

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Sorry, this is Malcolm. Can I help you? Hi, Malcolm. Uh, my name is Susan Strohmeyer. Um, and the, uh, reason that I am, uh, calling in is, uh, I work for, uh, Time Staffing. And I have, um, uh, benefits, um, with the, the company and that. And I'm trying to understand my, um, health insurance and that because, um, when, um, the lady that I work with and that, when she looked up my, uh, stuff, um, it showed that I had, um... I'm trying to find it in the book 'cause she had, she had showed it to me, where, um, it said that I had free, um, um, like for, uh, prescriptions were covered and stuff. And, um, yesterday I tried to, uh, get my, um, prescriptions and that, and, uh, the cost for me was a little astronomical. Um, because even with, uh, the insurance putting, um, some money toward it, um, and it wasn't, uh, it wasn't a large amount as far as the, um, uh, insurance putting money toward it. Um, I think they only paid, I think it was like 25%. Um, and all the medications that I needed, uh, was over \$500. So are you calling about a claim? Hmm? Are you calling about a claim then? Um, I don't know if it would be considered a, a claim. I mean, um, my, um, pharmacy, my pharmacy card that I have, um, like I said, when it was, uh, put through and stuff, uh, it didn't, um, um... Yeah. My, uh, insurance is, uh, APL. Mm-hmm. Uh, Hamilton- Hamilton-Riker. And, um, see if I can find... What staffing company do you work for, ma'am? Time Staffing. Um, I work, um, I work at, uh, GOJO, the, um- What's your social? ... the soap company. Hmm? Last four of your social? 8740. First name? Susan. Last name? Last name, Strohmeyer. S-T-R-O-H-M-E-Y-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Uh, my address that I have on file for you guys should be 126 East Market Street, Apartment 1, Orrville, Ohio 44667. And date of birth? July 4th, 1972. Thank you. Through that, your phone number, 260-288-0946. Um, hold on. I don't have my phone number memorized. And, um, 330-641-9487. That's your new number? Yes, that is my new number. Uh, I had to- And one more time. It is 330- And I think I got it. ... 641-9487. And then the email is donnerkcass@gmail.com? Mm-hmm. Thank you. All right. So you're saying to me you paid more than you thought you were gonna pay for your prescriptions? Yes. Um, as in I wasn't able to get my prescriptions because the cost of the prescriptions were 500, 500 and some odd dollars. So I did- I didn't even get them. They're still sitting at CVS. Um, and I will probably have to pick and choose, um, what medication I can get. Um, and the thing that gets me is, um, I take, uh, Wellbutrin, um, and the, the generic brand of that is, um, Bupropion. And, uh... The insurance, I believe, covered, uh, 300 of it, and the other, uh, the other aspect of it, um, I would have to pay that, which is 200 because the Bupropion without insurance is 500 on its own. Well, Butrin, which is the, the m- main name for it, as in the non-generic kind, uh, a 90-day supply for that would be \$1,000 without insurance. All right. So- so are you calling to see why it was not covered? Mm-hmm. Okay. So we're not the carrier, so I wouldn't

