

## **Transcript: Justin**

**Mills-5196396456099840-5052099043835904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I'm calling because I just got my new benefits election and I thought my prescriptions were \$5. Um, I just got a bill for a prescription, uh, for \$30. Um, so you stated you went to go get a prescription and that it cost more than, um, what it was listed at? Yeah. Okay, um, let's see. What's the staffing agency you work for? Uh, Krause. And the last four of your Social? 6175. And what was your first and last name? Alanna Lewis-Thomas. And for security purposes, can you verify your home address, including city, state and zip code? 2905 Blackaway Drive, Louisville, Kentucky 40216. And your date of birth? 4/27/97. And a good telephone number has 502-310-2160? Mm-hmm. And the email has your first name, nyia@gmail? Yeah. Okay, so let's see here. So you have the MAC TeleRx, which covers preventative healthcare services, as well as a subscription to FreeRx. Um, did you, by any chance, gain access to your FreeRx account or no? I didn't know that it had to be through no FreeRx. All right. This is my first time ever using the service. I normally go through my primary care. Okay. Um, so what I can do, I do know that you do have a subscription to FreeRx, so you could see if that prescription is covered on the FreeRx website. Um, and then, what I can do as well is email you directions on how to gain access to that information. Um, a quick question. Did you receive a paycheck last week by any chance? No. No? Okay. So if you didn't receive a paycheck last week, you're not currently active in the coverage for this week. Are you working this week? Will you receive a paycheck this week or, or no? I'll receive a paycheck next week. Okay, so next week? Okay. So let's see. Um, you're not currently active right now, um, but you stated you will receive a paycheck next week. Is that correct? So how is it I'm not active when I talked to the provider last night? I signed up for the account and all that yesterday. Um, yesterday? Hmm. Yesterday- Well, matter of fact, this m- this morning at like 3:00 AM. We don't have, um, any note history or any- anything like that, that you spoke with us at that... Or late last night. Benefits in a Card. I spoke with a Dr. Burt. He's the one that sent these prescriptions. Okay. Well, bear with me one second.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. I'm calling because I just got my new benefits election and I thought my prescriptions were \$5. Um, I just got a bill for a prescription, uh, for \$30.

Speaker speaker\_1: Um, so you stated you went to go get a prescription and that it cost more than, um, what it was listed at?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, um, let's see. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Krause.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 6175.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Alanna Lewis-Thomas.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: 2905 Blackaway Drive, Louisville, Kentucky 40216.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4/27/97.

Speaker speaker\_1: And a good telephone number has 502-310-2160?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And the email has your first name, nyia@gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so let's see here. So you have the MAC TeleRx, which covers preventative healthcare services, as well as a subscription to FreeRx. Um, did you, by any chance, gain access to your FreeRx account or no?

Speaker speaker\_2: I didn't know that it had to be through no FreeRx.

Speaker speaker\_1: All right.

Speaker speaker\_2: This is my first time ever using the service. I normally go through my primary care.

Speaker speaker\_1: Okay. Um, so what I can do, I do know that you do have a subscription to FreeRx, so you could see if that prescription is covered on the FreeRx website. Um, and then, what I can do as well is email you directions on how to gain access to that information. Um, a quick question. Did you receive a paycheck last week by any chance?

Speaker speaker\_2: No.

Speaker speaker\_1: No? Okay. So if you didn't receive a paycheck last week, you're not currently active in the coverage for this week. Are you working this week? Will you receive a paycheck this week or, or no?

Speaker speaker\_2: I'll receive a paycheck next week.

Speaker speaker\_1: Okay, so next week? Okay. So let's see. Um, you're not currently active right now, um, but you stated you will receive a paycheck next week. Is that correct?

Speaker speaker\_2: So how is it I'm not active when I talked to the provider last night? I signed up for the account and all that yesterday.

Speaker speaker\_1: Um, yesterday? Hmm. Yesterday-

Speaker speaker\_2: Well, matter of fact, this m- this morning at like 3:00 AM.

Speaker speaker\_1: We don't have, um, any note history or any- anything like that, that you spoke with us at that... Or late last night.

Speaker speaker\_2: Benefits in a Card. I spoke with a Dr. Burt. He's the one that sent these prescriptions.

Speaker speaker\_1: Okay. Well, bear with me one second.