

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card how can I help you? Uh, hello, my name is Brian Sey. I'm trying to, uh, I'm trying to inquire about a benefit package for me. I'm trying to pick up medication today from this pharmacy, and I was wondering if I was eligible to, uh, have like a co-payment or some type of benefit package medical wise through you? Are you, are you seeing if you're enrolled into coverage? I believe I am, yes. I'm trying to find out. Okay, what staffing company you work for? I work for Surge Staffing. What's the last four of your social? 6781. First name? Brian. Last name? Sey, S-E-A-Y. For security purposes, can you verify your address and date of birth for me? 3810 Erie Court, East Chicago, Indiana. 46312 is the zip code, Apartment Eight. And my date of birth is November 17th, 1979. Thank you. So we got your phone number, 708-243-2096. Yeah. And we got email at cb- uh, cyb718@gmail.com? Yes, it is. Thank you. So it looks like you have the MDC TeleRx plan. That's good for like women's checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any pre- any preventive care. And it also includes FreeRx which gives you access to over 800 acute non-chronic medications. Good, 'cause I have one today at CVS Pharmacy that I would like to pick up. So have you went to the FreeRx website and claimed your account yet? No, I have not. I'm calling you to You do have to go to- ... FreeRx... You do have to go to that... Okay. Yes, sir. You have to go on the website and claim your account. And I believe it takes 24 hours for y- your account to be active or for your information to be active. Okay. So it's called FreeRx, P-R-E-R-X? Is that correct? No, free. Free, FreeRx. Oh, free. FreeRx. Yes. Okay. All right. FreeRx.com? Yes, sir. And do I need anything else from you? Any information or is that all? No, sir. So once you go to FreeRx, you go to member login and then you're going to hit new user regi- registration, type in your first name, last name, email address, social security number. And then you should receive an email following up how to follow up with getting your information. Okay. Anything else I need to know? No, sir. Is there anything else I can help you with today, Mr. Brian? No, that's all. Just need to know that information. Thank you. No problem. Thanks for calling Benefits ... I hope you have a great rest of the week. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits on the Card how can I help you?

Speaker speaker_2: Uh, hello, my name is Brian Sey. I'm trying to, uh, I'm trying to inquire about a benefit package for me. I'm trying to pick up medication today from this pharmacy, and I was wondering if I was eligible to, uh, have like a co-payment or some type of benefit package medical wise through you?

Speaker speaker_1: Are you, are you seeing if you're enrolled into coverage?

Speaker speaker_2: I believe I am, yes. I'm trying to find out.

Speaker speaker_1: Okay, what staffing company you work for?

Speaker speaker_2: I work for Surge Staffing.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 6781.

Speaker speaker_1: First name?

Speaker speaker_2: Brian.

Speaker speaker_1: Last name?

Speaker speaker_2: Sey, S-E-A-Y.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 3810 Erie Court, East Chicago, Indiana. 46312 is the zip code, Apartment Eight. And my date of birth is November 17th, 1979.

Speaker speaker_1: Thank you. So we got your phone number, 708-243-2096.

Speaker speaker_2: Yeah.

Speaker speaker_1: And we got email at cb- uh, cyb718@gmail.com?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Thank you. So it looks like you have the MDC TeleRx plan. That's good for like women's checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any pre- any preventive care. And it also includes FreeRx which gives you access to over 800 acute non-chronic medications.

Speaker speaker_2: Good, 'cause I have one today at CVS Pharmacy that I would like to pick up.

Speaker speaker_1: So have you went to the FreeRx website and claimed your account yet?

Speaker speaker_2: No, I have not. I'm calling you to

Speaker speaker_1: You do have to go to-

Speaker speaker_2: ... FreeRx...

Speaker speaker_1: You do have to go to that...

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. You have to go on the website and claim your account. And I believe it takes 24 hours for y- your account to be active or for your information to be active.

Speaker speaker_2: Okay. So it's called FreeRx, P-R-E-R-X? Is that correct?

Speaker speaker_1: No, free. Free, FreeRx.

Speaker speaker_2: Oh, free. FreeRx.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: FreeRx.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And do I need anything else from you? Any information or is that all?

Speaker speaker_1: No, sir. So once you go to FreeRx, you go to member login and then you're going to hit new user regi- registration, type in your first name, last name, email address, social security number. And then you should receive an email following up how to follow up with getting your information.

Speaker speaker_2: Okay. Anything else I need to know?

Speaker speaker_1: No, sir. Is there anything else I can help you with today, Mr. Brian?

Speaker speaker_2: No, that's all. Just need to know that information. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits ... I hope you have a great rest of the week.

Speaker speaker_2: You too. Bye.