

## **Transcript: Pamela**

**Blanc-5976512458309632-4632167159349248**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yeah, hi. I was just calling to make sure... Um, I just got a, a call from my pharmacy, and my medication is, like, more than it's ever been, and I just started this through my job, um, so, um, they told me to call because they, the pharmacist couldn't get any information. Um, so, I'm calling to see if you guys have a specific code for the medications that I need. What's the staffing agency you work for? Creative Circle. And just the last four digits of your social? 7101. Your first and last name, sir? Michael D. Barbano. Mr. Barbano, um, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? Yeah, my birthday is 7/22/1977. And the address you have should be 505 East 40th Street, Savannah, Georgia. Okay. 31401. Thank you. We have a telephone number on file, 404-775-9759. Yeah. That's right. And your email is mdbarbano@gmail.com. You got it, yep. Okay, so you do have a, a prescription plan with the plan that you have. Right. What I could do... Have you registered online? Uh-huh. You did register for FreeRx to get your medication through them? Yes. Okay. And you got your ID- I mean, I registered... I did, I registered for whatever they sent me and said, "You need to register for this," um, for the FreeRx thing, and so... And yes, I'm using my card, my MEC card, and it has the FreeRx information on there. Um... Yeah, but- So. But the ID card you need- Go ahead. ... is the one you get online for FreeRx when you register. Does that- Oh, it's not this number? Yeah, yeah. No, 'cause that's only- Oh. ... for preventive care. So you need to use your FreeRx one. Okay, do you have that? No, you have to go into your account on FreeRx.com. I have no idea how to get there. Um... So when you registered online on FreeRx- Uh-huh. ... didn't you cre- create a profile? Uh-huh. Yeah. Okay. Someone's just gonna send you the email from the registration, so that helps you go back to that, um, email. I mean, sorry, to the, to their portal and try to get into your account. That's where you're gonna get your ID. Okay. All right, no, I, I can see it. It's on here. So- All right. ... I need to go back and give them, for local pharmacy- Yes. ... or chronic medications or what? So when you get there, you provide your, um, the pharmacy that information on your card. Just the FreeRx ID? Yes. And they, they should be able to, um, contact, uh, Okay. ... with the pharmacy that will provide the information. Some of the i- the medications, they'll send it home, or you'll be able to- Mm-hmm. ... get at the pharmacy. Okay. So it says to call the customer service number if I have questions. Can you guys send me these things in the mail? Like, I don't have a printer. But in that case, I will have to transfer you to FreeRx, because they, they are the ones that are gonna be providing you with all the information for your medication. I don't have that. Okay. Okay, so all, all I need to do for now though is call my pharmacy back and give them these numbers that are on here? Okay. Okay. All right, that's what I'll do then. Thank you. All right, no problem. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, hi. I was just calling to make sure... Um, I just got a, a call from my pharmacy, and my medication is, like, more than it's ever been, and I just started this through my job, um, so, um, they told me to call because they, the pharmacist couldn't get any information. Um, so, I'm calling to see if you guys have a specific code for the medications that I need.

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: And just the last four digits of your social?

Speaker speaker\_1: 7101.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Michael D. Barbano.

Speaker speaker\_0: Mr. Barbano, um, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker\_1: Yeah, my birthday is 7/22/1977. And the address you have should be 505 East 40th Street, Savannah, Georgia.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 31401.

Speaker speaker\_0: Thank you. We have a telephone number on file, 404-775-9759.

Speaker speaker\_1: Yeah. That's right.

Speaker speaker\_0: And your email is mdbarbano@gmail.com.

Speaker speaker\_1: You got it, yep.

Speaker speaker\_0: Okay, so you do have a, a prescription plan with the plan that you have.

Speaker speaker\_1: Right.

Speaker speaker\_0: What I could do... Have you registered online?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: You did register for FreeRx to get your medication through them?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And you got your ID-

Speaker speaker\_1: I mean, I registered... I did, I registered for whatever they sent me and said, "You need to register for this," um, for the FreeRx thing, and so... And yes, I'm using my card, my MEC card, and it has the FreeRx information on there. Um...

Speaker speaker\_0: Yeah, but-

Speaker speaker\_1: So.

Speaker speaker\_0: But the ID card you need-

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: ... is the one you get online for FreeRx when you register. Does that-

Speaker speaker\_1: Oh, it's not this number?

Speaker speaker\_0: Yeah, yeah. No, 'cause that's only-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... for preventive care. So you need to use your FreeRx one.

Speaker speaker\_1: Okay, do you have that?

Speaker speaker\_0: No, you have to go into your account on FreeRx.com.

Speaker speaker\_1: I have no idea how to get there. Um...

Speaker speaker\_0: So when you registered online on FreeRx-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... didn't you cre- create a profile?

Speaker speaker\_1: Uh-huh. Yeah.

Speaker speaker\_0: Okay. Someone's just gonna send you the email from the registration, so that helps you go back to that, um, email. I mean, sorry, to the, to their portal and try to get into your account. That's where you're gonna get your ID.

Speaker speaker\_1: Okay. All right, no, I, I can see it. It's on here. So-

Speaker speaker\_0: All right.

Speaker speaker\_1: ... I need to go back and give them, for local pharmacy-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... or cr- chronic medications or what?

Speaker speaker\_0: So when you get there, you provide your, um, the pharmacy that information on your card.

Speaker speaker\_1: Just the FreeRx ID?

Speaker speaker\_0: Yes. And they, they should be able to, um, contact, uh,

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... with the pharmacy that will provide the information. Some of the i- the medications, they'll send it home, or you'll be able to-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... get at the pharmacy.

Speaker speaker\_1: Okay. So it says to call the customer service number if I have questions. Can you guys send me these things in the mail? Like, I don't have a printer.

Speaker speaker\_0: But in that case, I will have to transfer you to FreeRx, because they, they are the ones that are gonna be providing you with all the information for your medication. I don't have that.

Speaker speaker\_1: Okay. Okay, so all, all I need to do for now though is call my pharmacy back and give them these numbers that are on here?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. All right, that's what I'll do then. Thank you.

Speaker speaker\_0: All right, no problem. Thank you.