

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Matthew. This is, uh, Troy Barber. Um, I'm trying to figure out, uh, how to get ahold of a doctor or something that can prescribe me, um, some high blood pressure medication. Um, I don't know if the... I know I have benefits through tomorrow, I think, uh, through Benefits in a Card. Um, but if you guys have Teladoc or something like that available, I just wanna get, you know, a prescription filled before tomorrow, or by tomorrow. So are you already enrolled, or are you trying to get enrolled into a plan that offers that? Already enrolled. Okay, what staff and company do you work for? Uh, American Staff Corp. What's the last four of your Social? 5586. For security purposes, can you verify your address and date of birth for me? I can. It's 6071 South Overlook Trail, Springfield, Missouri, 65810. What do you need the last four? 5586- Your date of birth. We already got that. Your date of birth. Uh, 1/15/71. Yeah. Thank you. Did you get it? Can we get your phone number? Yes, sir. Perfect. Can we get your phone number at 709-3245? Yep, you found me. Perfect. So, I can get- And I think your email is russandtroy@yahoo.com? Yep. So have you claimed your FreeRx account yet from the FreeRx website? No. Okay. So that's what I'm looking for. I don't, I don't have any prescriptions available. Long story short, I worked for Copeland before I started working for Staff Corp here in Springfield. I worked for Copeland in Lebanon. I was able to get into a doctor there, um, to supply me a 30-day supply of, uh, blood pressure medication. Um, I'm almost run out, so I want to... I need to get ahold of somebody, right? That can, um... I don't have any refills on that available. So I need, I guess, a doctor to prescribe that, so is there a Teladoc option that I have to go through that? Or do I just go to an Rx website, like you're talking about, and then just order it on there? I don't know how all that works. Well, sir, so you have, you have FreeRx. You got enrolled into the FreeRx. If you haven't claimed your account, it, it includes the access to virtual care. Um, so what you want to do- Okay. ... is go to your FreeRx- Okay. ... website and hit Member Login, and you want to hit New User Registration. Okay. And it's going to ask for your first name, your last name, your email, and your Social Security number. Okay. And then you should be able to talk with a virtual doctor about your medication. Perfect. Okay, what is that website? I think... Is it just FreeRx? Yes, sir, freerx.com. Free... Free, F-R-E-E, and then R-X- R-X. ... uh,.com. Free, R like Ronald, X like X-ray,.com, right? Mm-hmm. Okay, perfect. Okay, so let me get in there while I have you on the phone real quick. I can pull up the website. You said just register as the new... Yep, you go to, you go to hit... You're gonna login, and then you go to New User Registration and you type in your first name, last name, your email, and your Social Security number, and they should send you an email to follow up- Okay. ... and get you access to your account. Mm-kay, and then it'll tell me what the options are to get ahold of somebody that can talk to me and

then we can get the prescription fi- that way. Okay, freerx.com. Okay, so join today. I see Join Today. You're gonna, you're gonna hit Member Login, not Join Today. No, Member Login. Member login. Just click that. So username? No. Um, New User Registration. Okay, perfect. And then it said put in my name, all right, last name. Email, it's under Russ and Troy, and then Social, full Social? Yes, sir. Looks like... Okay. Start registration. There's already a registered user for this Social Security number. Actually, you might have already registered in, and you might... It's just being your email waiting for you to finish the enrollment process. 956-555-3686. Okay, so yeah, I've entered everything in correctly, so let me go back. Yeah, let me go back. Okay, um, but I don't remember setting up a password. I don't, I don't even remember this website. But, um, I... What should I try for the password? Like something I normally would use, or...? You can do a password reset. You should have an option. Uh, there's not one on there. That's weird. Login. Okay, login to access your pharmacy information, uh, and number. And it should, it should... It should pop up where it says login trouble, and then you just type in your email address. Can you go back in after the login? On that screen it has, where it says... Right next to the New User Registration, it says, "Login in trouble?" Yeah. And you should hit- Yeah, I see Login trouble, yep. And you should hit- Okay, I just did that, and then Recover Password. Mm-hmm. It says, "E- email account does not exist." Uh... Like no- Recover Password. Email account does not exist. Were you using the one that's on file at russandtroy@yahoo.com? Yeah, let me just type it again. I used one that was saved, russandtroy@... Yahoo.com. Okay. So, I just, uh, did that and then Recover. Does not exist. So that email doesn't exist either? Yeah, let me see. Uh, saying it doesn't exist. And I retyped it, you know what I mean? So did you use Russ- Okay, so- ... or did you use a different email? Uh, I mean, I used russandtroy, I don't know. Let me try the other one. The only other one I would use, let me try that. Let me see. Okay, and then Login Trouble. Okay, there's that. Does not exist. So there's only two possible ones, and, uh, neither of them exist. Okay. You mind if I- But, um- ... return every four- Okay, sure. Thank you. Thank you. Uh-huh. Are you there, Mr. Barber? Yeah, I'm here. Right. So were you able to do anything with the email reset? No. No. Okay. So what- What I- So what... Oh, go ahead. Yeah. f~go ahead. Oh, well, I was gonna say, so what I'm gonna have to do, I'm gonna have to put a... send an email out to get you a new link sent to get that... your account, um, reset, so you can start that process over. Okay. Whatever we have to do, 'cause I tried... Yeah, I tried doing the new user registration. I tried... It, for sure, should be the russandtroy@Yahoo.com, right? Should be that? That's-... that might not be it 'cause that's the file that we have, that's the email that we have on file. Okay. Yeah, do you want to send me a new link or how do we do this? Yes, yes, so what I was saying, I'ma have to, I'm gonna have to send a email then get them to do that process for you, and then once we- Okay. ... are able to get that sent to you, I'll give you a call back and give you an update on that. Okay. Is this going to happen today? Typically is 24... It can take 24 and 48 hours. Okay, so it may not happen by tomorrow. Okay. Um, 'cause I don't know if my coverage is not gonna be available. Do you know what I mean? After tomorrow? So... So you have access to complete years of record. I was trying to get it done today. What was that? What do you mean you don't know... What do you mean you don't know if your coverage will be active? So the, the last staffing company, like I was explaining to you earlier, um, I'm not with the company I was working for anymore, so- There is that 40... ... I know I got... Yeah. Okay. So it, I know I'm paid up 'til tomorrow for the coverage. So you have ac-, you have active coverage until Sunday. I'll have it until Sunday? You have active coverage-

Okay. ... 'til Sunday. And then even so- Okay. ... if you aren't with the company anymore, you can also make direct payments up to four weeks, so you can, you can have, you can pay for it four extra weeks of extra coverage while you're trying to find a new carrier or a new job, whatever- Right. ... the case may be. New jobs... But after those four weeks, you'll no longer have, you'll no longer be able to make direct payments and you'll no longer have coverage. Do you know what the payments are by any chance? What the amount is? It'd be the same pre- it'd be the same premium you're paying now. It'd be \$4.00 a week. Like 80-something a week or whatever? Yeah, 84.84. Okay. Yeah. And you'll still have the exact same coverage. Okay. All right, so there's no way... You have to send a re-, a new link in order to do that. Would StaffCorp have any of this information? Um, no sir, they wouldn't because they are not a carrier. They're just, they are an employer. Gotcha. Um, so when we go to the Yahoo Mail... Okay, so you're gonna send that link now or- I have to send a email. Should I wait for it? Yes, sir, I will have to send a email and once- In an email? And once I get notification of that email being sent, I will reach out to you and let you know that that new link has been sent. Okay. So you have my phone number and then that way you'll call me, so as soon as I get the email, should I call you back or you'll know that I got it- Yeah, I will- ... and then you're gonna call me? Yeah, once we, once the email is sent, I will give you a call and let you know it's sent and then you can go follow through with the, with the steps to get that done. Go through the process? Okay, yeah, um, confirm your account. Well, I see something here that says confirm your account. From FreeRx? Well, it says please confirm your account by clicking this link. Yeah. Is it from FreeRx? Yeah, it's saying, well, the link is related, members.f-r-e-e-r-x.com. Um, let's click the link, so I just clicked the link. So it's saying enter your security code sent to your email. Uh... Oh, okay, here it is, security code. Hold on. Validate. Oh, okay, so it already came through, so I'm picking my new password now. Okay. Okay. Cool, that way I can get this done today because... All right and one, and... So security question, maybe it was because I didn't have security questions? Uh, maybe that's what it was. Okay, I'm picking my second question. Let me... My third question. Okay, I'm doing a complete registration. Okay, Virtual Health, I'm- I'm in now. It looks like I'm in. Okay. So I have the dash- dashboard, member profile... Mm-hmm. Okay. So where do I go from here to get somebody on the phone? Uh, business hours... They're checking for numbers. Okay. Do not hesitate to call our customer service at... Provide affordable prescriptions, any questions about the program or your call the customer service. Okay, is there a Contact Us? So if you do that... So do you see the vi- do, do you see the Virtual Health tab? Uh, let me see the- Should be right above- are you on a computer or on your phone? Uh, desktop computer. So you, we, we- Member profile. So when you go, you go to the dashboard and then you should, there should be a- Yeah, I'm on the dashboard. ... link that says dashboard. Above your ID card, it should have a link that says Virtual Health. Um, Virtual Health. Thank you. It's in blue, just so you know. Mm-hmm. But it says, "Looks like something went wrong. The details of this error has been logged and forwarded to our team." So, I'm gonna go back. It's not letting me go back. So, Virtual Health. "Looks like something went wrong. The details of this error have been logged and forwarded to our team." When you click on the- And I hit Back. ... first tab? Yeah. That- And then I hit Back and nothing's happening. It just gave me sor- Sorry at the top, there was an error, and then it says in the pink box, "Looks like something went wrong. The details of this error have been logged and forwarded to our team," and then underneath that it says, "The details of this notification have been logged and forwarded to our team," and then it has like a Back button,

