

Transcript: Chris Sofield

(deactivated)-6628453972492288-5844546473738240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All right, this is Chris. How can I help you today? Yeah, I, uh, I first look- looked my insurance up. My last, uh, name is Parsley. The social security number on that is 4544. Okay, and what staffing company do you work with? Serge. Okay. And your first name, sir? Hang on, because I just went to go get my medication and with this insurance that I just got from you guys is twice as much for my Suboxone. It's \$500 with you guys, and it was only 200 with- with- with the Rx card. And I'm supposed to be getting three prescriptions. Okay. I- I definitely understand. However, I still need to be able to pull your file up to be able to assist you. Yeah, I get you. Um, and, uh, so I got your- I got who you work for, I got the class four, and I got your last name. What's your first name, sir? Steven. Thank you. All right. Can you verify your address and your date of birth for me? Yeah. There's- I got two addresses on your guys' file. I got 87 Tolan Street, London, Ohio or I have 3284 Derkson Circle, Dublin, Ohio. Uh, we have London, Ohio. All right, cool. All right. And then your date of birth? 11/11/76. Thank you. We have a phone number on file for you. It's 551-2001. Yes. Okay. And yes, I do see here that you have the FreeRx program. Um, what was the medication that you were trying to get? The medication was, uh... You there? Yes, sir. I'm here. What was the name of the medication? The medication I- I get is Suboxone. I get, uh, Wellbutrin and I get, um, I get generic Viagra. Okay. Let's see here. S- uh, Suboxone, that's S- S-O-B-U-O-X-O-N-E? Yeah. Okay. That's- that's not showing as a covered medication under FreeRx. Huh. Uh, what- what was the, what was the next one again? Uh, Seroquel. I mean, not Seroquel, I don't take Seroquel no more. Uh, uh, Wellbutrin and- Can you spell that one for me? Uh, W-E-L-B-U-B-U-T-R-A-N-E I think. Okay. W-E- Now it's ***** me. Okay. So I show Wellbutrin as W-E-L-L-B-U-T-R-I-N, is that it? Yeah, yeah, yeah, yeah. Okay. I show that's covered. It shows that it's Wellbutrin, Wellbutrin SR and Wellbutrin XL. Um, do you know which one it is? I- I- man, I have no idea, man. It's all- it's all generic. Okay. And then do you know what's- uh, what's the dosage? 300. Okay. That looks like it's the Wellbutrin XL, the 24 hour. Yeah. That's covered and it is home delivery only, so that needs to be, uh, that needs to be sent to our fulfillment pharmacy by your- by your doctor for you to have- to get that benefit. All right. And then he said- So what about the Viagra? Um, okay. Viagra, uh, I show- It's generic. It's generic. Whatever kind they give me is generic. It starts with a S-I-L. Yes. Sildenafil? Okay. Um, that shows, uh, covered at 25, 50 and 100 milligram. Um, all of those are also, uh, let's see here. All of those- What y'all calling? ... are also home delivery only. So you guys deliver them to me? Yes. Once your- once your doctor, uh, s- prescribes those to the fulfillment pharmacy, then they- then they will be covered, uh, home delivery. They'll be sent to you. So why don't they cover the Suboxone then? Like- like- like a lot- a lot of people take that for- for addiction. I- I wouldn't be able to tell you why certain medicines are or are not covered. Um, I can just tell you what is covered and what's not