be able to answer that question, unfortunately. Okay. So, uh, were you... Which card were you using? Were you using your free RX card or were you using your medical card? I was using the, uh, prescription, uh, card. Um, uh, they didn't say that I had to use the, uh, insurance card also. I mean, is that something that I would have to do? No. I was just asking, so which one are you referring to? Are you... 'Cause your free RX card is on freerx.com unless you download it to your phone. Otherwise, you're using your medical card. Oh. Oh. Uh, oh. Okay. Oh. Oh. What's the name of the medication you need? Hold up. That's not... Okay. Um, the, um... 'Cause I had called in and they had sent me, um... in an email, they had sent me, um... basically a snapshot of my, uh, prescription card. And, uh, are you telling me that the free RX is different than the prescription card? Yes, you should have a medical card and a free RX card. You get your free RX card from going on free RX and logging in on the website. Your medical card, it does cover some prescriptions, but it doesn't cover as many as the free RX card. I wasn't given that information. I didn't know that. All right. So have you gone to free RX and received your free RX ID card? No. No. I, I didn't even know how to... I, I didn't... I mean, what you're telling me, this is something that is total bubble wax. Okay. I had, I had no idea. Okay. So if you have a moment, I can walk you through how to get your ID card from free RX. Okay. If you wanna go to the website and I can help you- Okay. ... get your ID card that way. F-R-E-E. Free and you said R-X? Yes, ma'am. Is that a.com? Yes, ma'am. Okay. Oh, excuse. Okay. Um, I just pulled it up. Ultimate prescriptions and telehealth for only \$29.99 per month. So you should... You go to member login. Uh- And then you got a new user registration. Okay. Hold on. Free virtual urgent care. Consult room. New add-ons, behavioral health, number C. Where do I find that? It should be right at the top where it says Join Today, sit next to where it says Member Login. Oh, join today. Member login. Okay. All right. And then you hit new user registration down at the bottom, below the login button. New user registration. Got it. So then you type in your first name, your last name, your email and your social security number. Susan. And that's not capitalized. There we go. And then my social? Yes, ma'am. Okay. I'm waiting for... Whoa. Registration was not successful. Please try again or contact support. Says your registration was not successful? Yeah. This is it. You wanna try it again? Uh-huh. Nope, it won't do it. And you're making sure that all your, your social's correct and everything? Yeah. Mm-hmm. Okay. All right. Ooh. Am I about to join a brief hope? Nope, go right ahead. Thank you. What? Ha, so funny. Okay. Yeah. Are y- are you there, ma'am? Yes. All right, so it looks like you need to just v- verify with the email that you put in. You need to go and accept the email that they sent to verify the account. So I need to... All right, hold on. Is it the donorkcsf@gmail.com email? Yes. Yes. All right, so you go to your email. You should have a email from FreeRx asking you to, uh, verify the account. Verify... Okay. All right, hold on. Ugh. I wish I had a computer. Ugh. Totally wish I had a computer. Enrollment confirm. FreeRx security, okay. Please c- by clicking the link. Okay. Aha. Yeah, like I just... I didn't write that down. Daggone it. I didn't write, I didn't, I didn't write it down. Let me write it down and try it again. Huh? Meh. Meh. Okay. Let's try this again. Ugh. Oh, okay, now I gotta make a password. Okay. Make sure that the thing... Yeah, I got something. Okay. Yay. I'm gonna go with that. Okay. County or country? C-O-U-N-T-R-Y, country? Is that what it's- Yeah. I wanna know if I'm reading that right. Uh, it says, "What is your..." Is that country of birth? Would that be C-O-U-N-T-R-Y? You mean like country? Oh, okay. All right. Um... Hm. I'll go with that. Um... Ooh. All right. Uh-uh. Were you able to get access? Hmm. Dangnabit, it's not... Can you spell suburban for me please? Uh, I'm going to have to Google it then. Okay, please. So it's

