

## Transcript: Justin

**Mills-5892150666641408-5565234491342848**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. How you doing? Doing well and yourself? He- I'm fine. Um, I called this morning to ask for my card, um, but I'm at Walmart Pharmacy and the lady, she put my information in the system. She said it's going through, but it's not taking off anything. She said she doesn't know if it's a specific pharmacy or... Um, okay. Let me try pulling your file and see what's going on. What's the staffing agency you work for? Last four. And the last four of your Social? 7204. And what was your first and last name? Tanya Armstrong. And for security purposes, can you verify your home address, including city, state and zip code, Tanya? It's 3012 Northwest... 36th Floor, Fort Lauderdale Lakes, Florida, 32311. And confirm your date of birth? April 1st, 1989. And a good telephone number I have is 781-2533? Yeah. And the email I have is tanyaarmstrong@icloud? Yeah. Okay, so let's see here. So the medical plan that you're enrolled into just covers preventative healthcare services only. Um, however, there is a FreeRx account, uh, registered to the MEC TeleRx, which you do have medication coverage. Did you register your FreeRx account yet? Um, I have to go online to do that or something? Correct, because I already- Oh. ... emailed you the directions to register the account. Hold on. Let me see. All right, where do I go to do that? So there's a link in the email I sent you. Um, click the link and register your account for FreeRx so you can obtain your, um, FreeRx ID card. Okay, which one is the link? 'Cause I, I see the card, but I click on... hold on. To access the member ID, that one? Uh, let me see. I just sent you the registration. No, you sent me the card. Give me one second. Okay. Let me go ahead and resend this registration. Oh. 'Cause once you register your account with FreeRx, then you'll be able to either request the prescription to be sent to your home, delivered to your home, or depending on if it's a acute or non-acute medicine, it could pick it up at the local pharmacy. But give me one second. Hm. So I went ahead and emailed you the, uh, registration, um, coming from e-info@benefitsinacard.com. Um, and there are directions on the email. Waiting for it to load, I guess. Yeah. Okay. So then I sent it, so they put it right this second and then we'll go send it to my email. Hold on. You got that nice and loud there. Okay, I think I just... I did all the registration part. Hello? Okay, so you did all the registration part? Is it letting you log into the account, or no? Yeah, I think I am. They give me... I got this coupon. Hold on. Yeah, I'm logged in. Okay, so you're logged into the account, correct? Yeah. Okay. Um, now with FreeRx, it's a virtual pharmacy. So, if you had your doctor prescribe that medicine, uh, they would need to send it to FreeRx, um, to either have FreeRx fill it at their virtual pharmacy to either have it sh- shipped directly to your house, or depending on what medication it is, uh, it could be picked up at your local pharmacy. Now, I do know that, um, acute medications must be picked up at a pharmacy, and then chronic can be sent through the mail. Uh... So, I would have to let the, um, the doctor set the... Yes. So, I would have your doctor fill that prescription

with FreeRx or have them send the prescription to FreeRx. There should be a little, um, like a claims address for them on the website or on your online portal, and, um, provide that information to them. And then once they send over that medication to FreeRx, either depending on the medication, it could either be, like I said, either be picked up at your local pharmacy or sent directly to your house. Okay. Okay. Um, but is there anything else I could assist you with today? No, that's it. Thank you. You're welcome. You have a great day, okay? You too. Thanks. All right, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. How you doing?

Speaker speaker\_0: Doing well and yourself?

Speaker speaker\_1: He- I'm fine. Um, I called this morning to ask for my card, um, but I'm at Walmart Pharmacy and the lady, she put my information in the system. She said it's going through, but it's not taking off anything. She said she doesn't know if it's a specific pharmacy or...

Speaker speaker\_0: Um, okay. Let me try pulling your file and see what's going on. What's the staffing agency you work for?

Speaker speaker\_1: Last four.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 7204.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Tanya Armstrong.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Tanya?

Speaker speaker\_1: It's 3012 Northwest... 36th Floor, Fort Lauderdale Lakes, Florida, 32311.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: April 1st, 1989.

Speaker speaker\_0: And a good telephone number I have is 781-2533?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the email I have is tanyaarmstrong@icloud?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so let's see here. So the medical plan that you're enrolled into just covers preventative healthcare services only. Um, however, there is a FreeRx account, uh, registered to the MEC TeleRx, which you do have medication coverage. Did you register your FreeRx account yet?

Speaker speaker\_1: Um, I have to go online to do that or something?

Speaker speaker\_0: Correct, because I already-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... emailed you the directions to register the account.

Speaker speaker\_1: Hold on. Let me see. All right, where do I go to do that?

Speaker speaker\_0: So there's a link in the email I sent you. Um, click the link and register your account for FreeRx so you can obtain your, um, FreeRx ID card.

Speaker speaker\_1: Okay, which one is the link? 'Cause I, I see the card, but I click on... hold on. To access the member ID, that one?

Speaker speaker\_0: Uh, let me see. I just sent you the registration.

Speaker speaker\_1: No, you sent me the card.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me go ahead and resend this registration.

Speaker speaker\_1: Oh.

Speaker speaker\_0: 'Cause once you register your account with FreeRx, then you'll be able to either request the prescription to be sent to your home, delivered to your home, or depending on if it's a acute or non-acute medicine, it could pick it up at the local pharmacy. But give me one second.

Speaker speaker\_1: Hm.

Speaker speaker\_0: So I went ahead and emailed you the, uh, registration, um, coming from e- info@benefitsinacard.com. Um, and there are directions on the email.

Speaker speaker\_1: Waiting for it to load, I guess. Yeah. Okay. So then I sent it, so they put it right this second and then we'll go send it to my email. Hold on.

Speaker speaker\_2: You got that nice and loud there.

Speaker speaker\_1: Okay, I think I just... I did all the registration part. Hello?

Speaker speaker\_0: Okay, so you did all the registration part? Is it letting you log into the account, or no?

Speaker speaker\_1: Yeah, I think I am. They give me... I got this coupon. Hold on. Yeah, I'm logged in.

Speaker speaker\_0: Okay, so you're logged into the account, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, now with FreeRx, it's a virtual pharmacy. So, if you had your doctor prescribe that medicine, uh, they would need to send it to FreeRx, um, to either have FreeRx fill it at their virtual pharmacy to either have it sh- shipped directly to your house, or depending on what medication it is, uh, it could be picked up at your local pharmacy. Now, I do know that, um, acute medications must be picked up at a pharmacy, and then chronic can be sent through the mail. Uh...

Speaker speaker\_1: So, I would have to let the, um, the doctor set the...

Speaker speaker\_0: Yes. So, I would have your doctor fill that prescription with FreeRx or have them send the prescription to FreeRx. There should be a little, um, like a claims address for them on the website or on your online portal, and, um, provide that information to them. And then once they send over that medication to FreeRx, either depending on the medication, it could either be, like I said, either be picked up at your local pharmacy or sent directly to your house.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, but is there anything else I could assist you with today?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Thanks.

Speaker speaker\_0: All right, bye-bye.