

Transcript: Chris Sofield

(deactivated)-5208246455943168-5350593214857216

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah, I was calling... I got, I got a couple of questions, buddy. Uh, I noticed, uh, I noticed that they've taken out, um, uh, vision, medical and, uh, what is it? Dental out of my check, so I'm, I'm trying to see, um, the providers and if you are... can you... are you able to tell me who the provider is and, and also can you send me some new cards? Are you able to do that, do, do that, do that for me? I should be able to send copies of the ID cards- Yeah. ... um, however, uh, I do not have access to a list of providers in your area that are part of the networks. Yeah. Um, but when I send you the email, um, it will have phone numbers and websites for you to locate that information. Okay, can you tell me who... Okay, let me... Start, let's start with... start about this, Chris. Can you tell me who I have, uh, vision with? Are you able to tell me that? Um, well, vision- Okay. Vision, I... should be through MetLife. Oh, MetLife. Yeah. Let me see how we... Hold on, hold on. Let's see, because I got this card in front of me. Oh, it does say MetLife. I guess this is the card. Uh, MetLife V-VSP Vision? Is that, is that what you're talking about? Yes, that, that would be your vision card. Okay, it says... So I'm confused. Is it MetLife or is it VSP? Is that what's- Uh, MetLife is the... MetLife is the actual insurance company. VSP, I believe, is the network that they use for your vision benefits. MetLife. Okay, so I'm confused. I thought they said that I don't have, um, uh... Me- I thought they said I don't have VSP no more. So, so VSP... So, okay, MetLife is the insurance company and I believe they use VSP's network for, for eye doctors, but it's not a policy through VSP itself. Okay, I see. Okay, explain that to me one more time. So VSP is- MetLife what, now? So from my understanding, VSP is b- uh, is a, is an insurance company as well as they have their own network of eye doctors you can go to. Mm-hmm. But your, but your policy is not through VSP. It is through MetLife, they're just using VSP's list of eye doctors. So when I go... so when I go get a new card, I give 'em, I give 'em the MetLife card? It says MetLife- Yes. ... VSP- Yes. ... VSP network. Yes, that... Augh- that's, that's exactly what that means. VSP is just the network, that's just the list of eye doctors you can go to, but MetLife is the actual insurance company. Oh, sure. Just show them, just show them that card and they'll be able to... They'll, they'll know what to do with it. Okay, so, so, um, so the card in front of me, does... it, it has a, um, employee ID number. Is that what they need? Yeah, just show them, just show them that, that ID card and your, and your doctors will know what to do with that. Okay, so you said MetLife is the insurance company? Yes, sir. So MetLife is, is not for... MetLife is not for vision? MetLife is your vision insurance company. Well, Vi- but VSP is, is like what? It's just a list of doctors. Oh, okay. Um, I'm trying to see what... I'm trying to see who I can go to s- 'cause they get a eye... get a doctor's appointment. So can you, um... Damn, you gotta... I bet you got a whole list of people. Um... Again, as I stated earlier, I do not have any sort of list of the doctors or anything like that. Um, there... on that ID card there should be something where it says, like, to locate

