

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. I need to see if I can get a copy of my medical benefits and my prescription benefits. What staff company do you work for? Uh, TRC. The last four of your Social? 9333. First name? Pamela Williams. Just for security purposes, can you verify your address and date of birth for me? Uh huh, yeah. 6165 Ridge Center Drive, Apartment 9205, Dallas, Texas 75236. And it's 9974. Thank you. That's not the address that we have on file. Yeah, I- I've moved since then, I... So could you verify the old address for me? Uh, 7373, uh, Bradley View Lane, Apartment 1034, Dallas, Texas 75240. Okay. So what was your new address? It's 6165 Ridge Center Drive. Are you saying Red Center Drive? Uh, Ridge. R-I-D-G-E, Ridge Center Drive. So R-I-D-G-E? R-I-D as in delta, G-E, uh huh. Ridge Center Drive. And what was the apartment number? 9205. And the zip code? 75236. Excuse me. So yeah, your phone number is 214-709-6658? No, that has changed as well. It's 214-709-0171. You said 709-0171? Yes. And your email is pamelaturner@hotmail.com? At hot- Yes, sir. All right. So which ID cards did you need? Uh, I need my medical. I guess just send them all. That way I don't have to... Can you email them to me? 'Cause I, I need to pick up... Do I have prescription benefits? Yes, ma'am. You had a f- Have you claimed your FreeRx web, uh, membership yet? I have not. Okay. So yeah, if you go to FreeRx.com, you'll be able to claim your FreeRx prescrip- subscription. You also have prescriptions that are covered with the VIP+ club. So you, you... I don't know which prescriptions are covered 'cause we're not... We don't have that information. You'll want to reach out to the carrier directly for that information. But I do know with FreeRx, you do have access to a more, um, a bigger list of prescriptions. Okay. Can I just... I sign up for this? Yes, ma'am. So you are... It's included in your preventative care plan, the MUC TeleRx. If the FreeRx is included in that, you just gotta go to the FreeRx website and you just claim your account. And once you do that- Well, I'm going here. And it's asking me to pay for a plan. It's an individual plan not a family plan. Say that again? I'm at FreeRx.com. It's asking me if I want to purchase a plan. Oh, no, ma'am. So you, you go, you go to the top of the page where it says, "Join," where it says, "Join Today." I mean, where member... Where it says Member Login. Oh. And, and then you hit New User Registration. Mm-hmm. Okay. So I'm at FreeRx.com, get all the descriptions, telehealth, blah, blah, blah. Um, let's see. Oh, Member Login, okay. Yeah, and then you want to hit New User Registration. Okay. Thank you. Did you say thank you? No, I said stinky. Hold on one second. Oh, no, you're fine. Thank you. Did you mind if I picture a brief photo while I get those ID cards for you? Absolutely. Not a problem. Thank you. Thanks for calling Benefits in the Car. This is Pamela C. And you've got 75236. Okay, great. Thank you. What was the last name? Yes, we do have complete data. We have complete data. We're good. That's not the point so far. Thanks. Good afternoon. Can I help

you? Good afternoon. Can I help you? How are you doing, Ms. Williams? Hello? It's me. It's just a thing. Sorry, I just sent those ID cards to your email. Okay. That's all I needed. Thank you. No problem, Ms. Williams. Were you able to get logged in to your FreeRx website? Yes. All right. Well, is there anything else I can help you with today, Ms. Williams? No, thank you. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

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

Speaker speaker_2: Hi, Malcolm. I need to see if I can get a copy of my medical benefits and my prescription benefits.

Speaker speaker_1: What staff company do you work for?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 9333.

Speaker speaker_1: First name?

Speaker speaker_2: Pamela Williams.

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

Speaker speaker_2: Uh huh, yeah. 6165 Ridge Center Drive, Apartment 9205, Dallas, Texas 75236. And it's 9974.

Speaker speaker_1: Thank you. That's not the address that we have on file.

Speaker speaker_2: Yeah, I- I've moved since then, I...