S-U-B- S-T- U- ... B- ... R-R- ... U-R-B- A-N. ... A-N. There we go. I couldn't, I couldn't get it, but... There we go. S-U-B-U-R-B-A-N, suburban. There we go. There we go. Ah. Says, "Welcome to FreeRx Member Resource Center." Okay. Member booklet, actual medication formality. What does that, what does that mean? Say that again? Uh, acute medication formality. For- formula. Are you saying formality or formula, 'cause those are two different things. I, I think it's for- it's F-O, F-O-R, F, F-O-R-M-U-L-A-R-Y. Formulary? Oh, okay. Oh, this, that just means a list of prescription drug, drugs covered by a prescription drug plan or another insurance plan. Oh. That would be important for me to read. So what, what is the name of the medication you're looking for? Um, it is called Bupropion. How do you spell that? Ooh. Um, hold on. Let me pull up my prescription. It's actually called I see, and then it's B-U-P-R-O-P-I-O-N. B-U- And it's, it's B-L. It's B-U-P. B as in boy, U as in unicorn, P as in Paul, R as in Roy, O as in octopus, P as in, like, penguin, I as in- Pink. ... ink. Uh, O as in , uh, octopus, and then N as in Nancy. Is it, is it B, it's B-U-P-R-O-P-I-O-N or P-O-N? P-I-O-N. Yep. So it is, it is on the FreeRx website. Oh, okay. It says, so yeah, you should be able to, it says you, you should be able to order it through the FreeRx website for home delivery only. Oh. Okay. So all right. Prescriptions, Americans, if you have any questions about the program or prescriptions, do not hesitate... Okay. So, this 888 number, um, that would be a matter of me talking to them as far as how I would order stuff, how I would do this? You said, you could order it online or you can call them there. Oh, okay. Okay. Yeah, 'cause I've, like, never used this before. Mm-hmm. Yeah. So I, like, have no, no clue. I understand. So yeah, you should, you should be able to order it online. Okay. And- And if you need help, you should just, you can just reach out to them as well. Okay. Okay. And then- So, um, and- Go ahead. ... and with that I get what, free, free prescriptions and stuff like that? Yeah. Does that, do you, do you see, so do you see where you can search for medications, which says make sure your medications are covered? Uh... I see member booklet, accurate medication, uh, and then chronic medication, um, and then OTC medication. Over-the-counter.... over the, oh, over the counter and then chronic, what, what does that mean by chronic? Would that be like my Levithrox? Right. Yes, that would, that'd be one that would have to be sent through the mail. Chronic means it has to be sent through the mail. Acute medications can be picked up at the pharmacy. Oh. Oh, okay, okay. Okay. So chron- oh, okay, chronic. That would be the bupropion. That would be the... Oh, boy. Well, if you go, if you go to the FreeRx website, just, just go and... So you're doing this on your phone, I'm assuming, correct? Yes. Yeah, so if you go... If you just type in freerx.com- Mm-hmm. ... on that main screen it... They search, search for your medications and you just type in- Yes. ... the, the bu- Bupropion. The bupro- bupropion. Bupropion? How you pronounce it? Uh-huh. And you just type that in. Bupropion? Mm-hmm. And then it'll show you the... It has the 100 milligrams, 75 milligrams. Okay, so like, so like drug search, that's... Is that, is that what I... Is that what I would use? What do you mean? Uh... I guess I'm going to have to call them. Because I am not... So are you on the FreeRx website right now? Are you on that page I was referring to where you search for the medication? Um, yeah. I believe so. Drug search, enter drug name. Therapeutic classes, search. Support, call us, email us. Okay. 9:00 AM to 7:00 PM. All right. Search and locate. Okay. Pharmacy locator. Okay. That would have a big impact on it too, because I don't know if CVS works with FreeRx. You see... Let me see. Metformin. Mm-hmm. Okay. So yes, we're... They're with CVS... It says on the website, CVS, Albertsons, Publix, Rite Aid, Walgreens and Lyric. Oh, okay. Okay. All right. All right. Well, um, I guess what I'm gonna do is let you go so