participating providers or something along that line for your, for your vision. Yeah, it says members file, fill out, and e- wait, claims with MetLife Vision. No, it don't say nothing about that. Okay. Mm-hmm. So, so do you... where it says MetLife VSP network, do you see any phone numbers or any websites or anything underneath all of that? Yeah, I'm calling you. Yeah. I thought you... you, you who I'm calling at 1-800-615-1883, right? No, this is not that number. You talking about provider services? Is that what you're talking about? Um, so provider services, that's for the doctors to call y- for... you'll, you'll call the number for member services. I don't see a member service number up here. Only thing I see is, uh, www.mybenefitsmetlife.com. So right underneath where it says MetLife VSP network, you do not see a phone number that says MetLife VS- Oh, yes, I do. ... R- Yes, I do. Really? 1855 MET EYE. Is that what you're talking about? I'm sorry. Yeah. Is that what you're talking about? Yes. Does that... Is that what you're talking about, sir? Y- yes, sir. Because that's the number I call to see who, who I can... uh, maybe they got the providers? Is that what you're saying? Yes, sir. Okay, okay. I'm sorry. I'm c- I was confused. I'm sorry. Yeah, I do see- No, you're not. I do, I do see MetLife Vision Member Services and then it says 1-888-855-MET-EYE. So I can call them, they can give me more information? Yes, sir. Okay, okay, okay. So I don't know why they give me... Why did they give me this number? Maybe it's, maybe it's for everything. Okay. Can you still send me... Hold on. Can you still send me a, uh, a, uh, ID card for my, my health and my, uh, my dental? Can you still do that for me though? I should be able to do that. Yes, sir. I'll need to pull your file up at this point. What staffing company do you work with? Uh, TRC. All right. Last four of your social? 4440. Thank you. And then, your first and last name? Antonio Foust. All right. Mr. Foust, could you verify your address and your date of birth for me? 1706 Bellwood Drive, Greensboro, North Carolina 27406. What else do you need? Your date of birth? Uh, March the 4th, 1972. Thank you. We have your phone number on file. It's 336-324-8066. Is that correct? Uh-huh. That's right. Uh-huh. All right, and then your email on file, antoniofoust@aol.com? Uh-huh. That's right. Uh-huh. Okay. All right, yeah. I'll work on getting the, uh, copies of the ID cards out to your email address. Uh, you'll sh- you should be receiving these in just a couple of minutes. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. And again, this email will have websites and phone numbers for you to locate participating, uh, doctors for these plans. Okay? Okay. And you still gon' send out the card- another cards out? Y- Yeah. We- Um, for y- for a physical copy, I'll have to request that from the insurance company itself, and that would take seven to 10 business days. No, I need something for my- my- myself so that if I wanna go- go see a- B- Uh- Uh- B- B- Go see the dentist or go see the, uh, doctor. Mm-hmm. So, okay. I- I think there's a- some more confusion. Um, you're- I'm sending digital copies of your ID cards to your email address right now. You'll get those in just a couple of minutes. Um, this will be what you need to be able to do a- to get any medical or dental policies or any m- medical or dental services. Oh, okay. Did you also- did you also need a physical copy of your ID cards, or is the digital copy- is- is that all you need? What was the second question? D- Do you also need a physical copy of the ID card? Yeah, I do. Uh-huh. Yes. Okay. So a physical copy would have to be requested from the insurance company themselves, which I will send that request on over to them, and it would take seven to 10 business days for tho- for the physical copies to arrive. Okay, but if I need to get- if I need to get service, I could just show them the email and they can go from there? Yes, sir. Okay. Okay. Cool. Okay. That'll work. Okay. All right. All right.

Was there anything- was there anything else I could help you with? No, thank you. Thank you. All right. You're welcome. Thanks again for calling and have a wonderful day. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yeah, I was calling... I got, I got a couple of questions, buddy. Uh, I noticed, uh, I noticed that they've taken out, um, uh, vision, medical and, uh, what is it? Dental out of my check, so I'm, I'm trying to see, um, the providers and if you are... can you... are you able to tell me who the provider is and, and also can you send me some new cards? Are you able to do that, do, do that, do that for me?

Speaker speaker_0: I should be able to send copies of the ID cards-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... um, however, uh, I do not have access to a list of providers in your area that are part of the networks.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, but when I send you the email, um, it will have phone numbers and websites for you to locate that information.

Speaker speaker_1: Okay, can you tell me who... Okay, let me... Start, let's start with... start about this, Chris. Can you tell me who I have, uh, vision with? Are you able to tell me that?

Speaker speaker_0: Um, well, vision-

Speaker speaker_1: Okay.