covered. All right. Well, check it out, man. Um, I need the info to- to give my doctor so he can write the prescription to you guys or whatever. Okay. Let me- let me see if I can get that for you, please. Uh, just give me a moment. And- and you can email it to me if you want. Oh, no, I- I got it pulled up here. Um, all right, let me know when you're ready. I can give you, um, I can give you a, uh, fax number and then, um, and then I can also give you a phone number if they need to call. All right. All right, so look, if- if they- say he does it today, how long would it take to get it, you think? Or you don't know? Uh, typically, um, typically per what- what shows on the website, it's five business days of processing time, though it may be longer or shorter depending on how soon they hear from the doctor, and then packages will typically be- uh, will typically be delivered within five business days. All right. All right, well, what's- what's the, um, what's the number, man? Okay, so the phone number for the- for your doctor to call would be 888- Yeah. -837- Yeah. -3379, option two. Option two. Correct. And then the fax number is 855- Yeah. -927- Yeah. -0392. All right, man. This is crazy, man. I'm- I'm- I'm gonna see- I'm going to see what the- what the pharmacy... They- they just closed their pharmacy for an hour and I got to go to work at 3:00, so I'm going to have to probably deal with this tomorrow, but I'm going to probably just end up canceling my insurance because it's- it's- it's probably cheaper for me just to buy the prescription from these people than me having to pay \$27 out of my check every week. And- and that's entirely up to you, sir. Uh, I- but- Yeah, I'm not trying to- I would say just go ahead and- I'm not upset at you about it, I'm just saying, like- like that doesn't make sense for me to do that, you know what I mean? No, I- I- I get it. I understand. Um, I'm just letting you know that those are the options that you have to at least get- to get your medications and maybe your doctor could- could speak with the fulfillment pharmacy to see if there's any- to see if there's any alternative that may be covered. But that's- that's entirely, like, your- your doctor could give them- give them a call to see what- what they- what can be done. All right, I appreciate it, man. You have a good one. You too, sir. Thanks for calling. Bye.

Conversation Format

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

Speaker speaker_1: All right, this is Chris. How can I help you today?

Speaker speaker_2: Yeah, I, uh, I first look- looked my insurance up. My last, uh, name is Parsley. The social security number on that is 4544.

Speaker speaker_1: Okay, and what staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: Okay. And your first name, sir?

Speaker speaker_2: Hang on, because I just went to go get my medication and with this insurance that I just got from you guys is twice as much for my Suboxone. It's \$500 with you guys, and it was only 200 with- with- with the Rx card. And I'm supposed to be getting three prescriptions.

Speaker speaker_1: Okay. I- I definitely understand. However, I still need to be able to pull your file up to be able to assist you.

Speaker speaker_2: Yeah, I get you.

Speaker speaker_1: Um, and, uh, so I got your- I got who you work for, I got the class four, and I got your last name. What's your first name, sir?

Speaker speaker_2: Steven.

Speaker speaker_1: Thank you. All right. Can you verify your address and your date of birth for me?

Speaker speaker_2: Yeah. There's- I got two addresses on your guys' file. I got 87 Tolan Street, London, Ohio or I have 3284 Derkson Circle, Dublin, Ohio.

Speaker speaker_1: Uh, we have London, Ohio.

Speaker speaker_2: All right, cool.

Speaker speaker_1: All right. And then your date of birth?

Speaker speaker_2: 11/11/76.

Speaker speaker_1: Thank you. We have a phone number on file for you. It's 551-2001.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And yes, I do see here that you have the FreeRx program. Um, what was the medication that you were trying to get?

Speaker speaker_2: The medication was, uh... You there?

Speaker speaker_1: Yes, sir. I'm here. What was the name of the medication?

Speaker speaker_2: The medication I- I get is Suboxone. I get, uh, Wellbutrin and I get, um, I get generic Viagra.

Speaker speaker_1: Okay. Let's see here. S- uh, Suboxone, that's S- S-O-B-U-O-X-O-N-E?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. That's- that's not showing as a covered medication under FreeRx.

Speaker speaker_2: Huh.

Speaker speaker_1: Uh, what- what was the, what was the next one again?

Speaker speaker_2: Uh, Seroquel. I mean, not Seroquel, I don't take Seroquel no more. Uh, uh, Wellbutrin and-

Speaker speaker_1: Can you spell that one for me?

Speaker speaker_2: Uh, W-E-L-B-U-B-U-T-R-A-N-E I think.

Speaker speaker_1: Okay. W-E-

Speaker speaker_2: Now it's ***** me.

Speaker speaker_1: Okay. So I show Wellbutrin as W-E-L-L-B-U-T-R-I-N, is that it?

Speaker speaker_2: Yeah, yeah, yeah, yeah.

Speaker speaker_1: Okay. I show that's covered. It shows that it's Wellbutrin, Wellbutrin SR and Wellbutrin XL. Um, do you know which one it is?

Speaker speaker_2: I- I- man, I have no idea, man. It's all- it's all generic.

Speaker speaker_1: Okay. And then do you know what's- uh, what's the dosage?

