Baez-6366231945986048-6238572045844480**

### Full Transcript

Thank you for calling Benefits in a Crown. My name is Francesca. How can I assist you today? Good morning, Francesca. I, um, was just calling because, uh, I have a doctor's appointment today and I just wanted to make sure my benefits are active and everything because I missed last week of work. I work for Partners Personnel. What are the last four of the social? 9121. And the last name? Romero. Please verify your benef-... your mailing address, starting and date of birth. 13686 East Evans Avenue, Aurora, Colorado, 80014 and July 15, 1963. We have the confirmation now of the phone number you called on, 720-431-3026. Was that email of davidgromero726 at gmail.com? Yes, that's my email. Yes, and Mr. Romero, we received the payment for this week's benefits. You're currently active. Okay. Now, um, do I have to call next week to cover? Because I did not work at all last week. Or can I pay right now? So your staffing company... Yeah, sure. Yeah. Um, your staffing company is one of the few staffing companies that actually take two weeks in advance of coverage. We already received payment for next week's coverage. So you're gonna be active currently till April 20th. Oh. I will suggest calling back after Monday 21st, by that Tuesday 22nd, Wednesday 23rd to see if you're active. Okay. Due to, to the fact that usually we receive payment files between end of the week Fridays to Monday, Tuesday, Wednesdays. Okay. Uh, y- thank you very much for explaining that to me, because I was called before. That's perfect. I didn't know we were two weeks in advance paid. Okay, and I guess that's all I needed from you. All right. And then, did you make sure that you activated your FreeRx membership already? Yes, I did. I s- Understood. Huh? Yes, sir. I was just saying understood. Um, 'cause a lot of the customers sometimes forget that they have to go ahead and activate the policy for the FreeRx. So I was just making sure you had yours active already. Yeah, I did do it. And, um, when I went to get my prescription, she, she was able to get, uh, part of it discount, which was nice. And I... But she said something about, do I have a, a, um, do I have to meet a certain, um, what's it called? A certain amount before they'll p- there's, before it kicks in? Uh, what is it called? Uh... deductible. No, so this- Deductible, deductible. Oh, gotcha. No. Go ahead. So this doesn't have a deductible because it's not an insurance, it's a membership. The only thing you do have to watch out for is that all of your chronic medications need to be shipped to your home. So I will suggest when you are into your profile, there's something called home delivery. Hm. Those, either those instructions or the benefit card from the two of the FreeRx, the one that says chronic, provide information to your doctor and tell them to put FreeRx as their primary pharmacy in their contact in their system so that all your chronic medications can automatically be sent to FreeRexa, which is a pharmacy for chronic. So that if you try to pick up a chronic medication at the pharmacy, the FreeRx won't cover it. Oh, so it has to be delivered. So set it up for, uh, home delivery and I go into my benefits. Uh, I have to do that online, correct? Yes, sir. On that FreeRx website, when you're

in your profile, there's going to be a specific tab called home delivery. It will have all the instructions that your doctor is going to need to be able to submit those chronic medications to the ship from home FreeRexa pharmacy. Okay, then I just give that information to my doctor. Yes, sir. So he... Well, thank you so much. What was your name again? Francesca. Francesca. Thank you so much for your help. Of course. I hope you have a wonderful rest of your day. And thank you so much for your time today, Mr. Romeo. Okay, thank you. You have a nice day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Crown. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Good morning, Francesca. I, um, was just calling because, uh, I have a doctor's appointment today and I just wanted to make sure my benefits are active and everything because I missed last week of work. I work for Partners Personnel.

Speaker speaker\_0: What are the last four of the social?

Speaker speaker\_1: 9121.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Romero.

Speaker speaker\_0: Please verify your benef-... your mailing address, starting and date of birth.

Speaker speaker\_1: 13686 East Evans Avenue, Aurora, Colorado, 80014 and July 15, 1963.

Speaker speaker\_0: We have the confirmation now of the phone number you called on, 720-431-3026. Was that email of davidgromero726 at gmail.com?

Speaker speaker\_1: Yes, that's my email.

Speaker speaker\_0: Yes, and Mr. Romero, we received the payment for this week's benefits. You're currently active.

Speaker speaker\_1: Okay. Now, um, do I have to call next week to cover? Because I did not work at all last week. Or can I pay right now?

Speaker speaker\_0: So your staffing company... Yeah, sure.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, your staffing company is one of the few staffing companies that actually take two weeks in advance of coverage. We already received payment for next week's coverage. So you're gonna be active currently till April 20th.

Speaker speaker\_1: Oh.

Speaker speaker\_0: I will suggest calling back after Monday 21st, by that Tuesday 22nd, Wednesday 23rd to see if you're active.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Due to, to the fact that usually we receive payment files between end of the week Fridays to Monday, Tuesday, Wednesdays.

Speaker speaker\_1: Okay. Uh, y- thank you very much for explaining that to me, because I was called before. That's perfect. I didn't know we were two weeks in advance paid. Okay, and I guess that's all I needed from you.

Speaker speaker\_0: All right. And then, did you make sure that you activated your FreeRx membership already?

Speaker speaker\_1: Yes, I did. I s-

Speaker speaker\_0: Understood.

Speaker speaker\_1: Huh?

Speaker speaker\_0: Yes, sir. I was just saying understood. Um, 'cause a lot of the customers sometimes forget that they have to go ahead and activate the policy for the FreeRx. So I was just making sure you had yours active already.

Speaker speaker\_1: Yeah, I did do it. And, um, when I went to get my prescription, she, she was able to get, uh, part of it discount, which was nice. And I... But she said something about, do I have a, a, um, do I have to meet a certain, um, what's it called? A certain amount before they'll p- there's, before it kicks in? Uh, what is it called? Uh... deductible.

Speaker speaker\_0: No, so this-

Speaker speaker\_1: Deductible, deductible.

Speaker speaker\_0: Oh, gotcha. No.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: So this doesn't have a deductible because it's not an insurance, it's a membership. The only thing you do have to watch out for is that all of your chronic medications need to be shipped to your home. So I will suggest when you are into your profile, there's something called home delivery.

Speaker speaker\_1: Hm.

Speaker speaker\_0: Those, either those instructions or the benefit card from the two of the FreeRx, the one that says chronic, provide information to your doctor and tell them to put FreeRx as their primary pharmacy in their contact in their system so that all your chronic medications can automatically be sent to FreeRexa, which is a pharmacy for chronic. So that if you try to pick up a chronic medication at the pharmacy, the FreeRx won't cover it.

Speaker speaker\_1: Oh, so it has to be delivered. So set it up for, uh, home delivery and I go into my benefits. Uh, I have to do that online, correct?

Speaker speaker\_0: Yes, sir. On that FreeRx website, when you're in your profile, there's going to be a specific tab called home delivery. It will have all the instructions that your doctor is going to need to be able to submit those chronic medications to the ship from home FreeRexa pharmacy.

Speaker speaker\_1: Okay, then I just give that information to my doctor.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: So he... Well, thank you so much. What was your name again?

Speaker speaker\_0: Francesca.

Speaker speaker\_1: Francesca. Thank you so much for your help.

Speaker speaker\_0: Of course. I hope you have a wonderful rest of your day. And thank you so much for your time today, Mr. Romeo.

Speaker speaker\_1: Okay, thank you. You have a nice day.

Speaker speaker\_0: You too. Bye-bye.