

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Clear. And this is Malcolm, how can I help you? Uh, yes, my name is Antonio Tibideaux. I was calling to make sure I have my, um, my, my insurance policy has medical vision and, uh, medication because I have a, I have a eye, a eye appointment in an hour and, um, I left my cards. So I, I need a e- can I get an email of stating my vision? Okay. What staffing company do you work for? DTC out of Emden. Oh. I'm sorry, you said DCC? D as in day, T as in towel, C as in car. You, what's the last four of your social? 6705. Can you say that? 6705. 6705. First name? Antonio. Last name? Tibideaux. Okay. And for security purposes, can you verify your address and date of birth for me? 06/25/1990. Uh, it should be 304 Center Street, or it should be 4th... either 4th Ave. I don't know if I updated my address to 304 Center Street. It may be still 4th Ave. So we have neither one of those addresses. Which one is it? Yeah, all right, let me see, one second. 214 4th Ave, I'm sorry. We don't have that one either. Would you verify with your full social? My full social is 43679-6705. Thank you. We have 112 Fairway Drive. Oh, yeah. It, from... In La, in La, Lafayette, Louisiana. That's my, that's my mailing address. I'm s- I'm, I live in... I'm working in Emden right now. But 112 Fairway Drive is in Lafayette, Louisiana, 70506. That's my mailing address. Okay. So do I need to change that or are you gonna keep that the same? Uh, you can, you can change it to 304 Center Street. Give me one moment. And you say you need your vision number? I have... No, I have a vision card. What I really need, because they told me on the phone a minute ago, that there, because they'll be prescribing me medication. I never got me a RX or medication card on email. So you guys, can like email me something so that I can present it to, um, to see if the Walgreens- So do you want to claim your account? Sir? Sir? Have you been to freerx.com and claimed your account? Have you went to freerx.com and claimed your account? I never got an email about that. All right. So what you want to do is you want to go to freerx.com and you want to hit Member Login, and then you want to hit New User Registration. Mm-hmm. And then this claims count and then your information will pop up. So I have to go on freerx.com, member login? Yes, sir. One second, hold on. Let me put my Air Pods in, and you can just walk me through it. Okay. Hello? Hello? Yes, sir. Hello? Okay. One second. Can you hear me? Free... rx.com. Uh, I see... Oh, freeRx, let's see. Accept. Okay. Member login. New user registration? Yes, sir. Yes, sir. And I just, I just filled everything out? Yes, sir. It should ask for your first name, last name, email, and I believe your social? Yes. Yeah. So once you do that, you'll be able to, it should send you an email. And then you just follow that email to complete your registration. Hold on now. Say that again, sir. No, I'm sorry. It says, "Your enrollment doesn't contain a freeRx plan." Hello? Yes, sir. It said it doesn't contain a freeRx plan. I see what it is. Now if I put you on a free hold? Yes. Can you hear me? Go ahead. On the way, man. Stop to my apartment, 'cause I need to update you stuff. Hello?

Yeah. We can stay in the same apartment. Come on. Hey, don't worry about that. We don't have time to be working, man. We don't got time to do all that. It's all right, man. Somebody gonna be home. How you doing, Mr. Antonio? How you doing? Doing good, man. So, uh, we want to thank you for bringing this to our attention, so it is an, an issue going on that we're gonna have to investigate. But I was told to let you know... Excuse me. You should have a link by tomorrow that helps you, that let- allows you to finish registering your FreeRx account. So I do have the medication on my account? You do have FreeRx. It's just like, it looks like it's an issue going on, which I wouldn't know. It's something that the back office would have to investigate. But they say you should have a link to finish your FreeRx registration by tomorrow. So, I'll have it by tomorrow. You don't have a time frame or nothing? 'Cause my appointment's at 10:45. No, sir, because I'm not... That's not something that we do here. That's for the- the back office handles it. Yeah, I need that as soon as possible, 'cause, uh, I have a eye appointment tomorrow, and I need... They probably gonna be prescribing me eye... They probably gonna be prescribing me medication eye drops. If I have insurance, there's no point in paying the full price. I understand, sir. But yeah, so you said tomorrow, it'll be sometime tomorrow? Yes, sir. You should receive an email. You'll have to be looking out for your email for a link to finish registering your FreeRx account. And I should just follow the link? My member login, put my name and everything, you know, will that direct me? Yes, sir. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Clear. And this is Malcolm, how can I help you?

Speaker speaker_2: Uh, yes, my name is Antonio Tibideaux. I was calling to make sure I have my, um, my, my insurance policy has medical vision and, uh, medication because I have a, I have a eye, a eye appointment in an hour and, um, I left my cards. So I, I need a e- can I get an email of stating my vision?

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: DTC out of Emden.

Speaker speaker_1: Oh. I'm sorry, you said DCC?

Speaker speaker_2: D as in day, T as in towel, C as in car.