but the Back button isn't doing anything. So, it opened a complete new window and then name of the window is Error. So, it doesn't look like I pushed the- Try to reopen it and again- ... Help button is... Yeah, it doesn't look like... No, it did the same thing again. Error'd out. All right. So, how about if I log out and then log back in, and see what happens. Okay. So, I logged out- Let's see if- ... I was able to log in. Now, I see the cards that you're talking about. So, it might have been maybe the link wasn't working because of the, um, password reset process? Mm-hmm. Maybe. But I'm trying to click that Virtual Health again. Um, Acute chronic OTC- So if I put you on a re-holding in- You're fine, go ahead. Yeah, I'm trying to click the Virtual Health, you know, kind of turquoise color button. Can you speak up? A- and it, nothing's working on it. Yeah. Okay. Okay. We will put you on hold. Thank you. Thank you. Sure. Thanks. Are you there Mr. Choi? Yeah, I'm here. All right. So what, what's the name of the, um, what's the name of the prescription that she needs? The medication? It, the Benazapril. How do you spell that? B-E-N... Yeah. I, I checked with the, the RX- Oh yeah. ... customer service. Just in case. And they... Yeah, they said it was covered, but- All right. So what- ... I don't know the pro- Go ahead. Oh. Okay, so what you... All you need to do is get your ID card and then give it to your doctor. Your ID card that you have on the window. But that's the thing. That's the thing. I don't have a doctor. That's why I was trying to do like a virtual... Do they have a virtual- Okay, so if you- ... doctor's visit? So the only thing that's included is the urgent care. Uh-huh. If you wanted a virtual visit- Okay. ... you would have to add on the virtuals. I mean, you mind if I put you on a brief hold again? Okay. Yeah, 'cause virtual would be like, say, over my phone, I'm talking to them, or on the computer, like, camera or whatever we need to do. Then that way they know basically that I've been on this for a long time- Mm-hmm. ... and then they just need to write the prescription, send it to a pharmacy. I go, go to the pharmacy and pick it up with my card, I guess. Okay. You mind if I put you on a brief hold? Bye. Sure. No problem. Thank you. Are you there, Mr. Barber? Yep, I'm here. All right, so here's what I've, based off my research. So y- you have the prescription. You have... You can use that card. You would just n- have to find a primary- Okay. ... you'd just have to find a doctor that can... Are you... So do you have it rescribed already, or do you just need to get a refill? You need to get it re-prescribed or you, or no, you just need a refill? So, I need a refill, but I don't have any refills on the current bottle that I have. Do you see what I mean? So you have to get it re-prescribed? So, right. So I think I need another prescription, right? Yes, sir. And then, so what I'm wondering though is they're showing something here, I went to freerx.com- Mm-hmm. ... and it's saying something about adding the virtual, um, care to the plan. So, is that something you can help me with? Or is that something... 'Cause it's saying select a plan, individual plan or family plan. Mm-hmm. There's like, a monthly fee, but I didn't know if that was something that was built into the package I already have. So with the individual plan, it only gives you, uh, urgent care. And with urgent care, they wouldn't be able to prescribe you too many medications. So, well, it says free online urgent care. Yes, that's right but they wouldn't be able to do it. So online. They wouldn't be able to prescribe you any medications though. You have to find some... You have to go to an actual doctor and they will have to re-prescribe you, but you do have the ability- So... ... 'cause you would be able to use the FreeRx card. Okay, so FreeRx. To help you get Yeah. So just to confirm, FreeRx doesn't have a virtual care program where I can go onto the computer or I can call the doctor, tell them what my medical history is or whatever, and then them prescribe, uh, make a prescription for the actual medication? Because virtual care, y- y- you see a doctor, you know

what I mean? So their doctors are able to s- prescribe medications. So I know I had that as part of my Copland benefits when I was out there in Lebanon, where I would just call them, talk to them on the phone or from the computer, and then they would send a prescription directly to the pharmacy, and then I could go to the pharmacy, present my card, and then they would... Or they already have the information on file, and then I picked up the prescription and then paid for it, and then I have my prescription. So, um, you're saying that's not available, the virtual part of it? So not with the virtual urgent care. 'Cause I'm, I'm looking... Yeah, 'cause if you look- And we have it- ... I'm at freerx., freerx.com/ or [/checkout](#). I'm there, I see that, and it's saying under here, "Whether you need medication for yourself or the whole family, we have a plan for you." It says, "Individual plan, coverage for one person." It goes over that. "Free acute and chronic medications, free online urgent care." Um, so are you telling me that the free online urgent care part of it, they don't do prescriptions? Is that what you're trying to explain to me? Yes, sir. But, um... Okay. So... Mm... Okay, because it's saying free online urgent care, but you're saying... Then wh- what do they do for you? So that's like if you- If it's free online. ... can... Say if you got your arm, say if you hurt your arm or something, you're having pain, if it's like you were calling them- Uh-huh. ... to get advice for what to do in that scenario. But then again- So they're going to tell me, "Go to emergency." That's all they're going to do for me? They're not going to tell me, "Oh, let me give you some-" I wouldn't know. "... pain medication," or anything like that? That's good. I wouldn't be able to tell you because we're not... Right. Um, yeah, we're not the ones that... We're not the doctors and we're not the ones running it. So my question is, is, is that a doctor that you're seeing, or a practitioner, or a whatever, PRN, LVN? I don't know what they call them. But, um, the online urgent care, is that just like a normal person? Like... They're licensed providers. Not credentialed at all? They're licensed providers there. The... So they, they're not doctors? They're licensed providers. They're licensed providers. Yes, sir. What's a provider? Is, is that a doctor? A provider? Like a primary care physician or... 'Cause what I'm trying to figure out is if I purchase this plan from FreeRx, right? 'Cause it's telling me it's \$34.99 a month. If I pay that, do I have access to somebody that can actually give me a prescription? 'Cause there's... I don't think I'm gonna find a doctor's appointment by tomorrow to see a actual physical doctor. Do you see what I'm saying? Yes, sir. 60- So I'm... Right. So I'm trying to figure out a way how I can get my prescription to a pharmacy today or by tomorrow at the latest, is what I'm trying to do. I understand. You- And so the thing i- Go ahead. Right. I was going to say, so the FreeRx, are you part of that, or... No, sir. We're not a, we're not a carrier. We're just a plan administrator for health insurance for staff of companies. All we do is get you guys either enrolled or unenrolled from the health insurance. Okay. So, then I need to probably call them, this FreeRx, and see... So is the virtual care a part of my plan? Is that in my plan? No, sir. The virtual care? You don't, you do not have the virtual care. Virtual health? You do not... Yours does not include the virtual urgent care. Yours just gives you the access to over 800 acute medic, acute and chronic medications. That's all, that's the only- Okay. So it gives me a-... It gives me access to 'em, but I have to see a regular doctor. So, if I do this virtual health, then I, I probably have to sign up for that plan in order to... I'm just really confused, but... Yeah. You mind if I put you on the repoll again? Okay. Okay, sure. No, no worries. Go ahead. Thank you. Prescription do not hesitate. Okay. So I might have to call them. Are you there, Mr. Barber? Yep, I'm here. Okay. So yeah, looking at the... if you were to sign up for the FreeRx, we would- Okay. Those are licensed doctors and they do have a cap- Oh, they are? Yes, sir.

