

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a CardH my name is Pearl. Who do I have the pleasure of speaking with? Hi. Your message for Casey Ann Smith. And how can I assist you? Um, so I signed up for benefits and it says they should be active, I think, starting today. So I was calling to find out about that and find out about getting, um, like, uh, yes, that information because I need to go to the pharmacy. Okay. What's the name of that agency you work for? Oxford. And the last four digits of your Social? 3595. Mm-hmm. And if you can confirm your address and date of birth. 4829 Baltimore Avenue, Apartment 2, Philadelphia, PA 19143. Uh, date of birth is 7/10/87. Okay. That's your phone number 425-3159? That's correct. And have you emailed us at caseyannsmi@gmail.com? Yeah. Okay. So yes, your coverage did become active today. Um, for your prescription coverage, your FreeRx plan, what you would do is go to FreeRx.com and then click in the right-hand corner where it says, um, member ... You'll click New Registration, register there, and you should be able to see your, um, your card. If you're- Okay. If it doesn't let you see your card or... Go ahead. Oh. Go ahead now. Um, if it doesn't let, doesn't let you register, it could be that because your coverage has become active today, um, they don't have you in the system yet and I would just wait until either tomorrow or Wednesday. Um, but you should be able to register online with FreeRx and see your card there. Okay. Um, so I put start registration and it said that, um, there's already a registered user for my Social Security number. So... Okay. Then I would just go ahead and click on the, the, where it says, um, trouble, Login Trouble? Okay. And then go through the steps that way. Okay. Thank you very much. No problem. Thank you so much for calling in every day. Oh, it says my email address doesn't exist. So is there any- Mm-mm. Is there a phone number for FreeRx.com? Um, well, we, we are the ones that actually, um, do the call, the, the information for that site as well. What I can do is have them reset your, your account. That way you can re-register. Sorry. If not, if I could have like their group number and ID number? Um, give me one second. Let me see. Maybe I might... Give me one second. Yeah, 'cause you would go to where it says Members' Portal. And the... Let me confirm that email again. It's your first name? So Casey Ann, and then S-M-I @gmail.com? Yep. Okay. So that is it, the account then, the information you have on the account. Give me one moment. And you don't have a different email you might have used? No. Okay. Bear with me one moment. I'm just gonna brief hold. Thank you so much for holding, Ms. Smith. If you just bear with me one moment, I'm having someone look into that right now. Okay, thank you so much. No problem. I'm gonna place you in another brief hold. Okay. Thank you so much for holding, Ms. Smith. So we did find the issue. What it looks like is that when you did do start your registration a while back, um, they sent you an email to confirm your email address, to verify your inform- email address, and since you didn't do that part, um, it was- it wasn't giving you an option to recover your

password. So what we did is we went ahead and deleted that partial registration, and if you just go through the steps again with registering and confirm your email, you'll be able to see your account. Okay. One second. Sorry. Uh, so go back to join, register. Sorry, I just wanna make sure 'cause a lot of times there'll be issues because of the hyphen in my first name, too. So I just want to make sure that... 'Cause, like, one system will allow hyphens and one won't... and so it'll be two different names. Okay. Yeah. So that did say that it sent the registration through. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. Peace.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a CardH my name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi. Your message for Casey Ann Smith.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, so I signed up for benefits and it says they should be active, I think, starting today. So I was calling to find out about that and find out about getting, um, like, uh, yes, that information because I need to go to the pharmacy.

Speaker speaker_1: Okay. What's the name of that agency you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 3595.

Speaker speaker_1: Mm-hmm. And if you can confirm your address and date of birth.

Speaker speaker_2: 4829 Baltimore Avenue, Apartment 2, Philadelphia, PA 19143. Uh, date of birth is 7/10/87.

Speaker speaker_1: Okay. That's your phone number 425-3159?

Speaker speaker_2: That's correct.

Speaker speaker_1: And have you emailed us at caseyannsmi@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So yes, your coverage did become active today. Um, for your prescription coverage, your FreeRx plan, what you would do is go to FreeRx.com and then click in the right-hand corner where it says, um, member ... You'll click New Registration, register there, and you should be able to see your, um, your card. If you're-

Speaker speaker_2: Okay.

Speaker speaker_1: If it doesn't let you see your card or... Go ahead.

Speaker speaker_2: Oh. Go ahead now.

Speaker speaker_1: Um, if it doesn't let, doesn't let you register, it could be that because your coverage has become active today, um, they don't have you in the system yet and I would just wait until either tomorrow or Wednesday. Um, but you should be able to register online with FreeRx and see your card there.

Speaker speaker_2: Okay. Um, so I put start registration and it said that, um, there's already a registered user for my Social Security number. So...

Speaker speaker_1: Okay. Then I would just go ahead and click on the, the, where it says, um, trouble, Login Trouble?

Speaker speaker_2: Okay.

Speaker speaker_1: And then go through the steps that way.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_1: No problem. Thank you so much for calling in every day.

Speaker speaker_2: Oh, it says my email address doesn't exist. So is there any-

Speaker speaker_1: Mm-mm.

Speaker speaker_2: Is there a phone number for FreeRx.com?

Speaker speaker_1: Um, well, we, we are the ones that actually, um, do the call, the, the information for that site as well. What I can do is have them reset your, your account. That way you can re-register.

Speaker speaker_2: Sorry. If not, if I could have like their group number and ID number?

Speaker speaker_1: Um, give me one second. Let me see. Maybe I might... Give me one second. Yeah, 'cause you would go to where it says Members' Portal. And the... Let me confirm that email again. It's your first name? So Casey Ann, and then S-M-I @gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So that is it, the account then, the information you have on the account. Give me one moment. And you don't have a different email you might have used?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Bear with me one moment. I'm just gonna brief hold. Thank you so much for holding, Ms. Smith. If you just bear with me one moment, I'm having someone look into that right now.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: No problem. I'm gonna place you in another brief hold.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding, Ms. Smith. So we did find the issue. What it looks like is that when you did do start your registration a while back, um, they sent you an email to confirm your email address, to verify your inform- email address, and since you didn't do that part, um, it was- it wasn't giving you an option to recover your password. So what we did is we went ahead and deleted that partial registration, and if you just go through the steps again with registering and confirm your email, you'll be able to see your account.

Speaker speaker_2: Okay. One second. Sorry. Uh, so go back to join, register. Sorry, I just wanna make sure 'cause a lot of times there'll be issues because of the hyphen in my first name, too. So I just want to make sure that... 'Cause, like, one system will allow hyphens and one won't- ... and so it'll be two different names. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So that did say that it sent the registration through. Thank you so much for your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Peace.