

## Transcript: Malcolm

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### Full Transcript

... to call on Benefits in a Card. This is Malcolm, how can I help you? My name is Darrel Yarbrough. Uh, I'm an employee at Surge, uh, Staffing and I received a text a few days ago, uh, telling me that I was enrolled in the MEC TeleRx, and that I should call this number to make- Did you want to cancel or decline? I'm sorry? Were you wanting ? I'm sorry, what does it... What did you say? Were you wanting to cancel or decline? Are you happy with the benefits? Oh, no. No. N- no, I- I was, um, calling to get a, a bit of information about the, uh, the plan, if- if that's possible. All right. So the MEC TeleRx plan that's a well-... That's like a preventative care plan. It's good for, like, wellness checks, w- vaccinations, cancer screenings, pap smears and mammograms in women, any preventative care services, and it also gives you access to FreeRx, which is a virtual pharmacy that gives you access- Mm-hmm. ... to over 800 acute and chronic medications, along with our virtual urgent care appointments. Okay now this- That does include dental or vision, or a doctor's visit. Oh okay, okay. Okay, that sounds good. Now is there a card or anything... Yeah, so when you- That I should be receiving? When did it- Yeah, so once... The way that it works, once you see that first deductible from your pay check, and we see it in our system, that following Monday when your coverage will come active. And your ID card should be sent one to two weeks from that activation date. Okay, sounds good. A- and, um, would you know if, um, under the Rx plan if, um... Well, you probably wouldn't know all the drugs that's covered, would you? So you can actually go free to our website and they have... Uh, you can search the medication you need on there and see if it's covered by it. Okay, what's the web-... What's the website? Just freerx.com. W-W-W dot freerx.com. FreeRx? Okay. Okay, cool. Sounds good, man. Thank you again, man. No problem, sir. Was there anything else I could help you with today? That was it. You have a good one. You too, man. Thank you. All right.

### Conversation Format

Speaker speaker\_0: ... to call on Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_1: My name is Darrel Yarbrough. Uh, I'm an employee at Surge, uh, Staffing and I received a text a few days ago, uh, telling me that I was enrolled in the MEC TeleRx, and that I should call this number to make-

Speaker speaker\_0: Did you want to cancel or decline?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Were you wanting ?

Speaker speaker\_1: I'm sorry, what does it... What did you say?

Speaker speaker\_0: Were you wanting to cancel or decline? Are you happy with the benefits?

Speaker speaker\_1: Oh, no. No. N- no, I- I was, um, calling to get a, a bit of information about the, uh, the plan, if- if that's possible.

Speaker speaker\_0: All right. So the MEC TeleRx plan that's a well... That's like a preventative care plan. It's good for, like, wellness checks, w- vaccinations, cancer screenings, pap smears and mammograms in women, any preventative care services, and it also gives you access to FreeRx, which is a virtual pharmacy that gives you access-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to over 800 acute and chronic medications, along with our virtual urgent care appointments.

Speaker speaker\_1: Okay now this-

Speaker speaker\_0: That does include dental or vision, or a doctor's visit.

Speaker speaker\_1: Oh okay, okay. Okay, that sounds good. Now is there a card or anything...

Speaker speaker\_0: Yeah, so when you-

Speaker speaker\_1: That I should be receiving? When did it-

Speaker speaker\_0: Yeah, so once... The way that it works, once you see that first deductible from your pay check, and we see it in our system, that following Monday when your coverage will come active. And your ID card should be sent one to two weeks from that activation date.

Speaker speaker\_1: Okay, sounds good. A- and, um, would you know if, um, under the Rx plan if, um... Well, you probably wouldn't know all the drugs that's covered, would you?

Speaker speaker\_0: So you can actually go free to our website and they have... Uh, you can search the medication you need on there and see if it's covered by it.

Speaker speaker\_1: Okay, what's the web... What's the website?

Speaker speaker\_0: Just freerx.com. W-W-W dot freerx.com.

Speaker speaker\_1: FreeRx? Okay. Okay, cool. Sounds good, man. Thank you again, man.

Speaker speaker\_0: No problem, sir. Was there anything else I could help you with today?

Speaker speaker\_1: That was it. You have a good one.

Speaker speaker\_0: You too, man. Thank you.

Speaker speaker\_1: All right.