They do have the capa-... But you would have to get the virtual primary care add-on. You wouldn't be able to get it with the virtual urgent care. Okay. So, that's what I'm looking at when I was... Okay. So this Select Your Plan looks like there's individual and family plans, so say if I wanted to sign up for the family plan, I select that plan and then continue it. Behavioral health, no, not interested. Um, account information. So I basically would have to pay the \$34.99 and then that'll give me access to the virtual or healthcare, and then I- So there's- ... should be able to request a, an appointment- Go ahead. ... for a doctor to subscribe, right? Depending, depending on who was... So you, you in the family plan, you have to get that virtual primary care a- program add-on, which is another \$19.99. That would be for the single though, right? No, sir. Even with the family, that's a add-on. So the virtu-... So you, what you're signing up for with the family plan or the individual plan, you see they give just this free acute and chronic medications, free online urgent care. With the urgent care, those are licensed providers.... they won't be able- Okay. ... to give, which is like a nurse or a physician. Okay. Uh-huh. They wouldn't be able to prescribe you any medications. They wouldn't have the capability of doing that. But if you could get that family add-on- Oh. ... and then you add the Virtual Primary Care Program, they'll... That gives you access to doctors who do have the capability of prescribing you to the medication. Oh, okay. So, well, the one I'm looking at... Okay, let me go back here. So freerx.com is where I'm at right now. Yes, sir. So it says Virtual Primary Care Program. Mm-hmm. Is that the one that has the doctors? Yes, sir. They would... They, they will have the com- uh, they will be able to, uh, give you a prescrip- Prescriptions? Gotcha. They will have the capability of doing so. Okay. Gotcha. I can't speak on if they will or not- Okay. So I understand that. ... or what the process is like for that- Right. ... but they will have the com- Right. They will have the com- the com- the comability , capability of doing that for you. Okay. Got it. Okay, so I have to sign up for this program through the freerx.com in order to get to somebody that can actually see me or, you know, talk with me and then give me a s- prescription. Um, so I'm gonna use my information real quick. Okay, and then, uh... Let's make sure this works. Confirm password. Okay. Do I already have an account? I guess I already have an account with them, right? So you, technically you do, but since you're with, uh, you did it through a staffing company and not separate, I'm not actually sure how that would work. Do you mind if I put you on a brief hold again? Okay, no worries. Yeah, 'cause I... They're saying optional additional services, so that's why I'm at. I see the plan, family plan for \$34.99 and then I see a virtual \$19.99, and then, um, total \$54.98. Okay, and then it's asking me for payment information, so, okay, yeah, if you can confirm that, that'd be great. Okay, thank you. I'm just gonna put you on brief hold. Yep, thank you. Are you there, Mr. Troy? Yeah, I'm here. So I was told you have two options in this scenario. You can cancel the free RX- Okay. ... with American Staff Corp, and then you can wait for it to cancel itself out, or you can make a new account with freeRx.... and then you'll have to use a different email, 'cause your email that you have now is already tied to the account that you have with the staffing company. Oh, okay. Because it looks like... Uh, let me see. Okay. Yeah, because I went and signed up for it and put my card in, and then- Mm-hmm. ... now it did say that there was already an account, so I used my account. Um, let me go back in here. Let me log out and log back in. Yes, so you- You have to- Let me see. Go ahead. Yeah, I'm going to see. I just logged back in. Virtual Health. Um- So in order to, in order to get signed up, because you are still technically enrolled through a staffing company, to get signed up through a separate one and get the virtual- Oh, okay. ... Primary Care Add-On, you have to create a new account and

use a different email address than the one that you have on file for the staffing company. Okay. So I think- Or you ... can sign up for the one with the staffing company, but you'll have to wait two weeks for the cancellation process, and then use the other one still. Right. So is the... Uh, let's see. It won't even let me, yeah, put my information in there. Um, let me go back. Okay. So I think, so if... Since it's through freerx.com, to get the virtual part of it and access to the discounted prescriptions, right? Um, then I cancel with you, and then I... 'Cause you guys don't offer something for virtual, right? That can do me a prescription? Right. So then we have to cancel that part of it, I guess, through StaffCorp, the FreeRx? And then- And then once you cancel that, then I need to recreate a new account with- So you can, if- ... probably FreeRx, and then... If you wanted to avoid the two-week cancellation process, you can just go ahead and create an account and use a new email address. 'Cause FreeRx doesn't ask for a Social. You're only asked for your Social when you're on memory claim because you were going through the staffing company. Okay. But I already submitted it, and I think it took my payment too, so... You submitted it through your old email? I'm gonna probably have to call. So, like, I did all my account information, my name, I put in rustontroy@yahoo, and then I first tried to create a new account, password, confirm password, and it said there was already an account. Mm-hmm. So then I clicked on "Click here," because you already have an account, "Click here." Mm-hmm. So I did that, and then submitted it, and then it took it. So it says, "Eligible to reinstate coverage." Hit OK. And then I went there. Um, I did like a Start Membership, but there's... My card information's empty now, so they must have something in their system. They obviously had my payment because it went through, I think. Let me double-check. Oh, okay. Have you seen, did you guys see the actual money being taken out? Yeah, I'm going to go see if I can see that. Because if I can, then they obviously have that, and I don't know if they can add that to what you guys have for me on there, um, or if I have to set up a new one. I'm not sure. That might be the case, but they should know. Okay, I'm logging in right now to my... Okay, so transaction pending. Yeah, FreeRx, they charged my card. So, I'm gonna probably have to call them, um, and see how we get... If I have to re-establish it under a different, or if they can bridge it over to the, whatever I have with you guys, right? I would imagine. Well, let me see. Do you mind if I put you on a brief hold again? Okay. I appreciate it. Thank you. No problem. Thank you. Uh-huh. Brother, can I speak to someone for a moment? I'm on the phone with American Staff Corp. For what? Figure out how to get a prescription. You can't just call them. There is no refill. I'm going to call the pharmacy and say, "I want Benadryl pills. I'll be down there to pick it up." No, you have to have a doctor prescribe the prescription. So, he's telling me over the phone at first, "You have to see a doctor." I said, "I can't get in to see a doctor by tomorrow to get a prescription." So, can I, can I do a virtual call, like I had before? "Well, that's not part of your plan with American Staff Corp." So I went online and... Are you there, Mr.- I'm here. All right. Yeah, I'm here. So it looks like, so based on our end, it looks like you tried to make a direct payment. So we did get that transaction voided. We did not accept it. We rejected it on our end, because what you paid for was the coverage that you have for American Staff Corp. So you paid for another week of that. Okay. And that payment was rejected. We didn't... Just from what I've told, been told. And you should receive that back whenever the bank- Okay. ... whenever the bank transactions that. So, back to the FreeRx scenario. Right. What you need, what you need to do is to register with a different email now and go through the registration process. You're welcome. Okay. So, when I register for the new part, is that going to give me access to a doctor over the phone that can write me

a prescription? So, they, they, they have the capability of doing so. If they will do it or not, it's not- Okay. ... would be able to tell you if they will or not. Right, right, right. If they can do that. We won't know that, but they, they can. They can do it. They have the capability, yes, sir. Right. Okay. And if you want, I can walk you through the process of joining the, doing a FreeRx. Okay. So, all right. I'm at FreeRx. I'm logged in to my account. So, do I need to get out of here? Log out of that account. Yeah, log out of that account. Okay. You got to make a new one. Okay. So I just logged out. Now- Okay. ... I need to go- You want to hit Join Today. ... New User Registration? No, sir. You want to hit Join Today. Join Today. I don't see a Join Today. Mm-mm. Right up there next, right next to the- Um, I don't- ... member log-in. You know, I'm going to go completely out of it. Let me just go completely out. Uh, yeah. Log out. Close this window. Okay. I'm completely out of everything. So, I'm going to go to freerx.com, right? Yes, sir. FreeRx.com. Next to the member log-in, you should see a- Okay. ... big button that says You Can't- Yep, I see a Join Today. Join Today. Okay. All right, so then you decide which plan you want to enroll in. All right, so I'm going to select a plan. Mm-hmm. Yep, the family plan. Yeah, you hit Continue. Selected. Continue. And then it should give you a option to get behavior health or virtual primary care program as an add- additional option. So just the virtual primary care? Okay. Yep. And you want to hit add. Add program, yep. Yep. You continue. Continue. Okay. And then- Now, put in my name? Yep, and then you put in a new email address. Don't use the one you used for the last account. Right. For the StaffCare plan. Right. And this is a, this is a crucial, crucial step. So, just to confirm though... Right, right, I understand what you're saying, but to confirm though, so if that's already included in my plan, is it gonna make me pay for it? That's not e- so it's not included in your plan. You have virtual urgent care. Oh, but to sign up, I have to add it through a different email. That doesn't make any sense, but... No, no, sir, that's not- Okay. ... that's not what's going on, sir. So listen. What? You have the family plan includes virtual urgent care. Virtual primary care is different from virtual urgent care. Got it. Oh, okay, so it's not included in my plan that I have- Yes, sir, that, that's why I'm gonna- ... through American Staff Corp. Gotcha. Okay, that makes sense. Okay, so I'm gonna use my Gmail account instead, and then... Your total is going to be \$54.98. And you guys already declined the other one, right? Yes, sir, that, the, the check has been- Okay. Do you understand what I was saying when I said that? You pay, you basically paid for your American Staff Corp insurance to be active again for next month. Right. And we- Gotcha. ... we, we declined that and rejected that. Okay. And so you should see that back whenever your bank decides to refund you, 'cause we wouldn't, we wouldn't actually- Yeah, I was gonna... Yeah, I was gonna check it right now. It'll probably show credit back or something. So yeah, but the free R- Oh, yeah, yeah, yeah. We declined it. It's not even on there anymore, so good. Perfect. Okay. So I put in a password I want to use. I used my other email address, and then it says, uh, payment information, so now I'm going to put in my payment information again? Yes, sir, but this will be for your new account. Okay. Remember, these are the- Oh, the new. ... new login information 'cause this is the account that you will use, not the other account. The other account- Right. ... is the one that you had with American Staff Corp, and since you're no longer with them, that plan will cancel itself out so you no longer have active coverage. Gotcha. Okay, code. Okay. I got all my, and then just hit start membership, right? Yes. Okay, looks like it's doing something. Okay, so it gave me a subscription, um, let me do this. Save that one. Okay. So let's get started, it automatically downloaded my stuff. My phone number, I have to put that in. Um, is that... Birthdate, okay,

