

Transcript: VICTORIA

Taylor-6154788338712576-5785716774191104

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. Um, I recently got a FreeRx card from you guys, and I tried it at two different, um, pharmacies, CVS and Walgreens, and they were both unable to use it. And I don't know if I'm doing it wrong or they're doing it wrong, but, uh, both places when I went there, they tried to put the card information into their system and it wouldn't accept it. Okay. Um, I know on the FreeRx website, there should be an option to search under the pharmacy locator to see if the pharmacy is a participating, uh, pharmacy. Well, um, I d- I, I can see right here that in the benefits sheet that's sent to me by my employer, it specifically says, "FreeRx, we have relationships with over 64,000 pharmacies nationwide, including Walgreens, CVS Pharmacy, Walmart, et cetera." And those are the two largest pharmacy providers in the nation, so I would think, um, it would work. I just don't know if I'm doing it wrong or if they're doing it wrong. Yeah. I mean, I see that as well. Um, but I would definitely suggest try putting the address in that pharmacy locator if for whatever reason that specific Walgreens or, you know, CVS is not- Oh, you're saying it might be looked by location? It, it could be. Yeah. There is an option to look up a pharmacy on that website there. Okay. Where, where do I do that? FreeRx.com. FreeRx.com. Uh-huh. Oh, let me see if I can... Okay. Um... And it's gonna be under Search and the tab that's I- uh, named Search and Locate, and there's a Pharmacy Locator. Oh, I see that. Yep. It's on there. Okay. So what exactly is the pharmacy saying? Um, I showed them my Rx card, and they tried to put in the group ID and all that stuff, and it just didn't work. And it shows that, they said, both of them said, "This does not come up in our system as a valid, um, form of insurance." Okay. Um. Hmm. And you already have a prescription that's with them that you're trying to pick up with it? Yeah. The other question I have is, I was given two cards. One says acute medications, immediate need medications and chronic medications, maintenance medications. Um, I don't know if I'm reading this right, but in terms of medic- m- maintenance medications, is this saying that the only option I have is to have it through home delivery, through Purexa or through my- That is a possibility. So I know that depending on the medication it is, um, it'll either only be eligible for home delivery, um, or pharmacy pickup. So on the same website, FreeRx.com, you can search the medication, and it will tell you which one it is, um, if it's pharmacy pickup or if it is- Okay. ... home delivery only. Oh, s- drug search? Yes. Uh-huh. Let's see. Um, if it's not... Okay. If it's... Yeah. I have familiarity with this experience. Um, if it's not in there, is it just gonna tell you they can't find it or- So it's not coming up on there, the drug search at all? It just says, "We couldn't find any results for this. Double check the term for spelling errors." That's just one drug. Let me try another one. Okay. Here's one here. Yeah. Okay. It says home delivery only for this one. Um, so maybe that's the problem. Maybe they were trying to use the acute, uh, member number to fill a home delivery only prescription, um, I'm guessing. Um, let me see something else here.