that I can call them to figure out how to, uh, work this. 'Cause... Yeah. All right. Well, ... um, at the top of it says freerx.com and then it's like Dashboard, Member Profile, Facts and Questions, Documents, Home Delivery Instructions, Pharmacy Locator, Drug Search, and then Contact Us. So home, Home Delivery Instructions is where you would want to go. Ah. Have your physician call your prescriptions in at... Oh. All right. Now, um, my address has changed. I, I am, I am not living at, uh, 126 East Market Street anymore. I can, I can update that address for you. What's your new address? Okay. My new address is... Yeah, not living with the abusive ex, uh, boyfriend. That's why I moved. Uh, 90 Maple Street, Lexington, Ohio, 44904. What was the zip code, one more time? 44904. Yeah. And is that a home or an apartment? It is a home. Um, I just live in the upstairs, uh, bedroom that is like a, an apartment. All right. So you said 90 Maple Street? Yeah, 90 Maple Street in Lexington. In Lexington- Ohio. ... L-E-X-I-N-G-T-O- L-E-X-T-I-O-N. Okay. Say that one more time. L-E-X-T-I-O-N. Zip code 44904. Who the heck? Well, let's get to that in a second. All right. We got that new address saved for you. Okay, thank you. All right. Well, is there anything else that I can help you with today, Miss Susan? No, no. That, that should be it. So I should be able to, you know, call them and go from there and all that jazz. So. So I do see that you're missing a beneficiary for your life insurance policy. Would you like that information while I have you on the phone? Oh, boy. Oh my goodness. I would just need a first name, last name and their relationship to you. I don't know who to name. I have no idea who to name, because, um... I am currently going through a, uh, divorce. Mm-hmm. So, um... Yeah. The only family member that I'm talking to, uh, Crystal Strohmeier. Hi, is Crystal with a C or a K? It's with a C, C-R-Y-S-T-A-L. Last name? Strohmeier. Strohmeier. S-T-R-O-H-M-E-Y-E-R. And she is my daughter. Thank you. All right. I got that updated for you. Okay. Thank you. No problem, miss. Mm-hmm. Is there anything else I can help you with today? No. Um, is there anything else that I've missed? Uh, that was the only thing that I seen on your account, ma'am. Everything else looks great. Have you received all your ID cards already? Um, actually, um, the prescription one, uh, and stuff like that, and, uh... Hold up. Let me see. The only ones that I have are the, uh, dental. That's it. So you don't have them... You don't have the medical? Nope. Mm-mm. Or the vision? All of that. Nope. Mm-mm. All right. Can I, can I put you on a brief hold while I get those for you? Okay. Thank you. Hello? Are you there, Ms. Susan? Yes. All right. So I just sent your ID cards to your email. Oh, okay. You should have your vision card, your medical card and your dental card. Is there any way that you guys can send them to me, um, in the mail? Yes, ma'am. You can? Yes, ma'am. Please do so. I would very much appreciate that. No problem. Uh, w- so was there anything else that I could help you with today, Ms. Susan? No, that would be the biggest thing is get- being able to get them in the mail. Because, um, I- I- I understand getting them, you know, via email, but I have- Mm-hmm. ... like no way to p- I got no way to print them out. I don't, I don't... And so- I gotcha. All right. Then I'll just put in a request for them- Yeah. ... to be sent to you physically as well. Thank you. Was there anything else that I can help you- Thank you so much. ... with today, Ms. Susan? No, that would be it. Thank you, dear. No problem. What is your name again? Malcolm. Thank you, Malcolm. No problem, Ms. Susan. And have a wonderful a- Say that again? Your phone broke up. I said have a wonderful and blessed day. You too. Happy holidays. Thank you. Thank you. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Sorry, this is Malcolm. Can I help you?

Speaker speaker\_2: Hi, Malcolm. Uh, my name is Susan Strohmeier. Um, and the, uh, reason that I am, uh, calling in is, uh, I work for, uh, Time Staffing. And I have, um, uh, benefits, um, with the, the company and that. And I'm trying to understand my, um, health insurance and that because, um, when, um, the lady that I work with and that, when she looked up my, uh, stuff, um, it showed that I had, um... I'm trying to find it in the book 'cause she had, she had showed it to me, where, um, it said that I had free, um, um, like for, uh, prescriptions were covered and stuff. And, um, yesterday I tried to, uh, get my, um, prescriptions and that, and, uh, the cost for me was a little astronomical. Um, because even with, uh, the insurance putting, um, some money toward it, um, and it wasn't, uh, it wasn't a large amount as far as the, um, uh, insurance putting money toward it. Um, I think they only paid, I think it was like 25%. Um, and all the medications that I needed, uh, was over \$500.

Speaker speaker\_1: So are you calling about a claim?

Speaker speaker\_2: Hmm?

Speaker speaker\_1: Are you calling about a claim then?

Speaker speaker\_2: Um, I don't know if it would be considered a, a claim. I mean, um, my, um, pharmacy, my pharmacy card that I have, um, like I said, when it was, uh, put through and stuff, uh, it didn't, um, um... Yeah. My, uh, insurance is, uh, APL.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, Hamilton- Hamilton-Riker. And, um, see if I can find...

Speaker speaker\_1: What staffing company do you work for, ma'am?

Speaker speaker\_2: Time Staffing. Um, I work, um, I work at, uh, GOJO, the, um-

Speaker speaker\_1: What's your social?

Speaker speaker\_2: ... the soap company. Hmm?

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: 8740.

Speaker speaker\_1: First name?

Speaker speaker\_2: Susan.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Last name, Strohmeier. S-T-R-O-H-M-E-Y-E-R.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, my address that I have on file for you guys should be 126 East Market Street, Apartment 1, Orrville, Ohio 44667.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: July 4th, 1972.

Speaker speaker\_1: Thank you. Through that, your phone number, 260-288-0946.

Speaker speaker\_2: Um, hold on. I don't have my phone number memorized. And, um, 330-641-9487.

Speaker speaker\_1: That's your new number?

Speaker speaker\_2: Yes, that is my new number. Uh, I had to-

Speaker speaker\_1: And one more time.

