Transcript: Chris Sofield (deactivated)-6432262552240128-5872884333887488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah, my name is Darcy Harris. I've called you guys probably about 10 times. Um, the, uh, the VS... ƒ€°, the V-S-P, the VSP, um, Choice, it said, uh, you get... Uh, the person I talked to said it was active October 21st of this year- Mm-hmm. ... with the Met- with the MetLife. And my old job that I no longer work for that was in January, that's still popping up saying that it's inactive, which it is, but, uh, when I called the, uh, the number I guess for MetLife for the VSP Choice, they're telling me that they're only... it's only showing up for the one that I had from my old job that's no longer active. They don't see the one for, uh, that was active starting October 21st of this year. Okay. Um, so I'm, I'm sorry. So I, I was hearing a lot of, like, there was coverage with, from a previous employer that used to be active that is no longer active and there seems to be an issue with your current coverage through your current employer? Uh, I'm not sure where the question was, ma'am. I'm sorry. Okay. I was going to ask that. And the... And it says my VSP Choice was active October 21st of this year. Okay, um- But when I... But when I call it says no longer... It said they can't find it. Okay, um, so is this for vision? Yeah. Because vision is not through VSP. It's through MetLife using the VSP Choice network. VSP is not the carrier, MetLife is. Yes. So were you trying to call VSP for assistance or MetLife for assistance? No. The, the, the Met- the MetLife said they can't, they can't find it. They only- Okay. It's on- It's only showing up the one that, uh, not an active anymore. That was from January. Okay. Um, all right. What's the last four of your social, ma'am? 8827. All right, Harris, can you verify your address and date of birth, please? 122392 2204 Pekindale Drive, Arlington, Texas 76013. Thank you. Phone on file of 504-0138. Yes. Okay. Okay, so the previous agent that you were speaking with, um, is, is currently, uh, from what I can see here, currently attempting to contact MetLife to get some clarification on what's going on with your coverage. Um, I'll, I'll... I can put a note on here to have, to have them give you a contact back once they have more information, okay? Okay. Yeah, because I was on hold for a long time and I thought she forgot about me. I don't know. So... Okay. All right. Yeah. She, she... It looks like she's currently trying to reach out to MetLife for further clarification. I'll have her... I'll, I'll request that she give you a call back when she has more information. Okay, thank you. You're welcome. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah, my name is Darcy Harris. I've called you guys probably about 10 times. Um, the, uh, the VS... ƒ€°, the V-S-P, the VSP, um, Choice, it said, uh, you get... Uh, the person I talked to said it was active October 21st of this year-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... with the Met- with the MetLife. And my old job that I no longer work for that was in January, that's still popping up saying that it's inactive, which it is, but, uh, when I called the, uh, the number I guess for MetLife for the VSP Choice, they're telling me that they're only... it's only showing up for the one that I had from my old job that's no longer active. They don't see the one for, uh, that was active starting October 21st of this year.

Speaker speaker_0: Okay. Um, so I'm, I'm sorry. So I, I was hearing a lot of, like, there was coverage with, from a previous employer that used to be active that is no longer active and there seems to be an issue with your current coverage through your current employer? Uh, I'm not sure where the question was, ma'am. I'm sorry.

Speaker speaker_2: Okay. I was going to ask that. And the... And it says my VSP Choice was active October 21st of this year.

Speaker speaker_0: Okay, um-

Speaker speaker_2: But when I... But when I call it says no longer... It said they can't find it.

Speaker speaker_0: Okay, um, so is this for vision?

Speaker speaker_2: Yeah.

Speaker speaker_0: Because vision is not through VSP. It's through MetLife using the VSP Choice network. VSP is not the carrier, MetLife is.

Speaker speaker_2: Yes.

Speaker speaker_0: So were you trying to call VSP for assistance or MetLife for assistance?

Speaker speaker_2: No. The, the, the Met- the MetLife said they can't, they can't find it. They only-

Speaker speaker_0: Okay.

Speaker speaker_2: It's on- It's only showing up the one that, uh, not an active anymore. That was from January.

Speaker speaker_0: Okay. Um, all right. What's the last four of your social, ma'am?

Speaker speaker_2: 8827.

Speaker speaker_0: All right, Harris, can you verify your address and date of birth, please?

Speaker speaker_2: 122392 2204 Pekindale Drive, Arlington, Texas 76013.

Speaker speaker_0: Thank you. Phone on file of 504-0138.

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Okay, so the previous agent that you were speaking with, um, is, is currently, uh, from what I can see here, currently attempting to contact MetLife to get some clarification on what's going on with your coverage. Um, I'll, I'll... I can put a note on here to have, to have them give you a contact back once they have more information, okay?

Speaker speaker_2: Okay. Yeah, because I was on hold for a long time and I thought she forgot about me. I don't know. So... Okay.

Speaker speaker_0: All right. Yeah. She, she... It looks like she's currently trying to reach out to MetLife for further clarification. I'll have her... I'll, I'll request that she give you a call back when she has more information.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: You're welcome. Have a good day.