

## Transcript: Pamela

**Blanc-5247347878182912-6141279889702912**

### Full Transcript

. Hi, can I speak to Pamela? Speaking. Ms. Ortiz? Yes. Hi, how you doing, ma'am? I'm so sorry, I have- haven't been able to return your call, but I'm here to help you. Okay. Um, no, I was, um, last night, I was out of it. I was, um, I was, um, online, um, like inputting information on my, my, uh, benefit card. Mm-hmm. But I forgot, uh, which, uh, pharmacy I picked. How, how do I find out which one I picked? Okay, so this is regarding your prescription plan? Yes. Okay. So, uh, you already registered for, with FreeRx online and everything, right? Yeah, I did it last night but I don't, I don't see, uh, which one, which pharmacy I picked. I forgot which one I picked. Okay, so I'm not able to go into your account. Are you able to log in to FreeRx? Oh. Um, let me see here. Okay. I had the two cards. One is medical and one is dental, right? Okay, no but for the FreeRx, which is your preventive care plan, that plan is specifically has the, uh, prescription plan. And for that, you have to enroll in, create a profile online on FreeRx.com. Did you do that or are you not sure? Oh. Maybe I didn't. I don't know what I did last night. Okay. I'm gonna email you. Let me get this. Okay. Hold on. Oh, God. I was like, "There's nothing there." I'm gonna email you. Yeah, that's fine. So I'm gonna send you the instruction on how to create your account for FreeRx, because that's where you need to go to get your regular medication. And let me see here, and after you register, then all the information that you need is gonna, um, be there. You need to transfer- Uh-huh. They'll tell you or the instruction on how you get your prescription. Some of the prescriptions, they will mail the medications to you and some of- Uh-huh. ... other medications, you will be able to pick it up at, at the pharmacy. Oh, okay. Yeah. So I went ahead and emailed you the, the instruction. Just follow it and, um, you'll be able to register. You're gonna see your ID card and then you, it's gonna be a number there called Correct Sir. You could give them a call regarding your medication. Um, so the email's coming in from info@benefitsinacard. Check the spam as well. It might go there. Okay? And I'm here to help- Okay. ... any time of day just in case you need to call back. Okay, because- And I'm just... Yeah, because I have to, I have to go to the dentist and I know he's probably gonna prescri- prescribe me a prescription because I think I have infection- So wait. ... you know, one of my tooth. So you do have a card from 90 Degree, right? That's your medical card? From where? 90? 90 Degree, did you receive that ID card? You do have it. Mm-hmm. It says, it should have the name of the company, partner, personnel on one side and the other side should said, uh, 90 Degree FreeRx. Hmm. I have found the APL insurance number. That's your dental? Yeah. And then the other one, the other one is Partners or yeah, Partner and it has a Benefit In a Card Multi Plan. Yeah. So that's 90- That one MedNite, MedNite Vision. Okay. That one- Oh, I see a 90. Okay. Okay. So that one also you could get, um, preventive care medication showing that ID card in your, um, pharmacy. Oh, okay. And, um, but the other one- I don't know nothing, man. I was like, "I don't understand this card." Okay, so the other one you're going to go ahead and