Speaker speaker\_2: It is 330-

Speaker speaker\_1: And I think I got it.

Speaker speaker\_2: ... 641-9487.

Speaker speaker\_1: And then the email is [donnerkcass@gmail.com](mailto:donnerkcass@gmail.com)?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Thank you. All right. So you're saying to me you paid more than you thought you were gonna pay for your prescriptions?

Speaker speaker\_2: Yes. Um, as in I wasn't able to get my prescriptions because the cost of the prescriptions were 500, 500 and some odd dollars. So I did- I didn't even get them. They're still sitting at CVS. Um, and I will probably have to pick and choose, um, what medication I can get. Um, and the thing that gets me is, um, I take, uh, Wellbutrin, um, and the, the generic brand of that is, um, Bupropion. And, uh...The insurance, I believe, covered, uh, 300 of it, and the other, uh, the other aspect of it, um, I would have to pay that, which is 200 because the Bupropion without insurance is 500 on its own. Well, Butrin, which is the, the m- main name for it, as in the non-generic kind, uh, a 90-day supply for that would be \$1,000 without insurance.

Speaker speaker\_1: All right. So- so are you calling to see why it was not covered?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. So we're not the carrier, so I wouldn't be able to answer that question, unfortunately.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, uh, were you... Which card were you using? Were you using your free RX card or were you using your medical card?

Speaker speaker\_2: I was using the, uh, prescription, uh, card. Um, uh, they didn't say that I had to use the, uh, insurance card also. I mean, is that something that I would have to do?

Speaker speaker\_1: No. I was just asking, so which one are you referring to? Are you... 'Cause your free RX card is on freerx.com unless you download it to your phone. Otherwise, you're using your medical card.

Speaker speaker\_2: Oh. Oh. Uh, oh.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Oh. Oh.

Speaker speaker\_1: What's the name of the medication you need?

Speaker speaker\_2: Hold up. That's not... Okay. Um, the, um... 'Cause I had called in and they had sent me, um... in an email, they had sent me, um... basically a snapshot of my, uh, prescription card. And, uh, are you telling me that the free RX is different than the prescription card?

Speaker speaker\_1: Yes, you should have a medical card and a free RX card. You get your free RX card from going on free RX and logging in on the website. Your medical card, it does cover some prescriptions, but it doesn't cover as many as the free RX card.

Speaker speaker\_2: I wasn't given that information. I didn't know that.

Speaker speaker\_1: All right. So have you gone to free RX and received your free RX ID card?

Speaker speaker\_2: No. No. I, I didn't even know how to... I, I didn't... I mean, what you're telling me, this is something that is total bubble wax.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I had, I had no idea.

Speaker speaker\_1: Okay. So if you have a moment, I can walk you through how to get your ID card from free RX.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you wanna go to the website and I can help you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... get your ID card that way.

Speaker speaker\_2: F-R-E-E. Free and you said R-X?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Is that a.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Oh, excuse. Okay. Um, I just pulled it up. Ultimate prescriptions and telehealth for only \$29.99 per month.

Speaker speaker\_1: So you should... You go to member login.

Speaker speaker\_2: Uh-

Speaker speaker\_1: And then you got a new user registration.

Speaker speaker\_2: Okay. Hold on. Free virtual urgent care. Consult room. New add-ons, behavioral health, number C. Where do I find that?

Speaker speaker\_1: It should be right at the top where it says Join Today, sit next to where it says Member Login.

Speaker speaker\_2: Oh, join today. Member login. Okay. All right.

Speaker speaker\_1: And then you hit new user registration down at the bottom, below the login button.

Speaker speaker\_2: New user registration. Got it.

Speaker speaker\_1: So then you type in your first name, your last name, your email and your social security number.

Speaker speaker\_2: Susan. And that's not capitalized. There we go. And then my social?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. I'm waiting for... Whoa. Registration was not successful. Please try again or contact support.

Speaker speaker\_1: Says your registration was not successful?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: This is it. You wanna try it again?

Speaker speaker\_2: Uh-huh. Nope, it won't do it.

Speaker speaker\_1: And you're making sure that all your, your social's correct and everything?

Speaker speaker\_2: Yeah. Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Ooh.

Speaker speaker\_1: Am I about to join a brief hope?