birthdate. Um, hmm. Let's see, shipping, all right, I have my address in there. Verify account. Text me a code. Okay, so now I'm just waiting for... I appreciate all the help in this, but it's very confusing. You know what I mean? I understand. Yes, sir, that's what I'm here for. You have to explain everything, and I'm just trying to get this prescription done, and it's just, it's crazy how you have to go through all this stuff, but, hey, as long as we get through it, then we're good. No problem, Mr. Troy, that's what I'm here for, to help. I appreciate it. Uh, F-A... Okay, verify account. Account verified, welcome to member resource center. It gave me the free RXID. Okay. It has a list of my cards here that I can use, automatically save your credit card. I don't need to do that right now. Our mission to provide affordable prescriptions to all, okay, so if I go to... Okay, so I'm in, and then let me see what my member profile shows. Okay, it has my new email address there. Okay. Now, how do I set up an appointment? Do you know how to do that? So let's see, you want to go to... Give me one moment. Is it virtual health, I guess? I don't know. I, I clicked on it and nothing's happening there. Uh, primary, member booklet, acute medications, OTC, over the counter, chronic medications. OK. Email us, member profiles, documents, uh, patient order forms, how to... home delivery- All right. So here- ... popular- You want to go to the FAQs, F-A, frequently asked questions page? Do you see that? Okay. All right, you want to scroll down to where it says, "Virtual Urgent Care through FreeRx." Oh, so where is that at? Under member profile or what, what was the dropdown? Uh, F-A-Q, frequ- frequently asked questions. FAQs, got it. Yes, sir. And then you want to go down it says- Okay. ... Virtual Urgent Care through FRx, or FreeRx. Let's look at it, through FreeRx, how do I activate my account after I purchase? So I need to do that then first, right? It says at the- Activate it first? It says within 24 h- did you receive the... have you received the email to activate your account? Let me check. Uh, email, transaction receipt. So it's giving me a receipt. There, okay, so something came in at 2:00 or 3:23 enrollment, welcome to... "Congrats, y- you're in, we're glad you're here." Uh, "Download your digital member cards." Okay. "Within 24 hours you will be receiving an email to activate your virtual." Okay. So, I don't think I've gotten that yet. Carl@Benefits... Confirm your account? But this one came in earlier. This one came in at 2:40, like almost an hour ago. So I don't think that's the one I want. So it should be there now. Yeah. I don't want that one. So it says within 24 hours. So I'm thinking you have to wait for that email to come, and then once you receive that email you'll follow back up- Right. ... where it says virtualcare.freerx.com. Because it's a different login- Yeah. ... than the actual website. So then you would log into there. And then from there you can make any changes you need. Okay. So I'm waiting for that to activate the virtual care part of it. And then once I activate it, then I can schedule an appointment, talk to a doctor or somebody and then ask them to fill a prescription or write a prescription for me and then we should be good? So- Yes, sir. I think we're, we're, where we need to be. I just wanted to make sure that we're going around this the right way. So... Yes, sir. I understand. Okay, perfect. All right. I think that's all I need help with at this point, and then I have FreeRx's number and stuff if I need to give them a call, um, if anything gives me trouble there, so... Yes, sir. All right. Well, thank you so much. I appreciate it. And you enjoy the rest of your day. No problem, Mr. Barber. If there's nothing else, thanks for calling Benefits Mercado. Hope you enjoy the rest of your day as well. You too. Thank you. Bye-bye. No problem. Bye. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Matthew. This is, uh, Troy Barber. Um, I'm trying to figure out, uh, how to get ahold of a doctor or something that can prescribe me, um, some high blood pressure medication. Um, I don't know if the... I know I have benefits through tomorrow, I think, uh, through Benefits in a Card. Um, but if you guys have Teladoc or something like that available, I just wanna get, you know, a prescription filled before tomorrow, or by tomorrow.

Speaker speaker_1: So are you already enrolled, or are you trying to get enrolled into a plan that offers that?

Speaker speaker_2: Already enrolled.

Speaker speaker_1: Okay, what staff and company do you work for?

Speaker speaker_2: Uh, American Staff Corp.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 5586.

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

Speaker speaker_2: I can. It's 6071 South Overlook Trail, Springfield, Missouri, 65810. What do you need the last four? 5586-

Speaker speaker_1: Your date of birth.

Speaker speaker_2: We already got that.

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Uh, 1/15/71. Yeah.

Speaker speaker_1: Thank you.

Speaker speaker_2: Did you get it?

Speaker speaker_1: Can we get your phone number? Yes, sir.

Speaker speaker_2: Perfect.

Speaker speaker_1: Can we get your phone number at 709-3245?

Speaker speaker_2: Yep, you found me. Perfect. So, I can get-

Speaker speaker_1: And I think your email is russandtroy@yahoo.com?

Speaker speaker_2: Yep.

Speaker speaker_1: So have you claimed your FreeRx account yet from the FreeRx website?

Speaker speaker_2: No.

Speaker speaker_1: Okay.

Speaker speaker_2: So that's what I'm looking for. I don't, I don't have any prescriptions available. Long story short, I worked for Copeland before I started working for Staff Corp here in Springfield. I worked for Copeland in Lebanon. I was able to get into a doctor there, um, to supply me a 30-day supply of, uh, blood pressure medication. Um, I'm almost run out, so I want to... I need to get ahold of somebody, right? That can, um... I don't have any refills on that available. So I need, I guess, a doctor to prescribe that, so is there a Teladoc option that I have to go through that? Or do I just go to an Rx website, like you're talking about, and then just order it on there? I don't know how all that works.

Speaker speaker_1: Well, sir, so you have, you have FreeRx. You got enrolled into the FreeRx. If you haven't claimed your account, it, it includes the access to virtual care. Um, so what you want to do-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is go to your FreeRx-

Speaker speaker_2: Okay.

Speaker speaker_1: ... website and hit Member Login, and you want to hit New User Registration.

Speaker speaker_2: Okay.

Speaker speaker_1: And it's going to ask for your first name, your last name, your email, and your Social Security number.

Speaker speaker_2: Okay.

Speaker speaker_1: And then you should be able to talk with a virtual doctor about your medication.

Speaker speaker_2: Perfect. Okay, what is that website? I think... Is it just FreeRx?

Speaker speaker_1: Yes, sir, freerx.com.

Speaker speaker_2: Free... Free, F-R-E-E, and then R-X-

Speaker speaker_1: R-X.

Speaker speaker_2: ... uh,.com. Free, R like Ronald, X like X-ray,.com, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, perfect. Okay, so let me get in there while I have you on the phone real quick. I can pull up the website. You said just register as the new...

Speaker speaker_1: Yep, you go to, you go to hit... You're gonna login, and then you go to New User Registration and you type in your first name, last name, your email, and your Social Security number, and they should send you an email to follow up-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and get you access to your account.

Speaker speaker_2: Mm-kay, and then it'll tell me what the options are to get ahold of somebody that can talk to me and then we can get the prescription fi- that way. Okay, freerx.com. Okay, so join today. I see Join Today.

Speaker speaker_1: You're gonna, you're gonna hit Member Login, not Join Today.

Speaker speaker_2: No, Member Login. Member login. Just click that. So username? No. Um, New User Registration. Okay, perfect. And then it said put in my name, all right, last name. Email, it's under Russ and Troy, and then Social, full Social?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Looks like... Okay. Start registration. There's already a registered user for this Social Security number.

Speaker speaker_1: Actually, you might have already registered in, and you might... It's just being your email waiting for you to finish the enrollment process.

Speaker speaker_2: 956-555-3686. Okay, so yeah, I've entered everything in correctly, so let me go back. Yeah, let me go back. Okay, um, but I don't remember setting up a password. I don't, I don't even remember this website. But, um, I... What should I try for the password? Like something I normally would use, or...?

Speaker speaker_1: You can do a password reset. You should have an option.

Speaker speaker_2: Uh, there's not one on there. That's weird. Login. Okay, login to access your pharmacy information, uh, and number.

Speaker speaker_1: And it should, it should... It should pop up where it says login trouble, and then you just type in your email address. Can you go back in after the login? On that screen it has, where it says... Right next to the New User Registration, it says, "Login in trouble?"

Speaker speaker_2: Yeah.

