

Transcript: Justin

Mills-5239467143512064-5459632753917952

Full Transcript

Thank you for calling BenefitsNetCard. This is Justin. How can I help you today? Hi, Justin. Uh, this is Cortez Reid. I was calling because, uh, a number I'd... Uh, I don't know if we're in the new change period, but I just tried to, uh, pick up some clear prescriptions and it said my, uh, was, uh, wasn't covered. Um, yeah, let me check on that. What's that staffing agency you work for? Uh, I work for Superior Skilled Trades. And the last four of your social? 7577. And what was your first and last name? My first name is Cortez. Last name is Reid, R-E-I-D. And for security purposes, can you verify your home address, including city, state and zip code, Cortez? 1514 Clearlake Road, Apartment 23, Cocoa, Florida 32922. And confirm your date of birth for me. 0408, 2001. And a good telephone number here is 321-417-2089. Yes, sir. And the email I have is cortezreid741@icloud. Yes, sir. Okay, so let's see here. So looking at the file, it looks like you became active in the new coverage as of last Monday, the 5th, so you should be receiving physical ID cards within the next few days. However, I can possibly email you your, uh, FreeRx registration, um, directions so you can obtain those medications. Yeah, she said I need the VIN, the PEN, ID and group. Okay. Um, so I'm gonna send you a registration email to where you can gain access to your FreeRx account. Just bear with me one second, okay? Yes, sir. Okay. Hello. Are you still there? Yeah, I am. Awesome. Thank you for holding. So I went ahead and emailed you that, uh, FreeRx registration email to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsnetcard.com, okay? Yeah, I got it. Okay. Now, there are directions in that email. Just follow the directions in the email, and then you should be able to gain access to that FreeRx account, okay? Okay. Thank you. You're welcome. You have a great day, all right? All right. You, too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling BenefitsNetCard. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Uh, this is Cortez Reid. I was calling because, uh, a number I'd... Uh, I don't know if we're in the new change period, but I just tried to, uh, pick up some clear prescriptions and it said my, uh, was, uh, wasn't covered.

Speaker speaker_0: Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Uh, I work for Superior Skilled Trades.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7577.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: My first name is Cortez. Last name is Reid, R-E-I-D.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Cortez?

Speaker speaker_1: 1514 Clearlake Road, Apartment 23, Cocoa, Florida 32922.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 0408, 2001.

Speaker speaker_0: And a good telephone number here is 321-417-2089.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is cortezreid741@icloud.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like you became active in the new coverage as of last Monday, the 5th, so you should be receiving physical ID cards within the next few days. However, I can possibly email you your, uh, FreeRx registration, um, directions so you can obtain those medications.

Speaker speaker_1: Yeah, she said I need the VIN, the PEN, ID and group.

Speaker speaker_0: Okay. Um, so I'm gonna send you a registration email to where you can gain access to your FreeRx account. Just bear with me one second, okay?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Hello. Are you still there?

Speaker speaker_1: Yeah, I am.

Speaker speaker_0: Awesome. Thank you for holding. So I went ahead and emailed you that, uh, FreeRx registration email to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsnetcard.com, okay?

Speaker speaker_1: Yeah, I got it.

Speaker speaker_0: Okay. Now, there are directions in that email. Just follow the directions in the email, and then you should be able to gain access to that FreeRx account, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. You have a great day, all right?

Speaker speaker_1: All right. You, too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.