Speaker speaker\_2: Nope, go right ahead.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: What? Ha, so funny. Okay. Yeah.

Speaker speaker\_1: Are y- are you there, ma'am?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, so it looks like you need to just v- verify with the email that you put in. You need to go and accept the email that they sent to verify the account.

Speaker speaker\_2: So I need to... All right, hold on.

Speaker speaker\_1: Is it the donorkcsf@gmail.com email?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: All right, so you go to your email. You should have a email from FreeRx asking you to, uh, verify the account.

Speaker speaker\_2: Verify... Okay. All right, hold on. Ugh. I wish I had a computer. Ugh. Totally wish I had a computer. Enrollment confirm. FreeRx security, okay. Please c- by clicking the link. Okay. Aha. Yeah, like I just... I didn't write that down. Daggone it. I didn't write, I didn't, I didn't write it down. Let me write it down and try it again.

Speaker speaker\_1: Huh?

Speaker speaker\_2: Meh. Meh. Okay. Let's try this again. Ugh. Oh, okay, now I gotta make a password. Okay. Make sure that the thing... Yeah, I got something. Okay. Yay. I'm gonna go with that. Okay. County or country? C-O-U-N-T-R-Y, country? Is that what it's-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: I wanna know if I'm reading that right. Uh, it says, "What is your..." Is that country of birth? Would that be C-O-U-N-T-R-Y?

Speaker speaker\_1: You mean like country?

Speaker speaker\_2: Oh, okay. All right. Um... Hm. I'll go with that. Um... Ooh. All right. Uh-uh.

Speaker speaker\_1: Were you able to get access?

Speaker speaker\_2: Hmm. Dangnabit, it's not... Can you spell suburban for me please?

Speaker speaker\_1: Uh, I'm going to have to Google it then.

Speaker speaker\_2: Okay, please.

Speaker speaker\_1: So it's S-U-B-

Speaker speaker\_2: S-T-

Speaker speaker\_1: U-

Speaker speaker\_2: ... B-

Speaker speaker\_1: ... R-R-

Speaker speaker\_2: ... U-R-B-

Speaker speaker\_1: A-N.

Speaker speaker\_2: ... A-N. There we go. I couldn't, I couldn't get it, but... There we go. S-U-B-U-R-B-A-N, suburban. There we go. There we go. Ah. Says, "Welcome to FreeRx Member Resource Center." Okay. Member booklet, actual medication formality. What does that, what does that mean?

Speaker speaker\_1: Say that again?

Speaker speaker\_2: Uh, acute medication formality. For- formula.

Speaker speaker\_1: Are you saying formality or formula, 'cause those are two different things.

Speaker speaker\_2: I, I think it's for- it's F-O, F-O-R, F, F-O-R-M-U-L-A-R-Y.

Speaker speaker\_1: Formulary?

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Oh, this, that just means a list of prescription drug, drugs covered by a prescription drug plan or another insurance plan.

Speaker speaker\_2: Oh. That would be important for me to read.

Speaker speaker\_1: So what, what is the name of the medication you're looking for?

Speaker speaker\_2: Um, it is called Bupropion.

Speaker speaker\_1: How do you spell that?

Speaker speaker\_2: Ooh. Um, hold on. Let me pull up my prescription. It's actually called I see, and then it's B-U-P-R-O-P-I-O-N.

Speaker speaker\_1: B-U-

Speaker speaker\_2: And it's, it's B-L. It's B-U-P. B as in boy, U as in unicorn, P as in Paul, R as in Roy, O as in octopus, P as in, like, penguin, I as in-

Speaker speaker\_1: Pink.

Speaker speaker\_2: ... ink. Uh, O as in , uh, octopus, and then N as in Nancy.

Speaker speaker\_1: Is it, is it B, it's B-U-P-R-O-P-I-O-N or P-O-N?

Speaker speaker\_2: P-I-O-N.

Speaker speaker\_1: Yep. So it is, it is on the FreeRx website.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: It says, so yeah, you should be able to, it says you, you should be able to order it through the FreeRx website for home delivery only.

Speaker speaker\_2: Oh. Okay. So all right. Prescriptions, Americans, if you have any questions about the program or prescriptions, do not hesitate... Okay. So, this 888 number, um, that would be a matter of me talking to them as far as how I would order stuff, how I would do this?

