

## Transcript: Pearl

**Rojas-6446488093900800-4968785880727552**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl and I would have the pleasure of speaking with... Hi. Uh, my name is Lindsay. And how may I- I, uh, have a... I have a quick question. I was just on the phone with somebody. Um, I thought I had an Rx, like prescription thingy in my plan, and I just called somebody and they said that I do not. So, I was wondering, do you guys cover, like, Rx prescriptions? Um, what, what's the name of the company do you work for? Um, American Public Life. So, that's the name of the insurance carrier. Where did you apply for your insure... for your- Oh. ... job? Serge. Serge. Serge. And the last four digits of your Social? Um, 1680. Sorry, I've been calling a lot of places. I just got... I'm just confused this morning. No worries. You're fine. And you said we're talking to Lindsay... And what is your address and date of birth? It's 32703 and 86 Broad Street, Gloucester, Ohio 45732. And your date of birth? 3-27-03. Ma'am, your phone number is 740-517-3188? Yes. Can I have your email address as lindsaymbaltz@gmail.com? Yep. Let me take a look here. And they said you didn't have prescription coverage? What was it again? Sorry. And they said you didn't have prescription coverage? Yeah, they said that... Uh, uh, I was asking if my pharmacy was in the network with it, and they said that I don't have Rx coverage at all. But you do have MUC TellRx which has the FreeRx built in. And that covers? But it does, it usually just... It covers a wide range of prescriptions. What you... what you're gonna have to do is register on FreeRx.com. Go to FreeRx.com, go to member login, and register. You click new registration and register there. Once you do that, it'll pop up your ID card, um, and your information. On that same website, you can click drug tool or drug search and put in the name of your medication, and it'll tell you if it's covered and if you have to pay anything out of pocket or if it's completely covered, um, all together. All right, and you said register at Three X? FreeRx.com. Okay. Are we saying free like a, a, like a free dog or three like there's three of them? No, free like free. Like, free sample. Okay. Okay. Um, okay. That should be all. Thank you. Okay. Probably- Oh, wait, wait, wait, wait, wait. When I register, what would I use? Just any email? Like, what, what information do I use? So, you would use the email that you g- that we have on file, the Lindsay, Lindsay, Lindsaymbaltz@gmail.com. Okay. Um, and then it's just your basic information. I believe it asks for, like, your Social, your date of birth, that kind of thing. Oh, okay. Okay. Thank you. No problem. Thank you for calling. Have a good day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl and I would have the pleasure of speaking with...

Speaker speaker\_1: Hi. Uh, my name is Lindsay.

Speaker speaker\_0: And how may I-

Speaker speaker\_1: I, uh, have a... I have a quick question. I was just on the phone with somebody. Um, I thought I had an Rx, like prescription thingy in my plan, and I just called somebody and they said that I do not. So, I was wondering, do you guys cover, like, Rx prescriptions?

Speaker speaker\_0: Um, what, what's the name of the company do you work for?

Speaker speaker\_1: Um, American Public Life.

Speaker speaker\_0: So, that's the name of the insurance carrier. Where did you apply for your insure... for your-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... job?

Speaker speaker\_1: Serge.

Speaker speaker\_0: Serge.

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: Um, 1680. Sorry, I've been calling a lot of places. I just got... I'm just confused this morning.

Speaker speaker\_0: No worries. You're fine. And you said we're talking to Lindsay... And what is your address and date of birth?

Speaker speaker\_1: It's 32703 and 86 Broad Street, Gloucester, Ohio 45732.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 3-27-03.

Speaker speaker\_0: Ma'am, your phone number is 740-517-3188?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address as lindsaymbaltz@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Let me take a look here. And they said you didn't have prescription coverage?

Speaker speaker\_1: What was it again? Sorry.

Speaker speaker\_0: And they said you didn't have prescription coverage?

Speaker speaker\_1: Yeah, they said that... Uh, uh, I was asking if my pharmacy was in the network with it, and they said that I don't have Rx coverage at all.

Speaker speaker\_0: But you do have MUC TellRx which has the FreeRx built in.

Speaker speaker\_1: And that covers?

Speaker speaker\_0: But it does, it usually just... It covers a wide range of prescriptions. What you... what you're gonna have to do is register on FreeRx.com. Go to FreeRx.com, go to member login, and register. You click new registration and register there. Once you do that, it'll pop up your ID card, um, and your information. On that same website, you can click drug tool or drug search and put in the name of your medication, and it'll tell you if it's covered and if you have to pay anything out of pocket or if it's completely covered, um, all together.

Speaker speaker\_1: All right, and you said register at Three X?

Speaker speaker\_0: FreeRx.com.

Speaker speaker\_1: Okay. Are we saying free like a, a, like a free dog or three like there's three of them?

Speaker speaker\_0: No, free like free. Like, free sample.

Speaker speaker\_1: Okay. Okay. Um, okay. That should be all. Thank you.

Speaker speaker\_0: Okay. Probably-

Speaker speaker\_1: Oh, wait, wait, wait, wait, wait. When I register, what would I use? Just any email? Like, what, what information do I use?

Speaker speaker\_0: So, you would use the email that you g- that we have on file, the Lindsay, Lindsay, Lindsaymbaltz@gmail.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and then it's just your basic information. I believe it asks for, like, your Social, your date of birth, that kind of thing.

Speaker speaker\_1: Oh, okay. Okay. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. Have a good day.

Speaker speaker\_1: You too.