

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, I recently, uh, had signed up for benefits, um, a while h- ago. Um, I haven't received any insurance cards yet, but I need to get a prescription filled. So, I'm not sure what's... where I get the information for the pharmacy. All right, what staffing company do you work for? Doherty. The last four of your Social? Uh, it's 3951. First name? Mark. Last name? Berm Lehman. Okay. For security purposes, can you verify your address and date of birth for me? Yep. 6476 4401 Heritage Hill Drive, Bloomington, Minnesota 55437. Thank you. So we got your phone number, 320-808-7144? Correct. And your email is mark.lehman@pm.me? Correct. You- I got different numbers. There's something on here like FreeRx and stuff, but I'm not sure what's what. When you say you got different numbers, what do you mean by that? Well, I- I... The packet I was given at work has... It's got Benefits on a Card and there's something here that says freerx.com. I just... I'm not sure, like I said, where to get my... the information I need to get at the pharmacy for the prescription. Okay. So have you looked at FreeRx to claim your account yet? Uh, no. Is that where I go next? So yeah, you want your cove... Your coverage has been active since the 28th of April. You wanna go to- Okay. ... freerx.com and claim your account, so you can get your uh, FreeRx card. That's the one you would use for prescriptions. Okay. Do I need, um, a member ID or anything like that? I can walk you through the process, but you would go to freerx.com and then you wanna hit- Okay. ... member login. And you're gonna hit new user registration. And it's gonna ask for your first name, your last name, your email and your Social Security number. Yeah. Oh, okay. And then once you put that information in, you, you should... your account should just pop up because you do have active coverage already. Okay. Perfect. Well, I will go to freerx.com then and get that activated, and that should have everything I need for the pharmacy. So, cool. So you still need- Awesome. Thank you very much. Need any other cards? Uh, I don't have any other cards, but I don't need any right now. I don't have any doctor's appointments coming up. I'm assuming they'll just come in the mail. So with the medical you want to call and request it, otherwise it's only sent via email. Oh, email's fine too. Um. Okay, go ahead. Who does it... who does the email come from? Um, uh, n- I wouldn't... would it say Benefits in a Card or APL? Okay. All right. And if I need to call to get a card, which number do I call for that? You can just call us back. Uh. Oh, okay. Sorry. Can I request a card from you now then? Yes, sir. Okay. So your, your VIP standard also covers medications. Did you want me to send you that card digitally as well? Or you want me to make an appointment to send it to you? Uh, yes, please. Yeah, that would be awesome. All right. You mind if I put you in a brief hold while I get those for you? Thank you. Mm-hmm. Oh, sorry. Sorry, this is almost done. Oh, no that's okay. I can just- I'm, I'm over it already. Yeah. Yeah, I'm assuming, I'm assuming car, car wash is not scared with you, but we always got a couple. Yeah. So I'll meet a friend. Yeah. Ah, thank you. How do they usually speak? I mean,

they probably have that at their house. That's always... I have to get the spool out, because it's... And I don't think that it's, uh, because it says at home. Oh, yeah. I haven't seen those. Yeah. Have you seen those before? No. I'll have to figure it out. I don't think so. It's the only thing I've got. I used it up until like, twine. There were three other ones, but they got really messy, and there was just too many kind of references and ways to make things on it. But... Have you seen those before? Yeah. I took a while. Have you seen those before? Yeah. At least 10 maybe. Oh, okay. Yeah. Tell me what? Show them that if you want. It's like, that's the cover of Forbes. Oh, yeah. I've seen those before. Yeah. Yeah. Yeah. They're just... I've seen those before. Yeah. Yeah. Well, let's go to Aldi's and... Yeah. I hope, I hope Scooter doesn't walk past us. Scooter hasn't walked by. He hasn't... Yeah. He hasn't... Yeah. All right. Nice people. Maybe they're just not getting them this year. Oh, yeah. Yeah. One of them is a crow's nest. Yeah. And then from the crow's, the crow's nest one is a spool. Oh, a big one too. She wants a, she wants something to corner her with. That, that one has, that has the perfect area. It's perfect. Yeah, she gets to count us that night. You know, I haven't been down this aisle. Uh-uh. I got the insert too. What's this? What's this? Oh, it's a, it's a start menu. Thank you. No, problem. Thank you. All right. That's why I was wondering. I was like, "What the hell is wrong?" It's important deal though. Yeah. Hey, there, Mark? Yeah. I just sent those ID cards to your email. Oh, awesome. Perfect. Well, I will watch for those, and then I'll go to FreeRX and get that account set up, and then I think I should be all set. All right. Well, is there anything else I can help you with today, Mr. Mark? Uh, nope, that'll do it. Thank you so much. No problem. Thanks for calling Ben & Chris in the car. I hope you have a great rest of your week. Y- you too. Bye-bye. See you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, I recently, uh, had signed up for benefits, um, a while h- ago. Um, I haven't received any insurance cards yet, but I need to get a prescription filled. So, I'm not sure what's... where I get the information for the pharmacy.

Speaker speaker\_0: All right, what staffing company do you work for?

Speaker speaker\_1: Doherty.

Speaker speaker\_0: The last four of your Social?

Speaker speaker\_1: Uh, it's 3951.

Speaker speaker\_0: First name?

Speaker speaker\_1: Mark.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Berm Lehman.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yep. 6476 4401 Heritage Hill Drive, Bloomington, Minnesota 55437.

Speaker speaker\_0: Thank you. So we got your phone number, 320-808-7144?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email is mark.lehman@pm.me?

Speaker speaker\_1: Correct.

Speaker speaker\_0: You-

Speaker speaker\_1: I got different numbers. There's something on here like FreeRx and stuff, but I'm not sure what's what.