Speaker speaker_1: And you should hit-

Speaker speaker_2: Yeah, I see Login trouble, yep.

Speaker speaker_1: And you should hit-

Speaker speaker_2: Okay, I just did that, and then Recover Password.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: It says, "E- email account does not exist." Uh...

Speaker speaker_1: Like no-

Speaker speaker_2: Recover Password. Email account does not exist.

Speaker speaker_1: Were you using the one that's on file at russandtrov@yahoo.com?

Speaker speaker_2: Yeah, let me just type it again. I used one that was saved, russandtrov@... Yahoo.com. Okay. So, I just, uh, did that and then Recover. Does not exist.

Speaker speaker_1: So that email doesn't exist either?

Speaker speaker_2: Yeah, let me see. Uh, saying it doesn't exist. And I retyped it, you know what I mean?

Speaker speaker_1: So did you use Russ-

Speaker speaker_2: Okay, so-

Speaker speaker_1: ... or did you use a different email?

Speaker speaker_2: Uh, I mean, I used russandtrov, I don't know. Let me try the other one. The only other one I would use, let me try that. Let me see. Okay, and then Login Trouble. Okay, there's that. Does not exist. So there's only two possible ones, and, uh, neither of them exist.

Speaker speaker_1: Okay. You mind if I-

Speaker speaker_2: But, um-

Speaker speaker_1: ... return every four-

Speaker speaker_2: Okay, sure. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Are you there, Mr. Barber?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: Right. So were you able to do anything with the email reset?

Speaker speaker_2: No. No.

Speaker speaker_1: Okay. So what-

Speaker speaker_2: What I-

Speaker speaker_1: So what... Oh, go ahead.

Speaker speaker_2: Yeah. f~go ahead.

Speaker speaker_1: Oh, well, I was gonna say, so what I'm gonna have to do, I'm gonna have to put a... send an email out to get you a new link sent to get that... your account, um, reset,

so you can start that process over.

Speaker speaker_2: Okay. Whatever we have to do, 'cause I tried... Yeah, I tried doing the new user registration. I tried... It, for sure, should be the russandtroy@Yahoo.com, right? Should be that?

Speaker speaker_1: That's-... that might not be it 'cause that's the file that we have, that's the email that we have on file.

Speaker speaker_2: Okay. Yeah, do you want to send me a new link or how do we do this?

Speaker speaker_1: Yes, yes, so what I was saying, I'ma have to, I'm gonna have to send a email then get them to do that process for you, and then once we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... are able to get that sent to you, I'll give you a call back and give you an update on that.

Speaker speaker_2: Okay. Is this going to happen today?

Speaker speaker_1: Typically is 24... It can take 24 and 48 hours.

Speaker speaker_2: Okay, so it may not happen by tomorrow. Okay. Um, 'cause I don't know if my coverage is not gonna be available. Do you know what I mean? After tomorrow? So...

Speaker speaker_1: So you have access to complete years of record.

Speaker speaker_2: I was trying to get it done today. What was that?

Speaker speaker_1: What do you mean you don't know... What do you mean you don't know if your coverage will be active?

Speaker speaker_2: So the, the last staffing company, like I was explaining to you earlier, um, I'm not with the company I was working for anymore, so-

Speaker speaker_1: There is that 40...

Speaker speaker_2: ... I know I got... Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: So it, I know I'm paid up 'til tomorrow for the coverage.

Speaker speaker_1: So you have ac-, you have active coverage until Sunday.

Speaker speaker_2: I'll have it until Sunday?

Speaker speaker_1: You have active coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 'til Sunday. And then even so-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you aren't with the company anymore, you can also make direct payments up to four weeks, so you can, you can have, you can pay for it four extra weeks of extra coverage while you're trying to find a new carrier or a new job, whatever-

Speaker speaker_2: Right.

Speaker speaker_1: ... the case may be.

Speaker speaker_2: New jobs...

Speaker speaker_1: But after those four weeks, you'll no longer have, you'll no longer be able to make direct payments and you'll no longer have coverage.

Speaker speaker_2: Do you know what the payments are by any chance? What the amount is?

Speaker speaker_1: It'd be the same pre- it'd be the same premium you're paying now. It'd be \$4.00 a week.

Speaker speaker_2: Like 80-something a week or whatever?

Speaker speaker_1: Yeah, 84.84.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: And you'll still have the exact same coverage.

Speaker speaker_2: Okay. All right, so there's no way... You have to send a re-, a new link in order to do that. Would StaffCorp have any of this information?

Speaker speaker_1: Um, no sir, they wouldn't because they are not a carrier. They're just, they are an employer.

Speaker speaker_2: Gotcha. Um, so when we go to the Yahoo Mail... Okay, so you're gonna send that link now or-

Speaker speaker_1: I have to send a email.

Speaker speaker_2: Should I wait for it?

Speaker speaker_1: Yes, sir, I will have to send a email and once-

Speaker speaker_2: In an email?

Speaker speaker_1: And once I get notification of that email being sent, I will reach out to you and let you know that that new link has been sent.

Speaker speaker_2: Okay. So you have my phone number and then that way you'll call me, so as soon as I get the email, should I call you back or you'll know that I got it-

Speaker speaker_1: Yeah, I will-

Speaker speaker_2: ... and then you're gonna call me?

Speaker speaker_1: Yeah, once we, once the email is sent, I will give you a call and let you know it's sent and then you can go follow through with the, with the steps to get that done.

Speaker speaker_2: Go through the process? Okay, yeah, um, confirm your account. Well, I see something here that says confirm your account.

Speaker speaker_1: From FreeRx?

Speaker speaker_2: Well, it says please confirm your account by clicking this link. Yeah.

Speaker speaker_1: Is it from FreeRx?

Speaker speaker_2: Yeah, it's saying, well, the link is related, members.f-r-e-e-r-x.com. Um, let's click the link, so I just clicked the link. So it's saying enter your security code sent to your email. Uh... Oh, okay, here it is, security code. Hold on. Validate. Oh, okay, so it already came through, so I'm picking my new password now.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Cool, that way I can get this done today because... All right and one, and... So security question, maybe it was because I didn't have security questions? Uh, maybe that's what it was. Okay, I'm picking my second question. Let me... My third question. Okay, I'm doing a complete registration. Okay, Virtual Health, I'm- I'm in now. It looks like I'm in.

Speaker speaker_1: Okay.

Speaker speaker_2: So I have the dash- dashboard, member profile...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. So where do I go from here to get somebody on the phone? Uh, business hours...

Speaker speaker_1: They're checking for numbers.

Speaker speaker_2: Okay. Do not hesitate to call our customer service at... Provide affordable prescriptions, any questions about the program or your call the customer service. Okay, is there a Contact Us? So if you do that...

Speaker speaker_1: So do you see the vi- do, do you see the Virtual Health tab?

Speaker speaker_2: Uh, let me see the-

Speaker speaker_1: Should be right above- are you on a computer or on your phone?

Speaker speaker_2: Uh, desktop computer.

Speaker speaker_1: So you, we, we-

Speaker speaker_2: Member profile.

Speaker speaker_1: So when you go, you go to the dashboard and then you should, there should be a-

Speaker speaker_2: Yeah, I'm on the dashboard.

Speaker speaker_1: ... link that says dashboard. Above your ID card, it should have a link that says Virtual Health.

Speaker speaker_2: Um, Virtual Health. Thank you. It's in blue, just so you know.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But it says, "Looks like something went wrong. The details of this error has been logged and forwarded to our team." So, I'm gonna go back. It's not letting me go back. So, Virtual Health. "Looks like something went wrong. The details of this error have been logged and forwarded to our team."

Speaker speaker_1: When you click on the-

Speaker speaker_2: And I hit Back.

Speaker speaker_1: ... first tab?

Speaker speaker_2: Yeah.

Speaker speaker_1: That-

Speaker speaker_2: And then I hit Back and nothing's happening. It just gave me sor- Sorry at the top, there was an error, and then it says in the pink box, "Looks like something went wrong. The details of this error have been logged and forwarded to our team," and then underneath that it says, "The details of this notification have been logged and forwarded to our team," and then it has like a Back button, but the Back button isn't doing anything. So, it opened a complete new window and then name of the window is Error. So, it doesn't look like I pushed the-

Speaker speaker_1: Try to reopen it and again-

Speaker speaker_2: ... Help button is... Yeah, it doesn't look like... No, it did the same thing again. Error'd out. All right. So, how about if I log out and then log back in, and see what happens. Okay. So, I logged out-

Speaker speaker_1: Let's see if-

Speaker speaker_2: ... I was able to log in. Now, I see the cards that you're talking about. So, it might have been maybe the link wasn't working because of the, um, password reset process?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Maybe. But I'm trying to click that Virtual Health again. Um, Acute chronic OTC-

Speaker speaker_1: So if I put you on a re-holding in-

Speaker speaker_2: You're fine, go ahead. Yeah, I'm trying to click the Virtual Health, you know, kind of turquoise color button.