Um...Okay. I'm gonna have to, uh, take a look at the drugs I need to get and see whether or not there's home delivery on them. In that case, do I have to give this information to my doctor so he can fill it through Cure Expo? Is that what the deal is? So, um, just to let you know, once you log in to... Once you log in to your actual FreeRx account, there is a tab that'll appear with the home delivery instructions. Um- Mm-hmm. ... it looks like your physician can call in the prescription, they can send it by eScribe, they can fax it in, um, or they can mail it in. Okay. I need to create an account. Okay. So you're saying once I create an account, it'll walk me through what I need to do in terms of getting these things refilled? Yes, sir. So how did you get the, the ID card for the FreeRx? 'Cause to my knowledge, the only way to get it is after you register your account and you log in, and it's on the dashboard. Yeah. Yeah. So, um, I wasn't aware that I needed to create an account with FreeRx.com. I thought this was all done through a benefits center card, so I called you guys and one of your representatives there emailed me a copy of it. Okay. That makes me think that maybe that you already have an, uh, a, an account. Um, so I... Oh, yeah, it says there's already a registered user for this. Okay. Maybe I do, um, because it won't let me create a new account. Um, hold on a second. Let me see if I can recover. Okay, let me see. Oh, here we go. I do have an account. Uh... Hold on. Okay. Okay. I'm in. Now I see my card. Home delivery instructions. Is that what you're saying? Yeah. Mm-hmm. Okay. Um, have your physician call in your prescriptions, have your physician eScribe your prescription, have your physician fax you... Okay. Okay. Um, all right. I'll need... I'll play around here with this website because I haven't been in here yet. So I'll do some searches for the drugs I need and then I'll figure out how it needs to be done, and then it looks like I'll be probably contacting my doctor. Does it... Do you know if it tells you... Uh, so if the drug is available in here, does that mean it's free or is there a co-pay It'll tell you- ... that needs to be paid? ... you that as well. Um, so once you sh- search up the medication, um, it should let you know if it's available for ho- home pick, like home delivery, uh, pharmacy pickup, and then it'll say, uh, the price. If it's zero, then that would be free. Okay. And- Yeah, most of the medications, to my knowledge, are gonna be free. But if it's not free, it'll be discounted and in that case, it should tell you on the, uh, drug search. Okay. And if, and if I do a search and it doesn't come up, I mean, is that safe to assume it's not in the list? Yeah, I would assume that it's not covered then. Okay. All right. Uh, well, I'm gonna play around with this and see what happens. I, I appreciate, uh, your help. Yes, sir. You have a wonderful day. Thank you. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey. Um, I recently got a FreeRx card from you guys, and I tried it at two different, um, pharmacies, CVS and Walgreens, and they were both unable to use it. And I don't know if I'm doing it wrong or they're doing it wrong, but, uh, both places when I went there, they tried to put the card information into their system and it wouldn't accept it.

Speaker speaker_0: Okay. Um, I know on the FreeRx website, there should be an option to search under the pharmacy locator to see if the pharmacy is a participating, uh, pharmacy.

Speaker speaker_1: Well, um, I d- I, I can see right here that in the benefits sheet that's sent to me by my employer, it specifically says, "FreeRx, we have relationships with over 64,000 pharmacies nationwide, including Walgreens, CVS Pharmacy, Walmart, et cetera." And those are the two largest pharmacy providers in the nation, so I would think, um, it would work. I just don't know if I'm doing it wrong or if they're doing it wrong.

Speaker speaker_0: Yeah. I mean, I see that as well. Um, but I would definitely suggest try putting the address in that pharmacy locator if for whatever reason that specific Walgreens or, you know, CVS is not-

Speaker speaker_1: Oh, you're saying it might be looked by location?

Speaker speaker_0: It, it could be. Yeah. There is an option to look up a pharmacy on that website there.

Speaker speaker_1: Okay. Where, where do I do that?

Speaker speaker_0: FreeRx.com.

Speaker speaker_1: FreeRx.com.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Oh, let me see if I can... Okay. Um...

Speaker speaker_0: And it's gonna be under Search and the tab that's I- uh, named Search and Locate, and there's a Pharmacy Locator.

Speaker speaker_1: Oh, I see that. Yep. It's on there.

Speaker speaker_0: Okay. So what exactly is the pharmacy saying?

Speaker speaker_1: Um, I showed them my Rx card, and they tried to put in the group ID and all that stuff, and it just didn't work. And it shows that, they said, both of them said, "This does not come up in our system as a valid, um, form of insurance."

Speaker speaker_0: Okay. Um. Hmm. And you already have a prescription that's with them that you're trying to pick up with it?