Speaker speaker_0: Vision, I... should be through MetLife.

Speaker speaker_1: Oh, MetLife.

Speaker speaker_0: Yeah.

Speaker speaker_1: Let me see how we... Hold on, hold on. Let's see, because I got this card in front of me. Oh, it does say MetLife. I guess this is the card. Uh, MetLife V-VSP Vision? Is that, is that what you're talking about?

Speaker speaker_0: Yes, that, that would be your vision card.

Speaker speaker_1: Okay, it says... So I'm confused. Is it MetLife or is it VSP? Is that what's-

Speaker speaker_0: Uh, MetLife is the... MetLife is the actual insurance company. VSP, I believe, is the network that they use for your vision benefits.

Speaker speaker_1: MetLife. Okay, so I'm confused. I thought they said that I don't have, um, uh... Me- I thought they said I don't have VSP no more.

Speaker speaker_0: So, so VSP... So, okay, MetLife is the insurance company and I believe they use VSP's network for, for eye doctors, but it's not a policy through VSP itself.

Speaker speaker_1: Okay, I see. Okay, explain that to me one more time.

Speaker speaker_0: So VSP is-

Speaker speaker_1: MetLife what, now?

Speaker speaker_0: So from my understanding, VSP is b- uh, is a, is an insurance company as well as they have their own network of eye doctors you can go to.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But your, but your policy is not through VSP. It is through MetLife, they're just using VSP's list of eye doctors.

Speaker speaker_1: So when I go... so when I go get a new card, I give 'em, I give 'em the MetLife card? It says MetLife-

Speaker speaker_0: Yes.

Speaker speaker_1: ... VSP-

Speaker speaker_0: Yes.

Speaker speaker_1: ... VSP network.

Speaker speaker_0: Yes, that... Augh- that's, that's exactly what that means. VSP is just the network, that's just the list of eye doctors you can go to, but MetLife is the actual insurance company.

Speaker speaker_1: Oh, sure.

Speaker speaker_0: Just show them, just show them that card and they'll be able to... They'll, they'll know what to do with it.

Speaker speaker_1: Okay, so, so, um, so the card in front of me, does... it, it has a, um, employee ID number. Is that what they need?

Speaker speaker_0: Yeah, just show them, just show them that, that ID card and your, and your doctors will know what to do with that.

Speaker speaker_1: Okay, so you said MetLife is the insurance company?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So MetLife is, is not for... MetLife is not for vision?

Speaker speaker_0: MetLife is your vision insurance company.

Speaker speaker_1: Well, Vi- but VSP is, is like what?

Speaker speaker_0: It's just a list of doctors.

Speaker speaker_1: Oh, okay. Um, I'm trying to see what... I'm trying to see who I can go to s-'cause they get a eye... get a doctor's appointment. So can you, um... Damn, you gotta... I bet you got a whole list of people. Um...

Speaker speaker_0: Again, as I stated earlier, I do not have any sort of list of the doctors or anything like that. Um, there... on that ID card there should be something where it says, like, to locate participating providers or something along that line for your, for your vision.

Speaker speaker_1: Yeah, it says members file, fill out, and e- wait, claims with MetLife Vision. No, it don't say nothing about that.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, so do you... where it says MetLife VSP network, do you see any phone numbers or any websites or anything underneath all of that?

Speaker speaker_1: Yeah, I'm calling you. Yeah. I thought you... you, you who I'm calling at 1-800-615-1883, right?

Speaker speaker_0: No, this is not that number.

Speaker speaker_1: You talking about provider services? Is that what you're talking about?

Speaker speaker_0: Um, so provider services, that's for the doctors to call y- for... you'll, you'll call the number for member services.

Speaker speaker_1: I don't see a member service number up here. Only thing I see is, uh, www.mybenefitsmetlife.com.

Speaker speaker_0: So right underneath where it says MetLife VSP network, you do not see a phone number that says MetLife VS-

Speaker speaker_1: Oh, yes, I do.

