

Transcript: Francesca

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Full Transcript

... is to call in Benefit to Know Card. My name is Francesca. How can I assist you today? Hi. I, um, haven't received my card but I still need to get a prescription, and I was wondering if you could possibly give me the information for that? Sure thing. I can take a look at the status of your account. What staffing company do you work with? Crown. Mom. What are the last four of the social? 2415. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 936 Chive Lane, 118 Bowling Green, Kentucky, 12700. We have the best phone number to reach you down as 270-306-0690? Yes. And we have your email down as first initial, last name, 1921@outlook.com? Yes. So your benefit card was mailed out February 14th. That could be the reason why you still have not received it. It might be on its way still 'cause it does take roughly three to four weeks in total after being sent to get to you. Okay. Um, is there any way that you can kind of like tell me information off of it? I can take a look and see if they have the digital copy to send to your email. Um, I did want to let you know the plan that you were auto-enrolled into is medical preventative only, so that plan itself only covers preventative generic prescriptions like statins, vitamins, FDA-approved contraceptive methods. While it does come with a FreeRx membership, you do have to activate it in order to be able to utilize the FreeRx membership. If you would like, I can send you the information in regards to that, um, prescription membership to your email as well. I do. Yes. ... have to say however, if you have any medication that your doctor himself sends a request, anything that's chronic needs to be delivered to your home so the doctor will have to send it to FreeRx himself. Okay. And then you are able to check and see which ones will be considered chronic and which ones will be considered AQ medications, since the AQs will be the only ones that will give you access to it at the pharmacy itself. And then lastly, once you do your registration and have access to your account with the FreeRx membership, that will be when you will be able to get the benefit cards for that membership for the prescriptions. Okay. And then the one that will be for the doctor, it will have all of the information that you need there to provide your doctor so then to process any medications through the FreeRx. And if that one is a bit, um, too small if you click on a tab that will say Home Delivery Instructions, you'll also be able to get the information from them. Okay. All right. So I do have a digital copy of that medical preventative care plan. I'm gonna go ahead and also send you the information for the multi-plan network company, since your plan does have a network requirement. Okay. All right. So there should be a total... Excuse me. It should be a total of two emails coming out of our office email at Benefits Know Card. Um, one of them will say FreeRx registration info and the other one will say ID card. Okay. Let me know when you see it. If you don't see it right away, it could be in the junk or spam mail, depending on how you have your email settings put up. Okay. All right. Got both of them. All right. Well, is there anything else we can assist you with today? Uh, no, that's all. Understood. I hope you have a

wonderful rest of your day and thank you for your time today. Thank you. My pleasure.
Goodbye.

Conversation Format

Speaker speaker_0: ... is to call in Benefit to Know Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I, um, haven't received my card but I still need to get a prescription, and I was wondering if you could possibly give me the information for that?

Speaker speaker_0: Sure thing. I can take a look at the status of your account. What staffing company do you work with?

Speaker speaker_1: Crown.

Speaker speaker_2: Mom.

Speaker speaker_1: What are the last four of the social? 2415.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 936 Chive Lane, 118 Bowling Green, Kentucky, 12700.

Speaker speaker_0: We have the best phone number to reach you down as 270-306-0690?

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as first initial, last name, 1921@outlook.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So your benefit card was mailed out February 14th. That could be the reason why you still have not received it. It might be on its way still 'cause it does take roughly three to four weeks in total after being sent to get to you.

Speaker speaker_1: Okay. Um, is there any way that you can kind of like tell me information off of it?

Speaker speaker_0: I can take a look and see if they have the digital copy to send to your email. Um, I did want to let you know the plan that you were auto-enrolled into is medical preventative only, so that plan itself only covers preventative generic prescriptions like statins, vitamins, FDA-approved contraceptive methods. While it does come with a FreeRx membership, you do have to activate it in order to be able to utilize the FreeRx membership. If you would like, I can send you the information in regards to that, um, prescription membership to your email as well. I do-

Speaker speaker_1: Yes.

Speaker speaker_0: ... have to say however, if you have any medication that your doctor himself sends a request, anything that's chronic needs to be delivered to your home so the doctor will have to send it to FreeRx himself.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you are able to check and see which ones will be considered chronic and which ones will be considered AQ medications, since the AQs will be the only ones that will give you access to it at the pharmacy itself. And then lastly, once you do your registration and have access to your account with the FreeRx membership, that will be when you will be able to get the benefit cards for that membership for the prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the one that will be for the doctor, it will have all of the information that you need there to provide your doctor so then to process any medications through the FreeRx. And if that one is a bit, um, too small if you click on a tab that will say Home Delivery Instructions, you'll also be able to get the information from them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I do have a digital copy of that medical preventative care plan. I'm gonna go ahead and also send you the information for the multi-plan network company, since your plan does have a network requirement.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So there should be a total... Excuse me. It should be a total of two emails coming out of our office email at Benefits Know Card. Um, one of them will say FreeRx registration info and the other one will say ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me know when you see it. If you don't see it right away, it could be in the junk or spam mail, depending on how you have your email settings put up.

Speaker speaker_1: Okay. All right. Got both of them.

Speaker speaker_0: All right. Well, is there anything else we can assist you with today?

Speaker speaker_1: Uh, no, that's all.

Speaker speaker_0: Understood. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure. Goodbye.