

## **Transcript: Pamela**

**Blanc-6587695946842112-5251825692098560**

### **Full Transcript**

Hello? Hi, this is Emily speaking. How may I help you? Hi, this is Emily Browning, um, I called yesterday and had an appointment with you guys and got prescribed an inhaler and- I said- ... I went to- I cannot understand what you're saying, you're kind of cutting off. Can you hear me now? Yes, I could hear you better. Okay, I'm sorry, honey. Uh, this is Emily Browning, uh, I went through you guys yesterday and had an appointment with Pat Thompson, I do believe his name was, and he prescribed me an inhaler for my asthma, and they told me from Walgreens that it's not covered under my insurance and they're trying to see if I can get one that is covered through my insurance. Okay, so let me get the, let me pull up your file so I can see which plan you have, so I could direct you to the right, correct person. May I have the last four digits of your Social and the staffing agency you work for? It's five, six, one, zero... And what was the other thing? Sorry. Uh, the staffing agency you work for. Uh, I work through AccuForce. Okay. And what was your first and last name? Emily Browning. Miss Browning, for security reason, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, my address is 436 Hollins Meadow Drive, Glenville, Tennessee 37617. Thank you for the information- Oh, you said my birthday? Yes, ma'am. Uh, 11-18-1993. Thank you for the information. We have a telephone number on file, 423-360-0962. Yes, ma'am. And your email emily.shell22@gmail.com? Uh, it's emmy.shell22@gmail. I think that's what you said. Emmy, yes. Yes. Sorry, it was my, my mistake. That's okay. Okay, Miss, um, Browning, did you register on FreeRxOnline for your prescription plan? Um, I, no one's told me how to do that yet. Okay, so what I'm going to do, I'm going to email you the instruction on how to do it online. Okay. And then also there on their page, um, you will be able to see the inhalers that they, uh, provide, if, of course, if they, if they have it available. I, I'm not, I won't be able to- Okay. ... know that. But you will be able to, able to see all the medications that they do cover. Um... Okay. If they are generics, you know? Okay. They will provide brand name if the generics is not available. Okay. So just register online and then you can call Correxia, which is the pharmacy, um, that will be providing you your medication to wherever you're going to go and pick it up or they'll mail it, mail it out to you. Okay. So check your spam and junk mail. Okay. And my code there, it's coming in from info@benefits in a card. Okay. All right. Anything else I can do for you, ma'am? All right. That would be it, honey. Thank you. I appreciate it. Thank you for giving us a call. Have a great rest of the day. You too. Thank you, ma'am. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hi, this is Emily speaking. How may I help you?

Speaker speaker\_0: Hi, this is Emily Browning, um, I called yesterday and had an appointment with you guys and got prescribed an inhaler and-

Speaker speaker\_1: I said-

Speaker speaker\_0: ... I went to-

Speaker speaker\_1: I cannot understand what you're saying, you're kind of cutting off.

Speaker speaker\_0: Can you hear me now?

Speaker speaker\_1: Yes, I could hear you better.

Speaker speaker\_0: Okay, I'm sorry, honey. Uh, this is Emily Browning, uh, I went through you guys yesterday and had an appointment with Pat Thompson, I do believe his name was, and he prescribed me an inhaler for my asthma, and they told me from Walgreens that it's not covered under my insurance and they're trying to see if I can get one that is covered through my insurance.

Speaker speaker\_1: Okay, so let me get the, let me pull up your file so I can see which plan you have, so I could direct you to the right, correct person. May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker\_0: It's five, six, one, zero... And what was the other thing? Sorry.

Speaker speaker\_1: Uh, the staffing agency you work for.

Speaker speaker\_0: Uh, I work through AccuForce.

Speaker speaker\_1: Okay. And what was your first and last name?

Speaker speaker\_0: Emily Browning.

Speaker speaker\_1: Miss Browning, for security reason, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_0: Uh, my address is 436 Hollins Meadow Drive, Glenville, Tennessee 37617.

Speaker speaker\_1: Thank you for the information-

Speaker speaker\_0: Oh, you said my birthday?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Uh, 11-18-1993.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file, 423-360-0962.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: And your email emily.shell22@gmail.com?

Speaker speaker\_0: Uh, it's emmy.shell22@gmail. I think that's what you said .

Speaker speaker\_1: Emmy, yes.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Sorry, it was my, my mistake.

Speaker speaker\_0: That's okay.

Speaker speaker\_1: Okay, Miss, um, Browning, did you register on FreeRxOnline for your prescription plan?

Speaker speaker\_0: Um, I, no one's told me how to do that yet.

Speaker speaker\_1: Okay, so what I'm going to do, I'm going to email you the instruction on how to do it online.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then also there on their page, um, you will be able to see the inhalers that they, uh, provide, if, of course, if they, if they have it available. I, I'm not, I won't be able to-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... know that. But you will be able to, able to see all the medications that they do cover. Um...

Speaker speaker\_0: Okay.

Speaker speaker\_1: If they are generics, you know?

Speaker speaker\_0: Okay.

Speaker speaker\_1: They will provide brand name if the generics is not available.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So just register online and then you can call Correxa, which is the pharmacy, um, that will be providing you your medication to wherever you're going to go and pick it up or they'll mail it, mail it out to you.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So check your spam and junk mail.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And my code there, it's coming in from info@benefits in a card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right. Anything else I can do for you, ma'am?

Speaker speaker\_0: All right. That would be it, honey. Thank you. I appreciate it.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_0: You too. Thank you, ma'am. Bye-bye.