Speaker speaker\_0: When you say you got different numbers, what do you mean by that?

Speaker speaker\_1: Well, I- I... The packet I was given at work has... It's got Benefits on a Card and there's something here that says freerx.com. I just... I'm not sure, like I said, where to get my... the information I need to get at the pharmacy for the prescription.

Speaker speaker\_0: Okay. So have you looked at FreeRx to claim your account yet?

Speaker speaker\_1: Uh, no. Is that where I go next?

Speaker speaker\_0: So yeah, you want your cove... Your coverage has been active since the 28th of April. You wanna go to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... freerx.com and claim your account, so you can get your uh, FreeRx card. That's the one you would use for prescriptions.

Speaker speaker\_1: Okay. Do I need, um, a member ID or anything like that?

Speaker speaker\_0: I can walk you through the process, but you would go to freerx.com and then you wanna hit-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... member login. And you're gonna hit new user registration. And it's gonna ask for your first name, your last name, your email and your Social Security number. Yeah.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And then once you put that information in, you, you should... your account should just pop up because you do have active coverage already.

Speaker speaker\_1: Okay. Perfect. Well, I will go to freerx.com then and get that activated, and that should have everything I need for the pharmacy. So, cool.

Speaker speaker\_0: So you still need-

Speaker speaker\_1: Awesome. Thank you very much. Need any other cards? Uh, I don't have any other cards, but I don't need any right now. I don't have any doctor's appointments coming up. I'm assuming they'll just come in the mail.

Speaker speaker\_0: So with the medical you want to call and request it, otherwise it's only sent via email.

Speaker speaker\_1: Oh, email's fine too. Um.

Speaker speaker\_0: Okay, go ahead.

Speaker speaker\_1: Who does it... who does the email come from?

Speaker speaker\_0: Um, uh, n- I wouldn't... would it say Benefits in a Card or APL?

Speaker speaker\_1: Okay. All right. And if I need to call to get a card, which number do I call for that?

Speaker speaker\_0: You can just call us back. Uh.

Speaker speaker\_1: Oh, okay. Sorry. Can I request a card from you now then?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So your, your VIP standard also covers medications. Did you want me to send you that card digitally as well? Or you want me to make an appointment to send it to you?

Speaker speaker\_1: Uh, yes, please. Yeah, that would be awesome.

Speaker speaker\_0: All right. You mind if I put you in a brief hold while I get those for you?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Oh, sorry. Sorry, this is almost done.

Speaker speaker\_0: Oh, no that's okay. I can just-

Speaker speaker\_1: I'm, I'm over it already. Yeah. Yeah, I'm assuming, I'm assuming car, car wash is not scared with you, but we always got a couple.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So I'll meet a friend.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Ah, thank you.

Speaker speaker\_2: How do they usually speak? I mean, they probably have that at their house.

Speaker speaker\_3: That's always... I have to get the spool out, because it's... And I don't think that it's, uh, because it says at home.

Speaker speaker\_2: Oh, yeah. I haven't seen those. Yeah. Have you seen those before?

Speaker speaker\_3: No. I'll have to figure it out.

Speaker speaker\_2: I don't think so.

Speaker speaker\_3: It's the only thing I've got. I used it up until like, twine. There were three other ones, but they got really messy, and there was just too many kind of references and ways to make things on it. But...

Speaker speaker\_2: Have you seen those before?

Speaker speaker\_3: Yeah. I took a while.

Speaker speaker\_2: Have you seen those before?

Speaker speaker\_3: Yeah. At least 10 maybe.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_3: Yeah. Tell me what? Show them that if you want. It's like, that's the cover of Forbes.

Speaker speaker\_2: Oh, yeah. I've seen those before. Yeah.

Speaker speaker\_3: Yeah. Yeah.

Speaker speaker\_2: They're just... I've seen those before.

Speaker speaker\_3: Yeah. Yeah. Well, let's go to Aldi's and...

Speaker speaker\_2: Yeah.

Speaker speaker\_3: I hope, I hope Scooter doesn't walk past us.

Speaker speaker\_2: Scooter hasn't walked by. He hasn't... Yeah. He hasn't... Yeah. All right. Nice people.

Speaker speaker\_3: Maybe they're just not getting them this year.

Speaker speaker\_2: Oh, yeah. Yeah.

Speaker speaker\_3: One of them is a crow's nest. Yeah. And then from the crow's, the crow's nest one is a spool.

Speaker speaker\_2: Oh, a big one too.

Speaker speaker\_3: She wants a, she wants something to corner her with. That, that one has, that has the perfect area. It's perfect. Yeah, she gets to count us that night.

Speaker speaker\_2: You know, I haven't been down this aisle.

Speaker speaker\_3: Uh-uh. I got the insert too.

Speaker speaker\_2: What's this? What's this? Oh, it's a, it's a start menu.

Speaker speaker\_3: Thank you.

Speaker speaker\_2: No, problem.

Speaker speaker\_3: Thank you.

Speaker speaker\_2: All right. That's why I was wondering. I was like, "What the hell is wrong?"

Speaker speaker\_3: It's important deal though.

Speaker speaker\_2: Yeah. Hey, there, Mark?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: I just sent those ID cards to your email.

Speaker speaker\_3: Oh, awesome. Perfect. Well, I will watch for those, and then I'll go to FreeRX and get that account set up, and then I think I should be all set.

Speaker speaker\_2: All right. Well, is there anything else I can help you with today, Mr. Mark?

Speaker speaker\_3: Uh, nope, that'll do it. Thank you so much.

Speaker speaker\_2: No problem. Thanks for calling Ben & Chris in the car. I hope you have a great rest of your week.

Speaker speaker\_3: Y- you too. Bye-bye.

Speaker speaker\_2: See you.