

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hi, my name is Zachary McCarter. I work with, through Surge, and I was wondering what benefits I had active. What was the last four of your Social? 4661. First name? Zachary. Last name? McCarter, M-C-C-A-R-T-E-R. For security purposes, please verify your address and date of birth for me. 11480 US Highway 36 Lot 8, Marysville, Ohio 43040, and my date of birth is 9-27-97. Thank you. So we got your phone number, 614-381-6140. Yes, sir. And your email's jamescameronmccarter@gmail.com. jamescameronmccarter@gmail.com, yep. So it looks like you have the M.E.C. TeleRx Plan, which is a preventative care plan. That's good for like bonus checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. It also gives you access to FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments. So, so I just have basic stuff activated? I don't have like medical, dental, dental, and vision activated? No, sir. You never got enrolled into those plans. This is the plan that they auto enroll you into. So the FreeRx, could it refill my prescriptions for me? So the way it works, you gotta call in to your doctor, and your doctor will call in on, call it in for you, and you just go pick it up. Or if, if it's a chronic, it has to get delivered to you, to your home. All right. Um... You also have to go to the FreeRx website to get your ID card for the FreeRx. Okay. Have you claimed your FreeRx account? No, I have not. Let's see, you wanna go to freerx.com, and then you wanna hit Member Login. You wanna hit New User Registration, and then put in your first name, last name, social security, and your email. And then you should get an email con- confirming your account. Then you should get your ID card once you log in for your FreeRx. All right. Thank you. No problem, Mr. Zachary. Was there anything else I could help you with today? No, thank you. All right. Thanks for calling Benefits in a Car. I hope you have a great weekend.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name is Zachary McCarter. I work with, through Surge, and I was wondering what benefits I had active.

Speaker speaker_0: What was the last four of your Social?

Speaker speaker_1: 4661.

Speaker speaker_0: First name?

Speaker speaker_1: Zachary.

Speaker speaker_0: Last name?

Speaker speaker_1: McCarter, M-C-C-A-R-T-E-R.

Speaker speaker_0: For security purposes, please verify your address and date of birth for me.

Speaker speaker_1: 11480 US Highway 36 Lot 8, Marysville, Ohio 43040, and my date of birth is 9-27-97.

Speaker speaker_0: Thank you. So we got your phone number, 614-381-6140.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email's jamescameronmccarter@gmail.com.

Speaker speaker_1: jamescameronmccarter@gmail.com, yep.

Speaker speaker_0: So it looks like you have the M.E.C. TeleRx Plan, which is a preventative care plan. That's good for like bonus checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. It also gives you access to FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments.

Speaker speaker_1: So, so I just have basic stuff activated? I don't have like medical, dental, dental, and vision activated?

Speaker speaker_0: No, sir. You never got enrolled into those plans. This is the plan that they auto enroll you into.

Speaker speaker_1: So the FreeRx, could it refill my prescriptions for me?

Speaker speaker_0: So the way it works, you gotta call in to your doctor, and your doctor will call in on, call it in for you, and you just go pick it up. Or if, if it's a chronic, it has to get delivered to you, to your home.

Speaker speaker_1: All right. Um...

Speaker speaker_0: You also have to go to the FreeRx website to get your ID card for the FreeRx.

Speaker speaker_1: Okay.

Speaker speaker_0: Have you claimed your FreeRx account?

Speaker speaker_1: No, I have not.

Speaker speaker_0: Let's see, you wanna go to freerx.com, and then you wanna hit Member Login. You wanna hit New User Registration, and then put in your first name, last name, social security, and your email. And then you should get an email con- confirming your

account. Then you should get your ID card once you log in for your FreeRx.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem, Mr. Zachary. Was there anything else I could help you with today?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Thanks for calling Benefits in a Car. I hope you have a great weekend.