Speaker speaker_1: Yeah. The other question I have is, I was given two cards. One says acute medications, immediate need medications and chronic medications, maintenance medications. Um, I don't know if I'm reading this right, but in terms of medic- m- maintenance medications, is this saying that the only option I have is to have it through home delivery, through Purexa or through my-

Speaker speaker_0: That is a possibility. So I know that depending on the medication it is, um, it'll either only be eligible for home delivery, um, or pharmacy pickup. So on the same website, FreeRx.com, you can search the medication, and it will tell you which one it is, um, if it's pharmacy pickup or if it is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... home delivery only.

Speaker speaker_1: Oh, s- drug search?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Let's see. Um, if it's not... Okay. If it's... Yeah. I have familiarity with this experience. Um, if it's not in there, is it just gonna tell you they can't find it or-

Speaker speaker_0: So it's not coming up on there, the drug search at all?

Speaker speaker_1: It just says, "We couldn't find any results for this. Double check the term for spelling errors." That's just one drug. Let me try another one. Okay. Here's one here. Yeah. Okay. It says home delivery only for this one. Um, so maybe that's the problem. Maybe they were trying to use the acute, uh, member number to fill a home delivery only prescription, um, I'm guessing. Um, let me see something else here. Um...Okay. I'm gonna have to, uh, take a look at the drugs I need to get and see whether or not there's home delivery on them. In that case, do I have to give this information to my doctor so he can fill it through Cure Expo? Is that what the deal is?

Speaker speaker_0: So, um, just to let you know, once you log in to... Once you log in to your actual FreeRx account, there is a tab that'll appear with the home delivery instructions. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it looks like your physician can call in the prescription, they can send it by eScribe, they can fax it in, um, or they can mail it in.

Speaker speaker_1: Okay. I need to create an account. Okay. So you're saying once I create an account, it'll walk me through what I need to do in terms of getting these things refilled?

Speaker speaker_0: Yes, sir. So how did you get the, the ID card for the FreeRx? 'Cause to my knowledge, the only way to get it is after you register your account and you log in, and it's on the dashboard.

Speaker speaker_1: Yeah. Yeah. So, um, I wasn't aware that I needed to create an account with FreeRx.com. I thought this was all done through a benefits center card, so I called you guys and one of your representatives there emailed me a copy of it.

Speaker speaker_0: Okay. That makes me think that maybe that you already have an, uh, a, an account.

Speaker speaker_1: Um, so I... Oh, yeah, it says there's already a registered user for this. Okay. Maybe I do, um, because it won't let me create a new account. Um, hold on a second. Let me see if I can recover. Okay, let me see. Oh, here we go. I do have an account. Uh... Hold on. Okay. Okay. I'm in. Now I see my card. Home delivery instructions. Is that what you're saying?

Speaker speaker_0: Yeah. Mm-hmm.

Speaker speaker_1: Okay. Um, have your physician call in your prescriptions, have your physician eScribe your prescription, have your physician fax you... Okay. Okay. Um, all right. I'll need... I'll play around here with this website because I haven't been in here yet. So I'll do some searches for the drugs I need and then I'll figure out how it needs to be done, and then it looks like I'll be probably contacting my doctor. Does it... Do you know if it tells you... Uh, so if the drug is available in here, does that mean it's free or is there a co-pay

Speaker speaker_0: It'll tell you-

Speaker speaker_1: ... that needs to be paid?

Speaker speaker_0: ... you that as well. Um, so once you sh- search up the medication, um, it should let you know if it's available for ho- home pick, like home delivery, uh, pharmacy pickup, and then it'll say, uh, the price. If it's zero, then that would be free.

Speaker speaker_1: Okay. And-

Speaker speaker_0: Yeah, most of the medications, to my knowledge, are gonna be free. But if it's not free, it'll be discounted and in that case, it should tell you on the, uh, drug search.

Speaker speaker_1: Okay. And if, and if I do a search and it doesn't come up, I mean, is that safe to assume it's not in the list?

Speaker speaker_0: Yeah, I would assume that it's not covered then.

Speaker speaker_1: Okay. All right. Uh, well, I'm gonna play around with this and see what happens. I, I appreciate, uh, your help.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.