

Transcript: Malcolm

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Full Transcript

... is the card gonna be issued and the card, and this is Malcolm, how can I help you? Hi, Malcolm. I'm calling because, um, I recently had active... added something to my insurance that, uh, for my prescriptions to be, the cost being lower. And, uh, I'm getting ready to, uh, pick up my prescription for my cholesterol. Uh, is there anything I need to do to activate that or how do I go about- What staff of the company do you work for? ... using the- I work for Partners Personnel. What's the last four of your social? 9121- First name? David. Last name? Romero. Right. For security purposes, can you verify your address and date of birth for me? 13686 East Evans Avenue, Aurora 80014. And my date of birth, you said? Yes, sir. 7/15/63. Okay, so we got your phone number, 720-431-3026. Yes. And I think your email is davidgromero726 at gmail.com? Correct. So I'm, I'm assuming you're referring to your FreeRx coverage. Yeah. All right, so have you been to the FreeRx website and claimed your account? Uh, n- no, I didn't know. So, is that what I need to do? Yes, sir. So you want to go to the FreeRx website and claim your account, and then it gives you your FreeRx ID card and depending on if it's an acute medi- medication or a chronic medication. If it's a chronic medication, you have to get it shipped through the mail. If it's an acute, you should be able to pick it up at the pharmacy. Oh, okay. Uh, so it's for cholesterol. I don't know which... Well, if you go to the website, if you go to FreeRx website, it'll tell you. Have you already been to the website to see if your... No, I have not. All right. I will, I will do that one. Okay, so uh, I will take care of that, um. I, I need to be at home though when I do that, so- Do you have your medical card as well? Yes. Have you received... have you received your VIP medical card? Yes. Let me see. Let me make sure I have that. Looks like you requested it on 10-23-24 last year. Yes. Yes, I do have a card. Um- Right. You can also ch- try that card because that card does cover medications as well. Oh, okay. Let me see. Dental. Let's see. Insurance is unusual. Okay, uh, all right. Well, I'll, I'll go ahead and take care of that then and go onto the website this evening and see what I can do. Yeah. Well, actually, because when you go to the website you want a member login and then you're going to hit new user registration. And it's going to ask you for your first name, your last name, your email and your Social Security number. Okay. And what's it called again? Free- freerx.com. Freerx.com. Okay. Mm-hmm. Thank you very much. Yes. For your help. No problem, Mr. David. And if you have any more questions, we are open until 8:00 PM Eastern Time. Oh, okay. Cool. All right. Well, thank you very much. No problem, Mr. David. Have a nice day. You have a great day, sir. You too. You t- bye. Bye.

Conversation Format

Speaker speaker_0: ... is the card gonna be issued and the card, and this is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. I'm calling because, um, I recently had active... added something to my insurance that, uh, for my prescriptions to be, the cost being lower. And, uh, I'm getting ready to, uh, pick up my prescription for my cholesterol. Uh, is there anything I need to do to activate that or how do I go about-

Speaker speaker_0: What staff of the company do you work for?

Speaker speaker_1: ... using the- I work for Partners Personnel.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 9121-

Speaker speaker_0: First name?

Speaker speaker_1: David.

Speaker speaker_0: Last name?

Speaker speaker_1: Romero.

Speaker speaker_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 13686 East Evans Avenue, Aurora 80014. And my date of birth, you said?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 7/15/63.

Speaker speaker_0: Okay, so we got your phone number, 720-431-3026.

Speaker speaker_1: Yes.

Speaker speaker_0: And I think your email is davidgromero726 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: So I'm, I'm assuming you're referring to your FreeRx coverage.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, so have you been to the FreeRx website and claimed your account?

Speaker speaker_1: Uh, n- no, I didn't know. So, is that what I need to do?

Speaker speaker_0: Yes, sir. So you want to go to the FreeRx website and claim your account, and then it gives you your FreeRx ID card and depending on if it's an acute medication or a chronic medication. If it's a chronic medication, you have to get it shipped

through the mail. If it's an acute, you should be able to pick it up at the pharmacy.

Speaker speaker_1: Oh, okay. Uh, so it's for cholesterol. I don't know which...

Speaker speaker_0: Well, if you go to the website, if you go to FreeRx website, it'll tell you. Have you already been to the website to see if your...

Speaker speaker_1: No, I have not. All right. I will, I will do that one. Okay, so uh, I will take care of that, um. I, I need to be at home though when I do that, so-

Speaker speaker_0: Do you have your medical card as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Have you received... have you received your VIP medical card?

Speaker speaker_1: Yes. Let me see. Let me make sure I have that.

Speaker speaker_0: Looks like you requested it on 10-23-24 last year.

Speaker speaker_1: Yes. Yes, I do have a card. Um-

Speaker speaker_0: Right. You can also ch- try that card because that card does cover medications as well.

Speaker speaker_1: Oh, okay. Let me see. Dental. Let's see. Insurance is unusual. Okay, uh, all right. Well, I'll, I'll go ahead and take care of that then and go onto the website this evening and see what I can do.

Speaker speaker_0: Yeah. Well, actually, because when you go to the website you want a member login and then you're going to hit new user registration. And it's going to ask you for your first name, your last name, your email and your Social Security number.

Speaker speaker_1: Okay. And what's it called again? Free-

Speaker speaker_0: freerx.com.

Speaker speaker_1: Freerx.com. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Thank you very much.

Speaker speaker_0: Yes.

Speaker speaker_1: For your help.

Speaker speaker_0: No problem, Mr. David. And if you have any more questions, we are open until 8:00 PM Eastern Time.

Speaker speaker_1: Oh, okay. Cool. All right. Well, thank you very much.

Speaker speaker_0: No problem, Mr. David.

Speaker speaker_1: Have a nice day.

Speaker speaker_0: You have a great day, sir. You too.

Speaker speaker_1: You t- bye.

Speaker speaker_0: Bye.