register, like I said, because the other one will give you more, uh, medication if it's needed. Oh, okay. All right? So don't forget to register- Do this one that you, do this one that you sent me? Yeah, you got to do that one as well, because you're gonna need it if you, let's say if you go to the doctor and they give you prescription for whatever the case may be. That will be your best- Uh-huh. ... um, shot to get the prescription. Okay. Because that the- So, I- ... the 90-degree card that you have, it should have a, a, um... it should say... It should have the pharmacy information there but it's only for prescrip- uh, for preventive care. Let's say, blood pressure, um, cholesterol- Oh. ... that type of preventive care. Yeah. All right. For medical not, not, uh- Mm-hmm. ... not for dental? Yeah. Like if, if, um, um, infection or whatever. Yeah. Is there anything else I could do for you, Ms. Ortiz? No. At all. I was like, "She's probably not gonna call me 'cause I didn't leave no name, nothing." I was like, "Uh-oh." No, they gave me your... Um, uh, they said, Ms. Ortiz- Yeah. ... call and I was like, okay... I was going to look through my calls and see who did I speak to with the last name- I was about to say, "Did she call nobody?" And then, I will call you. But it was... It's been, it's been a little busy today, so that's why I was not able to call you back. But I'm glad you did reach out. No, that's, that's fine. All right? Oh my God. If there's anything- When you say I got to go, I got to go. Uh-huh. Okay. So if, if anything, I'm going to go to lunch between 4:45 and 5:00 o'clock. If it... If, if you need to call back you can call at around- But that's, that's your time. You're three hours ahead of us, right? Oh, yeah. So what time is- Yes, California. What time is it over there? It's 3:41. 3:00? And it's only 12:00 here, so yeah, 12:00. Okay. So by the... Yeah. So you, you do have time if you need to call me back. Okay, so- All right. ... this one that you sent me to register, it says to enroll. If I enro- uh, hit that one, freerx.com? Mm-hmm. Yeah. All right. Okay, I'll try it. See what happens. No, it's easy. It's super easy. It's super easy as soon as you go into the... Um. Get an e-prescription. Uh-huh. Oops. All right. Okay. Okay, thank you. All right. Have a great rest of the day. Okay, lista. Bye. Goodbye.

## Conversation Format

Speaker speaker\_0: .

Speaker speaker\_1: Hi, can I speak to Pamela?

Speaker speaker\_0: Speaking. Ms. Ortiz?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hi, how you doing, ma'am? I'm so sorry, I have- haven't been able to return your call, but I'm here to help you.

Speaker speaker\_1: Okay. Um, no, I was, um, last night, I was out of it. I was, um, I was, um, online, um, like inputting information on my, my, uh, benefit card.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But I forgot, uh, which, uh, pharmacy I picked. How, how do I find out which one I picked?

Speaker speaker\_0: Okay, so this is regarding your prescription plan?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, uh, you already registered for, with FreeRx online and everything, right?

Speaker speaker\_1: Yeah, I did it last night but I don't, I don't see, uh, which one, which pharmacy I picked. I forgot which one I picked.

Speaker speaker\_0: Okay, so I'm not able to go into your account. Are you able to log in to FreeRx?

Speaker speaker\_1: Oh. Um, let me see here.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I had the two cards. One is medical and one is dental, right?

Speaker speaker\_0: Okay, no but for the FreeRx, which is your preventive care plan, that plan is specifically has the, uh, prescription plan. And for that, you have to enroll in, create a profile online on FreeRx.com. Did you do that or are you not sure?

Speaker speaker\_1: Oh. Maybe I didn't. I don't know what I did last night.

Speaker speaker\_0: Okay. I'm gonna email you. Let me get this.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hold on.

Speaker speaker\_1: Oh, God. I was like, "There's nothing there."

Speaker speaker\_0: I'm gonna email you. Yeah, that's fine. So I'm gonna send you the instruction on how to create your account for FreeRx, because that's where you need to go to get your regular medication. And let me see here, and after you register, then all the information that you need is gonna, um, be there. You need to transfer-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: They'll tell you or the instruction on how you get your prescription. Some of the prescriptions, they will mail the medications to you and some of-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... other medications, you will be able to pick it up at, at the pharmacy.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah. So I went ahead and emailed you the, the instruction. Just follow it and, um, you'll be able to register. You're gonna see your ID card and then you, it's gonna be a number there called Correct Sir. You could give them a call regarding your medication. Um, so the email's coming in from info@benefitsinacard. Check the spam as well. It might go there. Okay? And I'm here to help-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... any time of day just in case you need to call back.

Speaker speaker\_1: Okay, because-

Speaker speaker\_0: And I'm just...

Speaker speaker\_1: Yeah, because I have to, I have to go to the dentist and I know he's probably gonna prescribe me a prescription because I think I have infection-

Speaker speaker\_0: So wait.

Speaker speaker\_1: ... you know, one of my tooth.

Speaker speaker\_0: So you do have a card from 90 Degree, right? That's your medical card?

Speaker speaker\_1: From where? 90?

