

## Transcript: Malcolm

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### Full Transcript

... it's Malcolm, Benefits in the Car. This is Malcolm, how can I help you? Hey, Malcolm. Um... My first deductions came out of my check today, uh, and the medical plan and I need to, um, give that information to the pharmacy because I have some scripts that need to be filled. Thanks. So if you've just now seen your first deductions, your coverage will become active the following Monday. Okay, so call back next Monday. So and if... and what do you... You say you needed your ID cards? No. I need, um... When I enrolled, they told me that if I would give my insurance information to the pharmacist, they could probably fill it that way. Um- Sure. And so I was just... Go ahead. Oh, no, I was waiting for you to finish. Go ahead. Um, yeah, that's, that's all I was seeing if, if it was... If I could do that yet. Okay. So yeah. And depending on what p- so are you... Did you get enrolled in... What staffing company do you work for? That'd be easier. And I can just pull up your account and see what you got enrolled into. Okay. Um, The Resource. So last four of your Social? 9323. First name? Karen. Last name? Morton. Okay. For security purposes, can you verify your address and date of birth for me? Sure. 112 Timber Creek Court in King, North Carolina, 27021. Um, and date of birth is 3/21/69. Thank you. So yeah, I see you got enrolled into the MUC TeleRx plan. Um, so I'm assuming that's the one you're referring to about your card being sent to the pharmacy and them taking care of that for you. Yes. Um, can you repeat that, please, the name of the plan? The MUC TeleRx? Okay. Yes. All right. So with that, if, uh, your coverage... If you've seen a deduction this week, your coverage should become active the following Monday. And what you want to do- Okay. So it has to do with FreeRx. You'll want to go to the FreeR- once you... Once that Monday comes and your coverage just gone active, you want to go to the FreeRx website and claim your account. Once you go to FreeRx... Excuse me. Once you go to the FreeRx website and claim your account, it will take 24 hours for it to become active, but then that's the card you would want to send your pharmacy to get your medication. Okay. So, mm, I thought when I signed up for VIP Classic that that would also be covered under the Pharma Bill program. It is. But the, um... Uh, depending- Okay. ... on which one you want to... Which... Depending on which one you want to use. Um, FreeRx- Okay. ... it gives you access to over 800 acute and chronic medications, so I just assumed that's the card you were referring to. But with your medical- Okay. ... card, if you need a digital copy of that, that usually is available around Thursday or Friday of the week of your coverage becoming active. Although only thing that we are pro- be able to provide typically on Mondays or Tuesdays is like the policy numbers, because they're still generating your card information because your coverage just became active that Monday. Okay. I understand. So we're at least a week out at this point? Mm, mm, give or take. Yes, ma'am. Okay. All right. Well, thank you, Malcolm. You've been a great help. No problem, Ms. Morton. Was there anything else I could help you with today? Uh, not today. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You

too. Bye-bye. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: ... it's Malcolm, Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm. Um... My first deductions came out of my check today, uh, and the medical plan and I need to, um, give that information to the pharmacy because I have some scripts that need to be filled.

Speaker speaker\_0: Thanks. So if you've just now seen your first deductions, your coverage will become active the following Monday.

Speaker speaker\_1: Okay, so call back next Monday.

Speaker speaker\_0: So and if... and what do you... You say you needed your ID cards?

Speaker speaker\_1: No. I need, um... When I enrolled, they told me that if I would give my insurance information to the pharmacist, they could probably fill it that way. Um-

Speaker speaker\_0: Sure.

Speaker speaker\_1: And so I was just... Go ahead.

Speaker speaker\_0: Oh, no, I was waiting for you to finish. Go ahead.

Speaker speaker\_1: Um, yeah, that's, that's all I was seeing if, if it was... If I could do that yet.

Speaker speaker\_0: Okay. So yeah. And depending on what p- so are you... Did you get enrolled in... What staffing company do you work for? That'd be easier. And I can just pull up your account and see what you got enrolled into.

Speaker speaker\_1: Okay. Um, The Resource.

Speaker speaker\_0: So last four of your Social?

Speaker speaker\_1: 9323.

Speaker speaker\_0: First name?

Speaker speaker\_1: Karen.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Morton.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Sure. 112 Timber Creek Court in King, North Carolina, 27021. Um, and date of birth is 3/21/69.

Speaker speaker\_0: Thank you. So yeah, I see you got enrolled into the MUC TeleRx plan. Um, so I'm assuming that's the one you're referring to about your card being sent to the pharmacy and them taking care of that for you.

Speaker speaker\_1: Yes. Um, can you repeat that, please, the name of the plan?

Speaker speaker\_0: The MUC TeleRx?

Speaker speaker\_1: Okay. Yes.

Speaker speaker\_0: All right. So with that, if, uh, your coverage... If you've seen a deduction this week, your coverage should become active the following Monday. And what you want to do-

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it has to do with FreeRx. You'll want to go to the FreeR- once you... Once that Monday comes and your coverage just gone active, you want to go to the FreeRx website and claim your account. Once you go to FreeRx... Excuse me. Once you go to the FreeRx website and claim your account, it will take 24 hours for it to become active, but then that's the card you would want to send your pharmacy to get your medication.

Speaker speaker\_1: Okay. So, mm, I thought when I signed up for VIP Classic that that would also be covered under the Pharma Bill program.

Speaker speaker\_0: It is. But the, um... Uh, depending-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... on which one you want to... Which... Depending on which one you want to use. Um, FreeRx-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it gives you access to over 800 acute and chronic medications, so I just assumed that's the card you were referring to. But with your medical-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... card, if you need a digital copy of that, that usually is available around Thursday or Friday of the week of your coverage becoming active. Although only thing that we are pro- be able to provide typically on Mondays or Tuesdays is like the policy numbers, because they're still generating your card information because your coverage just became active that Monday.

Speaker speaker\_1: Okay. I understand. So we're at least a week out at this point?

Speaker speaker\_0: Mm, mm, give or take. Yes, ma'am.

Speaker speaker\_1: Okay. All right. Well, thank you, Malcolm. You've been a great help.

Speaker speaker\_0: No problem, Ms. Morton. Was there anything else I could help you with today?

Speaker speaker\_1: Uh, not today.

Speaker speaker\_0: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Thank you. Bye.