Speaker speaker\_1: You said, you could order it online or you can call them there.

Speaker speaker\_2: Oh, okay. Okay. Yeah, 'cause I've, like, never used this before.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Yeah. So I, like, have no, no clue.

Speaker speaker\_1: I understand. So yeah, you should, you should be able to order it online.

Speaker speaker\_2: Okay. And-

Speaker speaker\_1: And if you need help, you should just, you can just reach out to them as well.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: And then-

Speaker speaker\_2: So, um, and-

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: ... and with that I get what, free, free prescriptions and stuff like that?

Speaker speaker\_1: Yeah. Does that, do you, do you see, so do you see where you can search for medications, which says make sure your medications are covered?

Speaker speaker\_2: Uh... I see member booklet, accurate medication, uh, and then chronic medication, um, and then OTC medication.

Speaker speaker\_1: Over-the-counter.

Speaker speaker\_2: ... over the, oh, over the counter and then chronic, what, what does that mean by chronic? Would that be like my Levithrox?

Speaker speaker\_1: Right. Yes, that would, that'd be one that would have to be sent through the mail. Chronic means it has to be sent through the mail. Acute medications can be picked up at the pharmacy.

Speaker speaker\_2: Oh. Oh, okay, okay. Okay. So chron- oh, okay, chronic. That would be the bupropion. That would be the... Oh, boy.

Speaker speaker\_1: Well, if you go, if you go to the FreeRx website, just, just go and... So you're doing this on your phone, I'm assuming, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah, so if you go... If you just type in freerx.com-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... on that main screen it... They search, search for your medications and you just type in-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... the, the bu-

Speaker speaker\_2: Bupropion.

Speaker speaker\_1: The bupro- bupropion. Bupropion? How you pronounce it?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And you just type that in.

Speaker speaker\_2: Bupropion?

Speaker speaker\_1: Mm-hmm. And then it'll show you the... It has the 100 milligrams, 75 milligrams.

Speaker speaker\_2: Okay, so like, so like drug search, that's... Is that, is that what I... Is that what I would use?

Speaker speaker\_1: What do you mean? Uh...

Speaker speaker\_2: I guess I'm going to have to call them. Because I am not...

Speaker speaker\_1: So are you on the FreeRx website right now? Are you on that page I was referring to where you search for the medication?

Speaker speaker\_2: Um, yeah. I believe so. Drug search, enter drug name. Therapeutic classes, search. Support, call us, email us. Okay. 9:00 AM to 7:00 PM. All right. Search and locate. Okay. Pharmacy locator. Okay. That would have a big impact on it too, because I don't know if CVS works with FreeRx.

Speaker speaker\_1: You see... Let me see.

Speaker speaker\_2: Metformin. Mm-hmm. Okay.

Speaker speaker\_1: So yes, we're... They're with CVS... It says on the website, CVS, Albertsons, Publix, Rite Aid, Walgreens and Lyric.

Speaker speaker\_2: Oh, okay. Okay. All right. All right. Well, um, I guess what I'm gonna do is let you go so that I can call them to figure out how to, uh, work this. 'Cause... Yeah.

Speaker speaker\_1: All right. Well,

Speaker speaker\_3: ... um, at the top of it says freerx.com and then it's like Dashboard, Member Profile, Facts and Questions, Documents, Home Delivery Instructions, Pharmacy Locator, Drug Search, and then Contact Us.

Speaker speaker\_1: So home, Home Delivery Instructions is where you would want to go.

Speaker speaker\_2: Ah. Have your physician call your prescriptions in at... Oh. All right. Now, um, my address has changed. I, I am, I am not living at, uh, 126 East Market Street anymore.

Speaker speaker\_1: I can, I can update that address for you. What's your new address?

Speaker speaker\_2: Okay. My new address is... Yeah, not living with the abusive ex, uh, boyfriend. That's why I moved. Uh, 90 Maple Street, Lexington, Ohio, 44904.

Speaker speaker\_1: What was the zip code, one more time?

Speaker speaker\_2: 44904.

Speaker speaker\_1: Yeah. And is that a home or an apartment?

Speaker speaker\_2: It is a home. Um, I just live in the upstairs, uh, bedroom that is like a, an apartment.

Speaker speaker\_1: All right. So you said 90 Maple Street?

Speaker speaker\_2: Yeah, 90 Maple Street in Lexington.