Speaker speaker_1: Can you speak up?

Speaker speaker_2: A- and it, nothing's working on it. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: We will put you on hold.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Sure. Thanks.

Speaker speaker_1: Are you there Mr. Choi?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: All right. So what, what's the name of the, um, what's the name of the prescription that she needs? The medication?

Speaker speaker_2: It, the Benazapril.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: B-E-N... Yeah. I, I checked with the, the RX-

Speaker speaker_1: Oh yeah.

Speaker speaker_2: ... customer service.

Speaker speaker_1: Just in case.

Speaker speaker_2: And they... Yeah, they said it was covered, but-

Speaker speaker_1: All right. So what-

Speaker speaker_2: ... I don't know the pro- Go ahead.

Speaker speaker_1: Oh. Okay, so what you... All you need to do is get your ID card and then give it to your doctor. Your ID card that you have on the window.

Speaker speaker_2: But that's the thing. That's the thing. I don't have a doctor. That's why I was trying to do like a virtual... Do they have a virtual-

Speaker speaker_1: Okay, so if you-

Speaker speaker_2: ... doctor's visit?

Speaker speaker_1: So the only thing that's included is the urgent care.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: If you wanted a virtual visit-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you would have to add on the virtuals. I mean, you mind if I put you on a brief hold again?

Speaker speaker_2: Okay. Yeah, 'cause virtual would be like, say, over my phone, I'm talking to them, or on the computer, like, camera or whatever we need to do. Then that way they know basically that I've been on this for a long time-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and then they just need to write the prescription, send it to a pharmacy. I go, go to the pharmacy and pick it up with my card, I guess.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Bye. Sure. No problem.

Speaker speaker_1: Thank you. Are you there, Mr. Barber?

Speaker speaker_2: Yep, I'm here.

Speaker speaker_1: All right, so here's what I've, based off my research. So y- you have the prescription. You have... You can use that card. You would just n- have to find a primary-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you'd just have to find a doctor that can... Are you... So do you have it rescribed already, or do you just need to get a refill? You need to get it re-prescribed or you, or no, you just need a refill?

Speaker speaker_2: So, I need a refill, but I don't have any refills on the current bottle that I have. Do you see what I mean?

Speaker speaker_1: So you have to get it re-prescribed?

Speaker speaker_2: So, right. So I think I need another prescription, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And then, so what I'm wondering though is they're showing something here, I went to freerx.com-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... and it's saying something about adding the virtual, um, care to the plan. So, is that something you can help me with? Or is that something... 'Cause it's saying select a plan, individual plan or family plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: There's like, a monthly fee, but I didn't know if that was something that was built into the package I already have.

Speaker speaker_1: So with the individual plan, it only gives you, uh, urgent care. And with urgent care, they wouldn't be able to prescribe you too many medications.

Speaker speaker_2: So, well, it says free online urgent care.

Speaker speaker_1: Yes, that's right but they wouldn't be able to do it.

Speaker speaker_2: So online.

Speaker speaker_1: They wouldn't be able to prescribe you any medications though. You have to find some... You have to go to an actual doctor and they will have to re-prescribe you, but you do have the ability-

Speaker speaker_2: So...

Speaker speaker_1: ... 'cause you would be able to use the FreeRx card.

Speaker speaker_2: Okay, so FreeRx.

Speaker speaker_1: To help you get

Speaker speaker_3: Yeah.

Speaker speaker_2: So just to confirm, FreeRx doesn't have a virtual care program where I can go onto the computer or I can call the doctor, tell them what my medical history is or whatever, and then they prescribe, uh, make a prescription for the actual medication? Because virtual care, y- y- you see a doctor, you know what I mean? So their doctors are able to s- prescribe medications. So I know I had that as part of my Copland benefits when I was out there in Lebanon, where I would just call them, talk to them on the phone or from the computer, and then they would send a prescription directly to the pharmacy, and then I could go to the pharmacy, present my card, and then they would... Or they already have the information on file, and then I picked up the prescription and then paid for it, and then I have my prescription. So, um, you're saying that's not available, the virtual part of it?

Speaker speaker_1: So not with the virtual urgent care.

Speaker speaker_2: 'Cause I'm, I'm looking... Yeah, 'cause if you look-

Speaker speaker_1: And we have it-

Speaker speaker_2: ... I'm at freerx., freerx.com/ or /checkout. I'm there, I see that, and it's saying under here, "Whether you need medication for yourself or the whole family, we have a plan for you." It says, "Individual plan, coverage for one person." It goes over that. "Free acute and chronic medications, free online urgent care." Um, so are you telling me that the free online urgent care part of it, they don't do prescriptions? Is that what you're trying to explain to me?

Speaker speaker_1: Yes, sir. But, um...

Speaker speaker_2: Okay. So... Mm... Okay, because it's saying free online urgent care, but you're saying... Then wh- what do they do for you?

Speaker speaker_1: So that's like if you-

Speaker speaker_2: If it's free online.

Speaker speaker_1: ... can... Say if you got your arm, say if you hurt your arm or something, you're having pain, if it's like you were calling them-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... to get advice for what to do in that scenario. But then again-

Speaker speaker_2: So they're going to tell me, "Go to emergency." That's all they're going to do for me? They're not going to tell me, "Oh, let me give you some-"

Speaker speaker_1: I wouldn't know.

Speaker speaker_2: "... pain medication," or anything like that? That's good.

Speaker speaker_1: I wouldn't be able to tell you because we're not...

Speaker speaker_2: Right.

Speaker speaker_1: Um, yeah, we're not the ones that... We're not the doctors and we're not the ones running it.

Speaker speaker_2: So my question is, is, is that a doctor that you're seeing, or a practitioner, or a whatever, PRN, LVN? I don't know what they call them. But, um, the online urgent care, is that just like a normal person? Like...

Speaker speaker_1: They're licensed providers.

Speaker speaker_2: Not credentialed at all?

Speaker speaker_1: They're licensed providers there.

Speaker speaker_2: The... So they, they're not doctors?

Speaker speaker_1: They're licensed providers.

Speaker speaker_2: They're licensed providers.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: What's a provider? Is, is that a doctor? A provider? Like a primary care physician or...'Cause what I'm trying to figure out is if I purchase this plan from FreeRx, right? 'Cause it's telling me it's \$34.99 a month. If I pay that, do I have access to somebody that can actually give me a prescription? 'Cause there's... I don't think I'm gonna find a doctor's appointment by tomorrow to see a actual physical doctor. Do you see what I'm saying?

Speaker speaker_1: Yes, sir. 60-

Speaker speaker_2: So I'm... Right. So I'm trying to figure out a way how I can get my prescription to a pharmacy today or by tomorrow at the latest, is what I'm trying to do.

Speaker speaker_1: I understand. You-

Speaker speaker_2: And so the thing i-

Speaker speaker_1: Go ahead.

Speaker speaker_2: Right. I was going to say, so the FreeRx, are you part of that, or...

Speaker speaker_1: No, sir. We're not a, we're not a carrier. We're just a plan administrator for health insurance for staff of companies. All we do is get you guys either enrolled or unenrolled from the health insurance.

Speaker speaker_2: Okay. So, then I need to probably call them, this FreeRx, and see... So is the virtual care a part of my plan? Is that in my plan?

Speaker speaker_1: No, sir.

Speaker speaker_2: The virtual care?

Speaker speaker_1: You don't, you do not have the virtual care.

Speaker speaker_2: Virtual health?

Speaker speaker_1: You do not... Yours does not include the virtual urgent care. Yours just gives you the access to over 800 acute medic, acute and chronic medications. That's all, that's the only-

Speaker speaker_2: Okay. So it gives me a-... It gives me access to 'em, but I have to see a regular doctor. So, if I do this virtual health, then I, I probably have to sign up for that plan in order to... I'm just really confused, but...

Speaker speaker_1: Yeah. You mind if I put you on the repoll again?

Speaker speaker_2: Okay. Okay, sure. No, no worries. Go ahead.

Speaker speaker_1: Thank you.

Speaker speaker_2: Prescription do not hesitate. Okay. So I might have to call them.

Speaker speaker_1: Are you there, Mr. Barber?

Speaker speaker_2: Yep, I'm here.

Speaker speaker_1: Okay. So yeah, looking at the... if you were to sign up for the FreeRx, we would-

Speaker speaker_2: Okay.

Speaker speaker_1: Those are licensed doctors and they do have a cap-

Speaker speaker_2: Oh, they are?

Speaker speaker_1: Yes, sir. They do have the capa-... But you would have to get the virtual primary care add-on. You wouldn't be able to get it with the virtual urgent care.

Speaker speaker_2: Okay. So, that's what I'm looking at when I was... Okay. So this Select Your Plan looks like there's individual and family plans, so say if I wanted to sign up for the family plan, I select that plan and then continue it. Behavioral health, no, not interested. Um, account information. So I basically would have to pay the \$34.99 and then that'll give me access to the virtual or healthcare, and then I-

Speaker speaker_1: So there's-

Speaker speaker_2: ... should be able to request a, an appointment-

Speaker speaker_1: Go ahead.

