

## Transcript: Pearl

**Rojas-4708448069009408-5254062578122752**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl, can I have who speaks for you? Hi, this is Marie Best Arca. And how can I assist you? Um, so I have to pick up a prescription for my daughter today at the pharmacy. Um, but I was just wondering what the process is. Do I just give her, give them her name or will I have to show them, like, a card with my, my member number? Or how does that work? Yes, you'll show them the card. Um, so I didn't receive one. Um, and this is for... Do you have coverage through your medical plans or is it a free Rx, um, plan that you have? Um, so this is, this is when I was with a, a temp agency, so I don't really know. Okay. What's the name of the staffing agency you're with? Um, BGSS. Are you still with BG? Well, I, I just recently took an offer, but I would assume that my benefits would still be covered for at least- What are the last four- ... like, isn't there a grace period? Um, let me take a look. What are the last four digits of your social? 3635. Okay. And your address and date of birth? Uh, so my address is 970 Magnolia Number 7, Millbury, California. My date of birth is 05/09/1988. Okay. Can I have your phone number, it's 650-271-7158? Yeah. Correct. Can I have your email address as marybest.arca@... com? Yeah. Okay, so your coverage is still active at the moment and you are enrolled in FreeRx. So what you can do, um, FreeRx has a better or a more, um, a more... bigger variety of cover-prescriptions. Um, and all you'll need to do is go to freerx.com. On the top right-hand corner, click Member Login and then Register. Once you register- Okay. ... you'll go, you'll be able to go into your dashboard and see your, um, your benefit card and then you'll just provide that information to the, to the pharmacy. Ah, got it. Okay. And does it say there, like, how long it'll be active for? Um, we have you active until the 2nd of February. Okay, got it. So I have a few days. Um, so freerx.com? Yes. And then, um, Member Login. Okay, so then I'll have to join. Okay. Okay. You wouldn't do that. You'd join now. You wouldn't click Join Now because you already have, um, coverage. You would click Member Login and register there. Register and Member Login. Okay. New user registration? Yes. Okay, got it. Okay. And then, um, once I do, once I do that then I'll have my membership number from there, somewhere there? Correct. Mm-hmm. Just make sure that you do- Okay. Got it. Okay. ... um, verify your account through your email, okay? Okay, got it. Okay, thank you so much. All righty. Thank you so much for calling. You have a great day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl, can I have who speaks for you?

Speaker speaker\_1: Hi, this is Marie Best Arca.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, so I have to pick up a prescription for my daughter today at the pharmacy. Um, but I was just wondering what the process is. Do I just give her, give them her name or will I have to show them, like, a card with my, my member number? Or how does that work?

Speaker speaker\_0: Yes, you'll show them the card.

Speaker speaker\_1: Um, so I didn't receive one.

Speaker speaker\_0: Um, and this is for... Do you have coverage through your medical plans or is it a free Rx, um, plan that you have?

Speaker speaker\_1: Um, so this is, this is when I was with a, a temp agency, so I don't really know.

Speaker speaker\_0: Okay. What's the name of the staffing agency you're with?

Speaker speaker\_1: Um, BGSS.

Speaker speaker\_0: Are you still with BG?

Speaker speaker\_1: Well, I, I just recently took an offer, but I would assume that my benefits would still be covered for at least-

Speaker speaker\_0: What are the last four-

Speaker speaker\_1: ... like, isn't there a grace period?

Speaker speaker\_0: Um, let me take a look. What are the last four digits of your social?

Speaker speaker\_1: 3635.

Speaker speaker\_0: Okay. And your address and date of birth?

Speaker speaker\_1: Uh, so my address is 970 Magnolia Number 7, Millbury, California. My date of birth is 05/09/1988.

Speaker speaker\_0: Okay. Can I have your phone number, it's 650-271-7158?

Speaker speaker\_1: Yeah. Correct.

Speaker speaker\_0: Can I have your email address as marybest.arca@... com? Yeah. Okay, so your coverage is still active at the moment and you are enrolled in FreeRx. So what you can do, um, FreeRx has a better or a more, um, a more... bigger variety of cover-prescriptions. Um, and all you'll need to do is go to freerx.com. On the top right-hand corner, click Member Login and then Register. Once you register-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you'll go, you'll be able to go into your dashboard and see your, um, your benefit card and then you'll just provide that information to the, to the pharmacy.

Speaker speaker\_1: Ah, got it. Okay. And does it say there, like, how long it'll be active for?

Speaker speaker\_0: Um, we have you active until the 2nd of February.

Speaker speaker\_1: Okay, got it. So I have a few days. Um, so freerx.com?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And then, um, Member Login. Okay, so then I'll have to join. Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: You wouldn't do that. You'd join now.

Speaker speaker\_0: You wouldn't click Join Now because you already have, um, coverage. You would click Member Login and register there.

Speaker speaker\_1: Register and Member Login. Okay. New user registration?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, got it. Okay. And then, um, once I do, once I do that then I'll have my membership number from there, somewhere there?

Speaker speaker\_0: Correct. Mm-hmm.

Speaker speaker\_1: Just make sure that you do- Okay. Got it. Okay.

Speaker speaker\_0: ... um, verify your account through your email, okay?

Speaker speaker\_1: Okay, got it. Okay, thank you so much.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

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