Speaker speaker_1: You, what's the last four of your social?

Speaker speaker_2: 6705.

Speaker speaker_1: Can you say that? 6705.

Speaker speaker_2: 6705.

Speaker speaker_1: First name?

Speaker speaker_2: Antonio.

Speaker speaker_1: Last name?

Speaker speaker_2: Tibideaux.

Speaker speaker_1: Okay. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 06/25/1990. Uh, it should be 304 Center Street, or it should be 4th... either 4th Ave. I don't know if I updated my address to 304 Center Street. It may be still 4th Ave.

Speaker speaker_1: So we have neither one of those addresses.

Speaker speaker_2: Which one is it? Yeah, all right, let me see, one second. 214 4th Ave, I'm sorry.

Speaker speaker_1: We don't have that one either. Would you verify with your full social?

Speaker speaker_2: My full social is 43679-6705.

Speaker speaker_1: Thank you. We have 112 Fairway Drive.

Speaker speaker_2: Oh, yeah. It, from... In La, in La, Lafayette, Louisiana. That's my, that's my mailing address. I'm s- I'm, I live in... I'm working in Emden right now. But 112 Fairway Drive is in Lafayette, Louisiana, 70506. That's my mailing address.

Speaker speaker_1: Okay. So do I need to change that or are you gonna keep that the same?

Speaker speaker_2: Uh, you can, you can change it to 304 Center Street.

Speaker speaker_1: Give me one moment. And you say you need your vision number?

Speaker speaker_2: I have... No, I have a vision card. What I really need, because they told me on the phone a minute ago, that there, because they'll be prescribing me medication. I never got me a RX or medication card on email. So you guys, can like email me something so that I can present it to, um, to see if the Walgreens-

Speaker speaker_1: So do you want to claim your account?

Speaker speaker_2: Sir? Sir?

Speaker speaker_1: Have you been to freerx.com and claimed your account? Have you went to freerx.com and claimed your account?

Speaker speaker_2: I never got an email about that.

Speaker speaker_1: All right. So what you want to do is you want to go to freerx.com and you want to hit Member Login, and then you want to hit New User Registration.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then this claims count and then your information will pop up.

Speaker speaker_2: So I have to go on freerx.com, member login?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: One second, hold on. Let me put my Air Pods in, and you can just walk me through it.

Speaker speaker_1: Okay.

Speaker speaker_2: Hello? Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Hello? Okay. One second.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Free... rx.com. Uh, I see... Oh, freeRx, let's see. Accept. Okay. Member login. New user registration?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_2: And I just, I just filled everything out?

Speaker speaker_1: Yes, sir. It should ask for your first name, last name, email, and I believe your social?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. So once you do that, you'll be able to, it should send you an email. And then you just follow that email to complete your registration.

Speaker speaker_2: Hold on now.

Speaker speaker_1: Say that again, sir.

Speaker speaker_2: No, I'm sorry. It says, "Your enrollment doesn't contain a freeRx plan." Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: It said it doesn't contain a freeRx plan.

Speaker speaker_1: I see what it is. Now if I put you on a free hold?

Speaker speaker_2: Yes.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Go ahead. On the way, man. Stop to my apartment, 'cause I need to update you stuff. Hello? Yeah. We can stay in the same apartment. Come on. Hey, don't worry about that. We don't have time to be working, man. We don't got time to do all that. It's all right, man. Somebody gonna be home.

Speaker speaker_1: How you doing, Mr. Antonio?

Speaker speaker_2: How you doing?

Speaker speaker_1: Doing good, man. So, uh, we want to thank you for bringing this to our attention, so it is an, an issue going on that we're gonna have to investigate. But I was told to let you know... Excuse me. You should have a link by tomorrow that helps you, that let- allows you to finish registering your FreeRx account.

Speaker speaker_2: So I do have the medication on my account?

Speaker speaker_1: You do have FreeRx. It's just like, it looks like it's an issue going on, which I wouldn't know. It's something that the back office would have to investigate. But they say you should have a link to finish your FreeRx registration by tomorrow.

Speaker speaker_2: So, I'll have it by tomorrow. You don't have a time frame or nothing? 'Cause my appointment's at 10:45.

Speaker speaker_1: No, sir, because I'm not... That's not something that we do here. That's for the- the back office handles it.

Speaker speaker_2: Yeah, I need that as soon as possible, 'cause, uh, I have a eye appointment tomorrow, and I need... They probably gonna be prescribing me eye... They probably gonna be prescribing me medication eye drops. If I have insurance, there's no point in paying the full price.

Speaker speaker_1: I understand, sir.

Speaker speaker_2: But yeah, so you said tomorrow, it'll be sometime tomorrow?

Speaker speaker_1: Yes, sir. You should receive an email. You'll have to be looking out for your email for a link to finish registering your FreeRx account.

Speaker speaker_2: And I should just follow the link? My member login, put my name and everything, you know, will that direct me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you.