Speaker speaker_2: ... for a doctor to subscribe, right?

Speaker speaker_1: Depending, depending on who was... So you, you in the family plan, you have to get that virtual primary care a- program add-on, which is another \$19.99.

Speaker speaker_2: That would be for the single though, right?

Speaker speaker_1: No, sir. Even with the family, that's a add-on. So the virtu-... So you, what you're signing up for with the family plan or the individual plan, you see they give just this free acute and chronic medications, free online urgent care. With the urgent care, those are licensed providers.... they won't be able-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to give, which is like a nurse or a physician.

Speaker speaker_2: Okay. Uh-huh.

Speaker speaker_1: They wouldn't be able to prescribe you any medications. They wouldn't have the capability of doing that. But if you could get that family add-on-

Speaker speaker_2: Oh.

Speaker speaker_1: ... and then you add the Virtual Primary Care Program, they'll... That gives you access to doctors who do have the capability of prescribing you to the medication.

Speaker speaker_2: Oh, okay. So, well, the one I'm looking at... Okay, let me go back here. So freerx.com is where I'm at right now.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So it says Virtual Primary Care Program.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Is that the one that has the doctors?

Speaker speaker_1: Yes, sir. They would... They, they will have the com- uh, they will be able to, uh, give you a prescrip-

Speaker speaker_2: Prescriptions? Gotcha.

Speaker speaker_1: They will have the capability of doing so.

Speaker speaker_2: Okay. Gotcha.

Speaker speaker_1: I can't speak on if they will or not-

Speaker speaker_2: Okay. So I understand that.

Speaker speaker_1: ... or what the process is like for that-

Speaker speaker_2: Right.

Speaker speaker_1: ... but they will have the com-

Speaker speaker_2: Right.

Speaker speaker_1: They will have the com- the com- the comability , capability of doing that for you.

Speaker speaker_2: Okay. Got it. Okay, so I have to sign up for this program through the freerx.com in order to get to somebody that can actually see me or, you know, talk with me and then give me a s- prescription. Um, so I'm gonna use my information real quick. Okay, and then, uh... Let's make sure this works. Confirm password. Okay. Do I already have an account? I guess I already have an account with them, right?

Speaker speaker_1: So you, technically you do, but since you're with, uh, you did it through a staffing company and not separate, I'm not actually sure how that would work. Do you mind if I put you on a brief hold again?

Speaker speaker_2: Okay, no worries. Yeah, 'cause I... They're saying optional additional services, so that's why I'm at. I see the plan, family plan for \$34.99 and then I see a virtual \$19.99, and then, um, total \$54.98. Okay, and then it's asking me for payment information, so, okay, yeah, if you can confirm that, that'd be great.

Speaker speaker_1: Okay, thank you. I'm just gonna put you on brief hold.

Speaker speaker_2: Yep, thank you.

Speaker speaker_1: Are you there, Mr. Troy?

Speaker speaker_2: Yeah, I'm here.

Speaker speaker_1: So I was told you have two options in this scenario. You can cancel the free RX-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with American Staff Corp, and then you can wait for it to cancel itself out, or you can make a new account with freeRx.... and then you'll have to use a different email, 'cause your email that you have now is already tied to the account that you have with the staffing company.

Speaker speaker_2: Oh, okay. Because it looks like... Uh, let me see. Okay. Yeah, because I went and signed up for it and put my card in, and then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... now it did say that there was already an account, so I used my account. Um, let me go back in here. Let me log out and log back in.

Speaker speaker_1: Yes, so you- You have to-

Speaker speaker_2: Let me see.

Speaker speaker_1: Go ahead.

Speaker speaker_2: Yeah, I'm going to see. I just logged back in. Virtual Health. Um-

Speaker speaker_1: So in order to, in order to get signed up, because you are still technically enrolled through a staffing company, to get signed up through a separate one and get the virtual-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... Primary Care Add-On, you have to create a new account and use a different email address than the one that you have on file for the staffing company.

Speaker speaker_2: Okay. So I think-

Speaker speaker_1: Or you ... can sign up for the one with the staffing company, but you'll have to wait two weeks for the cancellation process, and then use the other one still.

Speaker speaker_2: Right. So is the... Uh, let's see. It won't even let me, yeah, put my information in there. Um, let me go back. Okay. So I think, so if... Since it's through freerx.com, to get the virtual part of it and access to the discounted prescriptions, right? Um, then I cancel with you, and then I... 'Cause you guys don't offer something for virtual, right? That can do me a prescription? Right. So then we have to cancel that part of it, I guess, through StaffCorp, the FreeRx?

Speaker speaker_1: And then-

Speaker speaker_2: And then once you cancel that, then I need to recreate a new account with-

Speaker speaker_1: So you can, if-

Speaker speaker_2: ... probably FreeRx, and then...

Speaker speaker_1: If you wanted to avoid the two-week cancellation process, you can just go ahead and create an account and use a new email address. 'Cause FreeRx doesn't ask for a Social. You're only asked for your Social when you're on memory claim because you were going through the staffing company.

Speaker speaker_2: Okay. But I already submitted it, and I think it took my payment too, so...

Speaker speaker_1: You submitted it through your old email?

Speaker speaker_2: I'm gonna probably have to call. So, like, I did all my account information, my name, I put in rustontroy@yahoo, and then I first tried to create a new account, password, confirm password, and it said there was already an account.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So then I clicked on "Click here," because you already have an account, "Click here."

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I did that, and then submitted it, and then it took it. So it says, "Eligible to reinstate coverage." Hit OK. And then I went there. Um, I did like a Start Membership, but there's... My card information's empty now, so they must have something in their system. They obviously had my payment because it went through, I think. Let me double-check.

Speaker speaker_1: Oh, okay. Have you seen, did you guys see the actual money being taken out?

Speaker speaker_2: Yeah, I'm going to go see if I can see that. Because if I can, then they obviously have that, and I don't know if they can add that to what you guys have for me on there, um, or if I have to set up a new one. I'm not sure. That might be the case, but they should know. Okay, I'm logging in right now to my... Okay, so transaction pending. Yeah, FreeRx, they charged my card. So, I'm gonna probably have to call them, um, and see how we get... If I have to re-establish it under a different, or if they can bridge it over to the, whatever I have with you guys, right? I would imagine.

Speaker speaker_1: Well, let me see. Do you mind if I put you on a brief hold again?

Speaker speaker_2: Okay. I appreciate it. Thank you.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: Uh-huh.

Speaker speaker_4: Brother, can I speak to someone for a moment?

Speaker speaker_5: I'm on the phone with American Staff Corp.

Speaker speaker_6: For what?

Speaker speaker_5: Figure out how to get a prescription. You can't just call them. There is no refill. I'm going to call the pharmacy and say, "I want Benadryl pills. I'll be down there to pick it up." No, you have to have a doctor prescribe the prescription. So, he's telling me over the phone at first, "You have to see a doctor." I said, "I can't get in to see a doctor by tomorrow to get a prescription." So, can I, can I do a virtual call, like I had before? "Well, that's not part of your plan with American Staff Corp." So I went online and...

Speaker speaker_1: Are you there, Mr.-

Speaker speaker_5: I'm here.

Speaker speaker_1: All right.

Speaker speaker_5: Yeah, I'm here.

Speaker speaker_1: So it looks like, so based on our end, it looks like you tried to make a direct payment. So we did get that transaction voided. We did not accept it. We rejected it on our end, because what you paid for was the coverage that you have for American Staff Corp. So you paid for another week of that.

Speaker speaker_5: Okay.

Speaker speaker_1: And that payment was rejected. We didn't... Just from what I've told, been told. And you should receive that back whenever the bank-

Speaker speaker_5: Okay.

Speaker speaker_1: ... whenever the bank transactions that. So, back to the FreeRx scenario.

Speaker speaker_5: Right.

Speaker speaker_1: What you need, what you need to do is to register with a different email now and go through the registration process.

Speaker speaker_6: You're welcome.

Speaker speaker_5: Okay. So, when I register for the new part, is that going to give me access to a doctor over the phone that can write me a prescription?

Speaker speaker_1: So, they, they, they have the capability of doing so. If they will do it or not, it's not-

Speaker speaker_5: Okay.

Speaker speaker_1: ... would be able to tell you if they will or not.

Speaker speaker_5: Right, right, right.

Speaker speaker_1: If they can do that.

Speaker speaker_5: We won't know that, but they, they can. They can do it.

Speaker speaker_1: They have the capability, yes, sir.

Speaker speaker_5: Right. Okay.

Speaker speaker_1: And if you want, I can walk you through the process of joining the, doing a FreeRx.

Speaker speaker_5: Okay. So, all right. I'm at FreeRx. I'm logged in to my account. So, do I need to get out of here?

Speaker speaker_1: Log out of that account. Yeah, log out of that account.

Speaker speaker_5: Okay.

Speaker speaker_1: You got to make a new one.