Speaker speaker_2: 300.

Speaker speaker_1: Okay. That looks like it's the Wellbutrin XL, the 24 hour.

Speaker speaker_2: Yeah.

Speaker speaker_1: That's covered and it is home delivery only, so that needs to be, uh, that needs to be sent to our fulfillment pharmacy by your- by your doctor for you to have- to get that benefit.

Speaker speaker_2: All right.

Speaker speaker_1: And then he said-

Speaker speaker_2: So what about the Viagra?

Speaker speaker_1: Um, okay. Viagra, uh, I show-

Speaker speaker_2: It's generic. It's generic. Whatever kind they give me is generic. It starts with a S-I-L.

Speaker speaker_1: Yes. Sildenafil? Okay. Um, that shows, uh, covered at 25, 50 and 100 milligram. Um, all of those are also, uh, let's see here. All of those-

Speaker speaker_2: What y'all calling?

Speaker speaker_1: ... are also home delivery only.

Speaker speaker_2: So you guys deliver them to me?

Speaker speaker_1: Yes. Once your- once your doctor, uh, s- prescribes those to the fulfillment pharmacy, then they- then they will be covered, uh, home delivery. They'll be sent to you.

Speaker speaker_2: So why don't they cover the Suboxone then? Like- like- like a lot- a lot of people take that for- for addiction.

Speaker speaker_1: I- I wouldn't be able to tell you why certain medicines are or are not covered. Um, I can just tell you what is covered and what's not covered.

Speaker speaker_2: All right. Well, check it out, man. Um, I need the info to- to give my doctor so he can write the prescription to you guys or whatever.

Speaker speaker_1: Okay. Let me- let me see if I can get that for you, please. Uh, just give me a moment.

Speaker speaker_2: And- and you can email it to me if you want.

Speaker speaker_1: Oh, no, I- I got it pulled up here. Um, all right, let me know when you're ready. I can give you, um, I can give you a, uh, fax number and then, um, and then I can also give you a phone number if they need to call.

Speaker speaker_2: All right. All right, so look, if- if they- say he does it today, how long would it take to get it, you think? Or you don't know?

Speaker speaker_1: Uh, typically, um, typically per what- what shows on the website, it's five business days of processing time, though it may be longer or shorter depending on how soon they hear from the doctor, and then packages will typically be- uh, will typically be delivered within five business days.

Speaker speaker_2: All right. All right, well, what's- what's the, um, what's the number, man?

Speaker speaker_1: Okay, so the phone number for the- for your doctor to call would be 888-

Speaker speaker_2: Yeah.

Speaker speaker_1: -837-

Speaker speaker_2: Yeah.

Speaker speaker_1: -3379, option two.

Speaker speaker_2: Option two.

Speaker speaker_1: Correct. And then the fax number is 855-

Speaker speaker_2: Yeah.

Speaker speaker_1: -927-

Speaker speaker_2: Yeah.

Speaker speaker_1: -0392.

Speaker speaker_2: All right, man. This is crazy, man. I'm- I'm- I'm gonna see- I'm going to see what the- what the pharmacy... They- they just closed their pharmacy for an hour and I got to go to work at 3:00, so I'm going to have to probably deal with this tomorrow, but I'm going to probably just end up canceling my insurance because it's- it's- it's probably cheaper for me just to buy the prescription from these people than me having to pay \$27 out of my check every week.

Speaker speaker_1: And- and that's entirely up to you, sir. Uh, I- but-

Speaker speaker_2: Yeah, I'm not trying to-

Speaker speaker_1: I would say just go ahead and-

Speaker speaker_2: I'm not upset at you about it, I'm just saying, like- like that doesn't make sense for me to do that, you know what I mean?

Speaker speaker_1: No, I- I- I get it. I understand. Um, I'm just letting you know that those are the options that you have to at least get- to get your medications and maybe your doctor could- could speak with the fulfillment pharmacy to see if there's any- to see if there's any alternative that may be covered. But that's- that's entirely, like, your- your doctor could give them- give them a call to see what- what they- what can be done.

Speaker speaker_2: All right, I appreciate it, man. You have a good one.

Speaker speaker_1: You too, sir. Thanks for calling.

Speaker speaker_2: Bye.