

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Awards. This is Pamela speaking, how may I help you? Yes, is this, um, for, uh, the FreeRx+ card? Um, yes. Uh, what will you need help with, ma'am? I need to find out if I, uh, have, um, set up a card with you guys. I went online but I'm not sure it went through. Humana, uh, my Humana insurance, uh, gave me, uh, your all's, um, Rx card. They said, uh, they had a contract with FreeRx. Okay. And may I have, uh, your first and last name? Kathy with a K. Mm-hmm. Nevus, N as in Nancy, E, V as in Victor, I-U-S. One second. And when did you set up the account? Um, this morning. Okay. It might not be- But I'm not s- I'm not sure it went through. It might not be yet in our system. Give me one second. When I went on the website, it had a card on there, but was that just an example? No, that will be your ID card. That is your ID card. So every- everybody uses the same ID card? I mean, when you create a upro- profile, it will give you your ID. I don't think it went through. Oh. Then you will have to redo it, um, because it's not doing it. Can you help me, can you help me do that? Well, I can't do it on my end though. It's not like I'm able to, um... Let's see. Give me one second. We'll have to fill in here. So... Were you able to create a file? I mean, like when you create the file you got your, um, you did it with your email and created your password? No. No? Yeah, that's weird then. Uh, they, they put, I put in my email address. You said your- And my text... and my text number. 'Cause you need to subscribe and you say it was given to you with, uh, Y- Humana? Yes. Uh-huh. I don't think you, um, you're calling the correct... Let me see. No, I mean, because for you to be able to, um... You have to create the file online. Hmm. Weird. And on the ID ca- the little card they gave you, it has our number. Got it. Maybe you're trying to communicate with GoodRx? No. Hm. That's not... No. It was... Can you hear me? It's called FreeRx+ card. Huh? Just bear with me. Let me see if- Are you FreeRx+? Yes. We are FreeRx, but, uh, as far as I know you have to register online on the portal, FreeRx+. Let me see. Give me one more second, ma'am. FreeRx+. We are not... D-Let me put you in a brief hold. Let me get, um, let me get more information about this, because it's kind of not helping me here and the system... Just bear with me. Uh-huh. Ma'am? It's . Uh-huh. Okay. Yes. All right, for the inconvenience. So it is a, a confusion. Um, we are at plus. Let me go ahead and transfer you to that department, so that, uh, correct number. Just bear with me.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Awards. This is Pamela speaking, how may I help you?

Speaker speaker_2: Yes, is this, um, for, uh, the FreeRx+ card?

Speaker speaker_1: Um, yes. Uh, what will you need help with, ma'am?

Speaker speaker_2: I need to find out if I, uh, have, um, set up a card with you guys. I went online but I'm not sure it went through. Humana, uh, my Humana insurance, uh, gave me, uh, your all's, um, Rx card. They said, uh, they had a contract with FreeRx.

Speaker speaker_1: Okay. And may I have, uh, your first and last name?

Speaker speaker_2: Kathy with a K.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Nevus, N as in Nancy, E, V as in Victor, I-U-S.

Speaker speaker_1: One second. And when did you set up the account?

Speaker speaker_2: Um, this morning.

Speaker speaker_1: Okay. It might not be-

Speaker speaker_2: But I'm not s- I'm not sure it went through.

Speaker speaker_1: It might not be yet in our system. Give me one second.

Speaker speaker_2: When I went on the website, it had a card on there, but was that just an example?

Speaker speaker_1: No, that will be your ID card. That is your ID card.

Speaker speaker_2: So every- everybody uses the same ID card?

Speaker speaker_1: I mean, when you create a upro- profile, it will give you your ID.

Speaker speaker_2: I don't think it went through.

Speaker speaker_1: Oh. Then you will have to redo it, um, because it's not doing it.

Speaker speaker_2: Can you help me, can you help me do that?

Speaker speaker_1: Well, I can't do it on my end though. It's not like I'm able to, um... Let's see. Give me one second. We'll have to fill in here.

Speaker speaker_2: So...

Speaker speaker_1: Were you able to create a file? I mean, like when you create the file you got your, um, you did it with your email and created your password?

Speaker speaker_2: No.

Speaker speaker_1: No? Yeah, that's weird then.

Speaker speaker_2: Uh, they, they put, I put in my email address.

Speaker speaker_1: You said your-

Speaker speaker_2: And my text... and my text number.

Speaker speaker_1: 'Cause you need to subscribe and you say it was given to you with, uh, Y- Humana?

Speaker speaker_2: Yes. Uh-huh.

Speaker speaker_1: I don't think you, um, you're calling the correct... Let me see. No, I mean, because for you to be able to, um... You have to create the file online. Hmm. Weird. And on the ID ca- the little card they gave you, it has our number. Got it. Maybe you're trying to communicate with GoodRx?

Speaker speaker_2: No.

Speaker speaker_1: Hm. That's not...

Speaker speaker_2: No. It was...

Speaker speaker_1: Can you hear me?

Speaker speaker_2: It's called FreeRx+ card. Huh?

Speaker speaker_1: Just bear with me. Let me see if-

Speaker speaker_2: Are you FreeRx+?

Speaker speaker_1: Yes. We are FreeRx, but, uh, as far as I know you have to register online on the portal, FreeRx+. Let me see. Give me one more second, ma'am. FreeRx+. We are not... D-

Speaker speaker_3: Let me put you in a brief hold. Let me get, um, let me get more information about this, because it's kind of not helping me here and the system... Just bear with me.

Speaker speaker_4: Uh-huh.

Speaker speaker_3: Ma'am? It's .

Speaker speaker_4: Uh-huh.

Speaker speaker_3: Okay.

Speaker speaker_4: Yes.

Speaker speaker_3: All right, for the inconvenience. So it is a, a confusion. Um, we are at plus. Let me go ahead and transfer you to that department, so that, uh, correct number. Just bear with me.