Speaker speaker_5: Okay. So I just logged out. Now-

Speaker speaker_1: Okay.

Speaker speaker_5: ... I need to go-

Speaker speaker_1: You want to hit Join Today.

Speaker speaker_5: ... New User Registration?

Speaker speaker_1: No, sir. You want to hit Join Today.

Speaker speaker_5: Join Today. I don't see a Join Today.

Speaker speaker_1: Mm-mm. Right up there next, right next to the-

Speaker speaker_5: Um, I don't-

Speaker speaker_1: ... member log-in.

Speaker speaker_5: You know, I'm going to go completely out of it. Let me just go completely out. Uh, yeah. Log out. Close this window. Okay. I'm completely out of everything. So, I'm going to go to freerx.com, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_5: FreeRx.com.

Speaker speaker_1: Next to the member log-in, you should see a-

Speaker speaker_5: Okay.

Speaker speaker_1: ... big button that says You Can't-

Speaker speaker_5: Yep, I see a Join Today. Join Today. Okay.

Speaker speaker_1: All right, so then you decide which plan you want to enroll in.

Speaker speaker_5: All right, so I'm going to select a plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_5: Yep, the family plan.

Speaker speaker_1: Yeah, you hit Continue.

Speaker speaker_5: Selected.

Speaker speaker_2: Continue.

Speaker speaker_1: And then it should give you a option to get behavior health or virtual primary care program as an add- additional option.

Speaker speaker_2: So just the virtual primary care? Okay.

Speaker speaker_1: Yep. And you want to hit add.

Speaker speaker_2: Add program, yep.

Speaker speaker_1: Yep. You continue.

Speaker speaker_2: Continue. Okay.

Speaker speaker_1: And then-

Speaker speaker_2: Now, put in my name?

Speaker speaker_1: Yep, and then you put in a new email address. Don't use the one you used for the last account.

Speaker speaker_2: Right.

Speaker speaker_1: For the StaffCare plan.

Speaker speaker_2: Right.

Speaker speaker_1: And this is a, this is a crucial, crucial step.

Speaker speaker_2: So, just to confirm though... Right, right, I understand what you're saying, but to confirm though, so if that's already included in my plan, is it gonna make me pay for it?

Speaker speaker_1: That's not e- so it's not included in your plan. You have virtual urgent care.

Speaker speaker_2: Oh, but to sign up, I have to add it through a different email. That doesn't make any sense, but...

Speaker speaker_1: No, no, sir, that's not-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that's not what's going on, sir. So listen.

Speaker speaker_2: What?

Speaker speaker_1: You have the family plan includes virtual urgent care. Virtual primary care is different from virtual urgent care.

Speaker speaker_2: Got it. Oh, okay, so it's not included in my plan that I have-

Speaker speaker_1: Yes, sir, that, that's why I'm gonna-

Speaker speaker_2: ... through American Staff Corp. Gotcha. Okay, that makes sense. Okay, so I'm gonna use my Gmail account instead, and then...

Speaker speaker_1: Your total is going to be \$54.98.

Speaker speaker_2: And you guys already declined the other one, right?

Speaker speaker_1: Yes, sir, that, the, the check has been-

Speaker speaker_2: Okay.

Speaker speaker_1: Do you understand what I was saying when I said that? You pay, you basically paid for your American Staff Corp insurance to be active again for next month.

Speaker speaker_2: Right.

Speaker speaker_1: And we-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... we, we declined that and rejected that.

Speaker speaker_2: Okay.

Speaker speaker_1: And so you should see that back whenever your bank decides to refund you, 'cause we wouldn't, we wouldn't actually-

Speaker speaker_2: Yeah, I was gonna... Yeah, I was gonna check it right now. It'll probably show credit back or something.

Speaker speaker_1: So yeah, but the free R-

Speaker speaker_2: Oh, yeah, yeah, yeah. We declined it. It's not even on there anymore, so good.

Speaker speaker_1: Perfect. Okay.

Speaker speaker_2: So I put in a password I want to use. I used my other email address, and then it says, uh, payment information, so now I'm going to put in my payment information again?

Speaker speaker_1: Yes, sir, but this will be for your new account.

Speaker speaker_2: Okay.

Speaker speaker_1: Remember, these are the-

Speaker speaker_2: Oh, the new.

Speaker speaker_1: ... new login information 'cause this is the account that you will use, not the other account. The other account-

Speaker speaker_2: Right.

Speaker speaker_1: ... is the one that you had with American Staff Corp, and since you're no longer with them, that plan will cancel itself out so you no longer have active coverage.

Speaker speaker_2: Gotcha. Okay, code. Okay. I got all my, and then just hit start membership, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, looks like it's doing something. Okay, so it gave me a subscription, um, let me do this. Save that one. Okay. So let's get started, it automatically downloaded my stuff. My phone number, I have to put that in. Um, is that... Birthdate, okay, birthdate. Um, hmm. Let's see, shipping, all right, I have my address in there. Verify account. Text me a code. Okay, so now I'm just waiting for... I appreciate all the help in this, but it's very confusing. You know what I mean?

Speaker speaker_1: I understand. Yes, sir, that's what I'm here for.

Speaker speaker_2: You have to explain everything, and I'm just trying to get this prescription done, and it's just, it's crazy how you have to go through all this stuff, but, hey, as long as we get through it, then we're good.

Speaker speaker_1: No problem, Mr. Troy, that's what I'm here for, to help.

Speaker speaker_2: I appreciate it. Uh, F-A... Okay, verify account. Account verified, welcome to member resource center. It gave me the free RXID. Okay. It has a list of my cards here that I can use, automatically save your credit card. I don't need to do that right now. Our mission to provide affordable prescriptions to all, okay, so if I go to... Okay, so I'm in, and then let me see what my member profile shows. Okay, it has my new email address there. Okay. Now, how do I set up an appointment? Do you know how to do that?

Speaker speaker_1: So let's see, you want to go to... Give me one moment.

Speaker speaker_2: Is it virtual health, I guess? I don't know. I, I clicked on it and nothing's happening there. Uh, primary, member booklet, acute medications, OTC, over the counter, chronic medications. OK. Email us, member profiles, documents, uh, patient order forms, how to... home delivery-

Speaker speaker_1: All right. So here-

Speaker speaker_2: ... popular-

Speaker speaker_1: You want to go to the FAQs, F-A, frequently asked questions page? Do you see that?

Speaker speaker_2: Okay.

Speaker speaker_1: All right, you want to scroll down to where it says, "Virtual Urgent Care through FreeRx."

Speaker speaker_2: Oh, so where is that at? Under member profile or what, what was the dropdown?

Speaker speaker_1: Uh, F-A-Q, frequ- frequently asked questions.

Speaker speaker_2: FAQs, got it.

Speaker speaker_1: Yes, sir. And then you want to go down it says-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Virtual Urgent Care through FRx, or FreeRx.

Speaker speaker_2: Let's look at it, through FreeRx, how do I activate my account after I purchase? So I need to do that then first, right?

Speaker speaker_1: It says at the-

Speaker speaker_2: Activate it first?

Speaker speaker_1: It says within 24 h- did you receive the... have you received the email to activate your account?

Speaker speaker_2: Let me check. Uh, email, transaction receipt. So it's giving me a receipt. There, okay, so something came in at 2:00 or 3:23 enrollment, welcome to... "Congrats, y-you're in, we're glad you're here." Uh, "Download your digital member cards." Okay. "Within 24 hours you will be receiving an email to activate your virtual." Okay. So, I don't think I've gotten that yet. Carl@Benefits... Confirm your account? But this one came in earlier. This one came in at 2:40, like almost an hour ago. So I don't think that's the one I want.

Speaker speaker_1: So it should be there now.

Speaker speaker_2: Yeah. I don't want that one.

Speaker speaker_1: So it says within 24 hours. So I'm thinking you have to wait for that email to come, and then once you receive that email you'll follow back up-

Speaker speaker_2: Right.

Speaker speaker_1: ... where it says virtualcare.freerx.com. Because it's a different login-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... than the actual website. So then you would log into there. And then from there you can make any changes you need.

Speaker speaker_2: Okay. So I'm waiting for that to activate the virtual care part of it. And then once I activate it, then I can schedule an appointment, talk to a doctor or somebody and then ask them to fill a prescription or write a prescription for me and then we should be good? So-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I think we're, we're, where we need to be. I just wanted to make sure that we're going around this the right way. So...

Speaker speaker_1: Yes, sir. I understand.

Speaker speaker_2: Okay, perfect. All right. I think that's all I need help with at this point, and then I have FreeRx's number and stuff if I need to give them a call, um, if anything gives me trouble there, so...

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Well, thank you so much. I appreciate it. And you enjoy the rest of your day.

Speaker speaker_1: No problem, Mr. Barber. If there's nothing else, thanks for calling Benefits Mercado. Hope you enjoy the rest of your day as well.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: No problem. Bye.

Speaker speaker_2: Mm-hmm. Bye.