

## **Transcript: VICTORIA**

**Taylor-5992122623377408-5828690460721152**

### **Full Transcript**

Your call- Hello? ... may be monitored or recorded for quality assurance purposes. Hello? Hi, is this Marian? Yes. Hey, this is, uh, Victoria. Uh, just giving you a call back in regards to the FreeRx benefit that you have with Norstaffing Group. Mm-hmm. Hey, so, um, we did get ro- a response back for the reimbursement. It looks like FreeRx is going to be mailing you a check to your address, uh, for \$20 to cover the, uh, Sperryline from March 31st. So you will be getting a reimbursement for that. Um, wasn't there more than just that one prescription? It looks like that's the only prescription that they're gonna be reimbursing you for. All the other prescriptions that you sent to us, you did not have coverage for medications during those dates. Um, do you mind just giving me one minute to pull that up? I'm sorry? Can you give me one minute? Sure. Sure, thank you. Hi, how are you? I'm back. Um... Okay. Okay, so I'm just pulling it up. Um... just give me one second. Okay. Okay. Um, so... Okay, so I'm confused as to why it's \$20. Um, I also took the same exact medicine on 2/24. Yeah, so your FreeRx coverage didn't start until the 3rd of March. Uh-huh. So it was just those two, I hear. Okay. All right, sounds good. Mm-hmm. Do you know if I'm covered now? Is it active, do you know? Uh, let's see. Yes, it looks like your coverage is currently active for this week. Okay, amazing. Do you got the deduction? Yeah, so let me double check. Yes, we received the deduction, it looks like, on the 17th. Okay, great. Thank you. You're welcome. All right. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hi, is this Marian?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Hey, this is, uh, Victoria. Uh, just giving you a call back in regards to the FreeRx benefit that you have with Norstaffing Group.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Hey, so, um, we did get ro- a response back for the reimbursement. It looks like FreeRx is going to be mailing you a check to your address, uh, for \$20 to cover the, uh, Sperryline from March 31st. So you will be getting a reimbursement for that.

Speaker speaker\_1: Um, wasn't there more than just that one prescription?

Speaker speaker\_2: It looks like that's the only prescription that they're gonna be reimbursing you for. All the other prescriptions that you sent to us, you did not have coverage for medications during those dates.

Speaker speaker\_1: Um, do you mind just giving me one minute to pull that up?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Can you give me one minute?

Speaker speaker\_2: Sure.

Speaker speaker\_1: Sure, thank you. Hi, how are you? I'm back. Um...

Speaker speaker\_4: Okay.

Speaker speaker\_1: Okay, so I'm just pulling it up. Um... just give me one second.

Speaker speaker\_4: Okay.

Speaker speaker\_1: Okay. Um, so... Okay, so I'm confused as to why it's \$20. Um, I also took the same exact medicine on 2/24.

Speaker speaker\_2: Yeah, so your FreeRx coverage didn't start until the 3rd of March.

Speaker speaker\_1: Uh-huh. So it was just those two, I hear. Okay. All right, sounds good.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Do you know if I'm covered now? Is it active, do you know?

Speaker speaker\_2: Uh, let's see. Yes, it looks like your coverage is currently active for this week.

Speaker speaker\_1: Okay, amazing. Do you got the deduction?

Speaker speaker\_2: Yeah, so let me double check. Yes, we received the deduction, it looks like, on the 17th.

Speaker speaker\_1: Okay, great. Thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: All right.

Speaker speaker\_2: Have a good day.