Speaker speaker_0: ... R-

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Really?

Speaker speaker_1: 1855 MET EYE. Is that what you're talking about? I'm sorry.

Speaker speaker_0: Yeah.

Speaker speaker_1: Is that what you're talking about?

Speaker speaker_0: Yes.

Speaker speaker_1: Does that... Is that what you're talking about, sir?

Speaker speaker_0: Y- yes, sir.

Speaker speaker_1: Because that's the number I call to see who, who I can... uh, maybe they got the providers? Is that what you're saying?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, okay. I'm sorry. I'm c- I was confused. I'm sorry. Yeah, I do see-

Speaker speaker_0: No, you're not.

Speaker speaker_1: I do, I do see MetLife Vision Member Services and then it says 1-888-855-MET-EYE. So I can call them, they can give me more information?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, okay, okay. So I don't know why they give me... Why did they give me this number? Maybe it's, maybe it's for everything. Okay. Can you still send me... Hold on. Can you still send me a, uh, a, uh, ID card for my, my health and my, uh, my dental? Can you still do that for me though?

Speaker speaker_0: I should be able to do that. Yes, sir. I'll need to pull your file up at this point. What staffing company do you work with?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: All right. Last four of your social?

Speaker speaker_1: 4440.

Speaker speaker_0: Thank you. And then, your first and last name?

Speaker speaker_1: Antonio Foust.

Speaker speaker_0: All right. Mr. Foust, could you verify your address and your date of birth for me?

Speaker speaker_1: 1706 Bellwood Drive, Greensboro, North Carolina 27406. What else do you need?

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Uh, March the 4th, 1972.

Speaker speaker_0: Thank you. We have your phone number on file. It's 336-324-8066. Is that correct?

Speaker speaker_1: Uh-huh. That's right. Uh-huh.

Speaker speaker_0: All right, and then your email on file, antoniofoust@aol.com?

Speaker speaker_1: Uh-huh. That's right. Uh-huh.

Speaker speaker_0: Okay. All right, yeah. I'll work on getting the, uh, copies of the ID cards out to your email address. Uh, you'll sh- you should be receiving these in just a couple of minutes. Uh, this email will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. And again, this email will have websites and phone numbers for you to locate participating, uh, doctors for these plans. Okay?

Speaker speaker_1: Okay. And you still gon' send out the card- another cards out?

Speaker speaker_0: Y- Yeah. We- Um, for y- for a physical copy, I'll have to request that from the insurance company itself, and that would take seven to 10 business days.

Speaker speaker_1: No, I need something for my- my- myself so that if I wanna go- go see a-

Speaker speaker_0: B-

Speaker speaker_1: Uh- Uh- B- B- Go see the dentist or go see the, uh, doctor. Mm-hmm.

Speaker speaker_0: So, okay. I- I think there's a- some more confusion. Um, you're- I'm sending digital copies of your ID cards to your email address right now. You'll get those in just a couple of minutes. Um, this will be what you need to be able to do a- to get any medical or dental policies or any m- medical or dental services.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Did you also- did you also need a physical copy of your ID cards, or is the digital copy- is- is that all you need?

Speaker speaker_1: What was the second question?

Speaker speaker_0: D- Do you also need a physical copy of the ID card?

Speaker speaker_1: Yeah, I do. Uh-huh. Yes.

Speaker speaker_0: Okay. So a physical copy would have to be requested from the insurance company themselves, which I will send that request on over to them, and it would take seven to 10 business days for tho- for the physical copies to arrive.

Speaker speaker_1: Okay, but if I need to get- if I need to get service, I could just show them the email and they can go from there?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay. Cool. Okay. That'll work. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything- was there anything else I could help you with?

Speaker speaker_1: No, thank you. Thank you.

Speaker speaker_0: All right. You're welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_1: Mm-hmm.