Speaker speaker\_0: 90 Degree, did you receive that ID card? You do have it.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: It says, it should have the name of the company, partner, personnel on one side and the other side should said, uh, 90 Degree FreeRx.

Speaker speaker\_1: Hmm. I have found the APL insurance number.

Speaker speaker\_0: That's your dental?

Speaker speaker\_1: Yeah. And then the other one, the other one is Partners or yeah, Partner and it has a Benefit In a Card Multi Plan.

Speaker speaker\_0: Yeah. So that's 90-

Speaker speaker\_1: That one MedNite, MedNite Vision.

Speaker speaker\_0: Okay. That one-

Speaker speaker\_1: Oh, I see a 90. Okay.

Speaker speaker\_0: Okay. So that one also you could get, um, preventive care medication showing that ID card in your, um, pharmacy.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And, um, but the other one-

Speaker speaker\_1: I don't know nothing, man. I was like, "I don't understand this card."

Speaker speaker\_0: Okay, so the other one you're going to go ahead and register, like I said, because the other one will give you more, uh, medication if it's needed.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right? So don't forget to register-

Speaker speaker\_1: Do this one that you, do this one that you sent me?

Speaker speaker\_0: Yeah, you got to do that one as well, because you're gonna need it if you, let's say if you go to the doctor and they give you prescription for whatever the case may be. That will be your best-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... um, shot to get the prescription.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Because that the-

Speaker speaker\_2: So, I-

Speaker speaker\_0: ... the 90-degree card that you have, it should have a, a, um... it should say... It should have the pharmacy information there but it's only for prescrip- uh, for preventive care. Let's say, blood pressure, um, cholesterol-

Speaker speaker\_2: Oh.

Speaker speaker\_0: ... that type of preventive care.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: All right.

Speaker speaker\_2: For medical not, not, uh-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... not for dental?

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Like if, if, um, um, infection or whatever.

Speaker speaker\_0: Yeah. Is there anything else I could do for you, Ms. Ortiz?

Speaker speaker\_2: No. At all. I was like, "She's probably not gonna call me 'cause I didn't leave no name, nothing." I was like, "Uh-oh."

Speaker speaker\_0: No, they gave me your... Um, uh, they said, Ms. Ortiz-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: ... call and I was like, okay... I was going to look through my calls and see who did I speak to with the last name-

Speaker speaker\_2: I was about to say, "Did she call nobody?"

Speaker speaker\_0: And then, I will call you. But it was... It's been, it's been a little busy today, so that's why I was not able to call you back. But I'm glad you did reach out.

Speaker speaker\_2: No, that's, that's fine.

Speaker speaker\_0: All right?

Speaker speaker\_2: Oh my God.

Speaker speaker\_0: If there's anything-

Speaker speaker\_2: When you say I got to go, I got to go. Uh-huh.

Speaker speaker\_0: Okay. So if, if anything, I'm going to go to lunch between 4:45 and 5:00 o'clock. If it... If, if you need to call back you can call at around-

Speaker speaker\_2: But that's, that's your time. You're three hours ahead of us, right?

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_2: So what time is-

Speaker speaker\_0: Yes, California.

Speaker speaker\_2: What time is it over there?

Speaker speaker\_0: It's 3:41.

Speaker speaker\_2: 3:00? And it's only 12:00 here, so yeah, 12:00.

Speaker speaker\_0: Okay. So by the... Yeah. So you, you do have time if you need to call me back.

Speaker speaker\_2: Okay, so-

Speaker speaker\_0: All right.

Speaker speaker\_2: ... this one that you sent me to register, it says to enroll. If I enro- uh, hit that one, freerx.com?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: All right.

Speaker speaker\_2: Okay, I'll try it. See what happens.

Speaker speaker\_0: No, it's easy. It's super easy. It's super easy as soon as you go into the... Um.

Speaker speaker\_2: Get an e-prescription. Uh-huh.

Speaker speaker\_0: Oops. All right.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_0: All right. Have a great rest of the day.

Speaker speaker\_2: Okay, lista. Bye.

Speaker speaker\_0: Goodbye.