

Transcript: Sara

Marulanda-5848158423695360-5096307419987968

Full Transcript

Hello. Your health is being monitored or recorded for quality assurance purposes. Hello?
Good morning. Hello? Benefits in a Cart. Good morning. This is Benefits in a Cart. Uh, may I speak with Donna Nixon? This is her. Hello, Ms. Nixon. I am returning a, like, a voice message that you sent us, uh, to give you a call about your, uh, uh, coverage? Yes, ma'am. Okay. Were you able to receive your prescription or not? No, uh, the last message I got from the pharmacy is that his, it has closed. Wha- what is closed, pharmacy or the- The phar- the pharmacy. You mean, closed for good or closed for day? Yes. Closed for good. It said that, uh, "Have your doctor call your prescriptions into another pharmacy." Okay, so in that case, um, you would have to contact your, uh, doctor to send a prescription to another pharmacy. But, but I need to know the pharmacy that has the free RX. Okay. Um, in that case, you will need to contact CureX. Give me... 'Cause I tried to get prescriptions the beginning of November. Okay. And you, um, okay, send me the rec- Excuse me? Miss Donna? Yes. May I put you on hold for a minute while I check some information? Thank you, ma'am. Sure. Hello, Miss Donna? Yes. Thank you for waiting. Okay. Uh, I want you to write down a phone number that I'm going to give you. And on that phone number, they're going to tell you, uh, what pharmacy will be, uh, the next one, or the closest to you, that accepts free RX. I'm going to try to transfer your call, but I cannot promise you if, uh, the trans-, uh, the transfer will work or not. But I want you to please write that phone number before I try that, in case the call get disconnected. Okay. I'm ready. Yes, okay. The number is 855-927-0390. Okay. I'm gonna sp- I'm gonna spell the name for you. It is, C as in Charlie, U as in umbrella, R as in Romeo, E as in echo, X as in x-ray, A as in alpha. Okay. CureXa. Okay. They're the ones in charge of free RX. Once you dial that number they're going to tell you, I mean, you can ask them for medication, different locations, everything. Okay. Okay. So let me try to transfer the call. In case the, the transferring call does not, uh, complete, the call is going to get disconnected, but, uh, you already have the phone number for them and you can go ahead and dial the number. Okay, ma'am? Okay. Miss, uh, Miss Nixon, other than that, is there anything else that I can help you with? No, that's it. I appreciate your help. You're more than welcome, ma'am. So, let's try that transferring call. Have a wonderful day, ma'am. Okay. Thank you. You too. Thank you very much. Okay. Uh, Miss Donna? Yes. I'm not able to transfer your call because I was the one to make the outbound call to your number. Okay. So, that's why it's not allowing me to. But, uh, you can go ahead and dial the number and they will help you over there. Just in case they don't, please feel free to give us a call back. Okay? Okay. Thank you so much. Have a wonderful day, Miss Donna. Mm-hmm. Thank you for, uh, reach out to Benefits in a Cart. Bye-bye. Yes, ma'am. Bye-bye. Bye.

Conversation Format

Speaker None: Hello. Your health is being monitored or recorded for quality assurance purposes. Hello? Good morning. Hello? Benefits in a Cart. Good morning. This is Benefits in a Cart. Uh, may I speak with Donna Nixon? This is her. Hello, Ms. Nixon. I am returning a, like, a voice message that you sent us, uh, to give you a call about your, uh, uh, coverage? Yes, ma'am. Okay. Were you able to receive your prescription or not? No, uh, the last message I got from the pharmacy is that his, it has closed. Wha- what is closed, pharmacy or the- The phar- the pharmacy. You mean, closed for good or closed for day? Yes. Closed for good. It said that, uh, "Have your doctor call your prescriptions into another pharmacy." Okay, so in that case, um, you would have to contact your, uh, doctor to send a prescription to another pharmacy. But, but I need to know the pharmacy that has the free RX. Okay. Um, in that case, you will need to contact CureX. Give me... 'Cause I tried to get prescriptions the beginning of November. Okay. And you, um, okay, send me the rec- Excuse me? Miss Donna? Yes. May I put you on hold for a minute while I check some information? Thank you, ma'am. Sure. Hello, Miss Donna? Yes. Thank you for waiting. Okay. Uh, I want you to write down a phone number that I'm going to give you. And on that phone number, they're going to tell you, uh, what pharmacy will be, uh, the next one, or the closest to you, that accepts free RX. I'm going to try to transfer your call, but I cannot promise you if, uh, the trans-, uh, the transfer will work or not. But I want you to please write that phone number before I try that, in case the call get disconnected. Okay. I'm ready. Yes, okay. The number is 855-927-0390. Okay. I'm gonna sp- I'm gonna spell the name for you. It is, C as in Charlie, U as in umbrella, R as in Romeo, E as in echo, X as in x-ray, A as in alpha. Okay. CureXa. Okay. They're the ones in charge of free RX. Once you dial that number they're going to tell you, I mean, you can ask them for medication, different locations, everything. Okay. Okay. So let me try to transfer the call. In case the, the transferring call does not, uh, complete, the call is going to get disconnected, but, uh, you already have the phone number for them and you can go ahead and dial the number. Okay, ma'am? Okay. Miss, uh, Miss Nixon, other than that, is there anything else that I can help you with? No, that's it. I appreciate your help. You're more than welcome, ma'am. So, let's try that transferring call. Have a wonderful day, ma'am. Okay. Thank you. You too. Thank you very much. Okay. Uh, Miss Donna? Yes. I'm not able to transfer your call because I was the one to make the outbound call to your number. Okay. So, that's why it's not allowing me to. But, uh, you can go ahead and dial the number and they will help you over there. Just in case they don't, please feel free to give us a call back. Okay? Okay. Thank you so much. Have a wonderful day, Miss Donna. Mm-hmm. Thank you for, uh, reach out to Benefits in a Cart. Bye-bye. Yes, ma'am. Bye-bye. Bye.