Speaker speaker\_1: In Lexington-

Speaker speaker\_2: Ohio.

Speaker speaker\_1: ... L-E-X-I-N-G-T-O-

Speaker speaker\_2: L-E-X-T-I-O-N.

Speaker speaker\_1: Okay. Say that one more time.

Speaker speaker\_2: L-E-X-T-I-O-N. Zip code 44904. Who the heck? Well, let's get to that in a second.

Speaker speaker\_1: All right. We got that new address saved for you.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: All right. Well, is there anything else that I can help you with today, Miss Susan?

Speaker speaker\_2: No, no. That, that should be it. So I should be able to, you know, call them and go from there and all that jazz. So.

Speaker speaker\_1: So I do see that you're missing a beneficiary for your life insurance policy. Would you like that information while I have you on the phone?

Speaker speaker\_2: Oh, boy. Oh my goodness.

Speaker speaker\_1: I would just need a first name, last name and their relationship to you.

Speaker speaker\_2: I don't know who to name. I have no idea who to name, because, um... I am currently going through a, uh, divorce.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So, um... Yeah. The only family member that I'm talking to, uh, Crystal Strohmeier.

Speaker speaker\_1: Hi, is Crystal with a C or a K?

Speaker speaker\_2: It's with a C, C-R-Y-S-T-A-L.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Strohmeier. Strohmeier. S-T-R-O-H-M-E-Y-E-R. And she is my daughter.

Speaker speaker\_1: Thank you. All right. I got that updated for you.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem, miss.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Is there anything else I can help you with today?

Speaker speaker\_2: No. Um, is there anything else that I've missed?

Speaker speaker\_1: Uh, that was the only thing that I seen on your account, ma'am. Everything else looks great. Have you received all your ID cards already?

Speaker speaker\_2: Um, actually, um, the prescription one, uh, and stuff like that, and, uh... Hold up. Let me see. The only ones that I have are the, uh, dental. That's it.

Speaker speaker\_1: So you don't have them... You don't have the medical?

Speaker speaker\_2: Nope. Mm-mm.

Speaker speaker\_1: Or the vision?

Speaker speaker\_2: All of that. Nope. Mm-mm.

Speaker speaker\_1: All right. Can I, can I put you on a brief hold while I get those for you?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_4: Hello? Are you there, Ms. Susan?

Speaker speaker\_2: Yes.

Speaker speaker\_4: All right. So I just sent your ID cards to your email.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_4: You should have your vision card, your medical card and your dental card.

Speaker speaker\_2: Is there any way that you guys can send them to me, um, in the mail?

Speaker speaker\_4: Yes, ma'am.

Speaker speaker\_2: You can?

Speaker speaker\_4: Yes, ma'am.

Speaker speaker\_2: Please do so. I would very much appreciate that.

Speaker speaker\_4: No problem. Uh, w- so was there anything else that I could help you with today, Ms. Susan?

Speaker speaker\_2: No, that would be the biggest thing is get- being able to get them in the mail. Because, um, I- I- I understand getting them, you know, via email, but I have-

Speaker speaker\_4: Mm-hmm.

Speaker speaker\_2: ... like no way to p- I got no way to print them out. I don't, I don't... And so-

Speaker speaker\_4: I gotcha. All right. Then I'll just put in a request for them-

Speaker speaker\_2: Yeah.

Speaker speaker\_4: ... to be sent to you physically as well.

Speaker speaker\_2: Thank you.

Speaker speaker\_4: Was there anything else that I can help you-

Speaker speaker\_2: Thank you so much.

Speaker speaker\_4: ... with today, Ms. Susan?

Speaker speaker\_2: No, that would be it. Thank you, dear.

Speaker speaker\_4: No problem.

Speaker speaker\_2: What is your name again?

Speaker speaker\_4: Malcolm.

Speaker speaker\_2: Thank you, Malcolm.

Speaker speaker\_4: No problem, Ms. Susan.

Speaker speaker\_2: And have a wonderful a-

Speaker speaker\_4: Say that again? Your phone broke up.

Speaker speaker\_2: I said have a wonderful and blessed day.

Speaker speaker\_4: You too. Happy holidays. Thank you.

Speaker speaker\_2: Thank you. Bye.

Speaker speaker\_4: Bye.