Speaker speaker_1: So could you verify the old address for me?

Speaker speaker_2: Uh, 7373, uh, Bradley View Lane, Apartment 1034, Dallas, Texas 75240.

Speaker speaker_1: Okay. So what was your new address?

Speaker speaker_2: It's 6165 Ridge Center Drive.

Speaker speaker_1: Are you saying Red Center Drive?

Speaker speaker_2: Uh, Ridge. R-I-D-G-E, Ridge Center Drive.

Speaker speaker_1: So R-I-D-G-E?

Speaker speaker_2: R-I-D as in delta, G-E, uh huh. Ridge Center Drive.

Speaker speaker_1: And what was the apartment number?

Speaker speaker_2: 9205.

Speaker speaker_1: And the zip code?

Speaker speaker_2: 75236.

Speaker speaker_1: Excuse me. So yeah, your phone number is 214-709-6658?

Speaker speaker_2: No, that has changed as well. It's 214-709-0171.

Speaker speaker_1: You said 709-0171?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is pamela.turner@hotmail.com?

Speaker speaker_2: At hot- Yes, sir.

Speaker speaker_1: All right. So which ID cards did you need?

Speaker speaker_2: Uh, I need my medical. I guess just send them all. That way I don't have to... Can you email them to me? 'Cause I, I need to pick up... Do I have prescription benefits?

Speaker speaker_1: Yes, ma'am. You had a f- Have you claimed your FreeRx web, uh, membership yet?

Speaker speaker_2: I have not.

Speaker speaker_1: Okay. So yeah, if you go to FreeRx.com, you'll be able to claim your FreeRx prescrip- subscription. You also have prescriptions that are covered with the VIP+ club. So you, you... I don't know which prescriptions are covered 'cause we're not... We don't have that information. You'll want to reach out to the carrier directly for that information. But I do know with FreeRx, you do have access to a more, um, a bigger list of prescriptions.

Speaker speaker_2: Okay. Can I just... I sign up for this?

Speaker speaker_1: Yes, ma'am. So you are... It's included in your preventative care plan, the MUC TeleRx. If the FreeRx is included in that, you just gotta go to the FreeRx website and you just claim your account. And once you do that-

Speaker speaker_2: Well, I'm going here. And it's asking me to pay for a plan. It's an individual plan not a family plan.

Speaker speaker_1: Say that again?

Speaker speaker_2: I'm at FreeRx.com. It's asking me if I want to purchase a plan.

Speaker speaker_1: Oh, no, ma'am. So you, you go, you go to the top of the page where it says, "Join," where it says, "Join Today." I mean, where member... Where it says Member Login.

Speaker speaker_2: Oh.

Speaker speaker_1: And, and then you hit New User Registration.

Speaker speaker_2: Mm-hmm. Okay. So I'm at FreeRx.com, get all the descriptions, telehealth, blah, blah, blah. Um, let's see. Oh, Member Login, okay.

Speaker speaker_1: Yeah, and then you want to hit New User Registration.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Did you say thank you?

Speaker speaker_2: No, I said stinky. Hold on one second.

Speaker speaker_1: Oh, no, you're fine.

Speaker speaker_2: Thank you.

Speaker speaker_1: Did you mind if I picture a brief photo while I get those ID cards for you?

Speaker speaker_2: Absolutely. Not a problem.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Pamela C. And you've got 75236. Okay, great. Thank you. What was the last name? Yes, we do have complete data. We have complete data. We're good. That's not the point so far. Thanks. Good afternoon. Can I help you? Good afternoon. Can I help you? How are you doing, Ms. Williams?

Speaker speaker_1: Hello?

Speaker speaker_2: It's me. It's just a

Speaker speaker_4: thing.

Speaker speaker_1: Sorry, I just sent those ID cards to your email.

Speaker speaker_2: Okay. That's all I needed. Thank you.

Speaker speaker_1: No problem, Ms. Williams. Were you able to get logged in to your FreeRx website?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Ms. Williams?

Speaker speaker_2: No, thank you. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.