

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hey. I need to find out why my vision insurance is not showing up, and I want to double-check and make sure everything else is showing up. Okay. What staffing company do you work with? Um... Focus. And the last four of your Social? 7079. Your first and last name? Lindsey Barone. Ms. Barone, could you verify your address and your date of birth for me? 12383 511 Northeast Tudor Road, Apartment Seven, Lee's Summit, Missouri, 64086. Thank you. So on a file of 816-642-1179? Yep. Thank you. And can you clarify what you mean by your vision is not showing? It's not working. Like, it's not even showing me in the system. Okay. So- So I have an insurance card, I have the dental card, I have a medical card. Okay. So- And now I'm not sure if my medical card works. So- Okay. So what I'm asking is, like, did- did you or did your... Uh, like, did you call MetLife and they told you that your coverage wasn't active? Or did you try to go to a vision provider and you were told that you had no coverage? I went to a vision provider and had no coverage. Like, they called the number on the card and they didn't even have me in their system. Okay. Um... And did you follow, uh, did you follow the, uh, information to, uh, make sure that it was a, uh, provider in network? It didn't e- it didn't even show that there was a... Like, I'm not even in the system for the vision, is what I'm saying. Right. But what I'm, what I'm trying to determine is if that's because the provider that you were going to, it was out of network and y- they were told that you had no out of network benefits and it may have just been communicated incorrectly or not. So that's what I'm trying to determine is- No, 'cause- ... or- Oh. 'Cause I was right there and they called, they called the number and they gave my name, gave my birth date, didn't even talk about who they were and it didn't show up, I guess. Okay. So... All right. Yeah. Th- that's... 'Cause, yeah, I'm, I'm just trying to just make sure I have all the information I need before- Yeah. ... trying to perform any investigations. Mm-hmm. That way we're, we're not sitting here trying to, uh, trying to answer questions later on that may have been able to be answered now. Um... Right. And when did you, when did you try to use the, the benefit? Um... What day is it today? Today is Friday? Today's the 24th, Friday. So it's been... I think it was Monday or Tuesday. Of this week? Yeah. Okay. One moment. And, like, all that's on there is a group number. There's no, like... Okay. Yeah. Let me- A number, an 10 number on the card. Right. Let me look into something here. Bear with me just a few moments. Okay. All right. Do you mind, uh, do you mind if I place you on a brief hold? I'm going to, um, I'm gonna look into something here on my side here. Yep. Go ahead. Thank you. Hi, Ms. Brown? Yes. Hey, thank you so much for holding. I appreciate your patience. Okay. So, um, I do apologize for the long hold. I was just checking, uh, all the systems that I had access to and checking everything to see if there was any discrepancy on our side, um, regarding your coverage. Everything I show, as, as, and as well as, uh, attempting to contact

our, like, the automated system we have access to for, uh, for MetLife to determine your coverage and your eligibility and everything, everything that I've looked at and listened to and, and, and interacted with says that you have coverage, and you're, and you're eligible for benefits and you're able to use those benefits. So, I'm not sure what happened on Monday. Um, what I'm going to do is I'm gonna send an email to our back office team explaining what y- what happened to you on Monday when you were at the eye doctor, and what we were able to determine today, and then, one, uh, and then want to have them escalate to MetLife to figure out where the disconnect happened with what we're seeing now and what was done, what was, what was being seen on Monday. And once we have more information and see what can be done or if anything needs to be done at that point, um, I'll give you a call back and let you know, uh, what we find out and what can, uh, like I said, if anything further needs to be done at that point. So, what they were telling me is it's not MetLife. MetLife is health insurance or something. They said it's through a different company. Hm. No. The vision is through MetLife. Um, and it should be one moment. And even, like, when I went, um, to the MetLife.com My Benefits- Right. ... nothing was showing up there either. Strange, yeah. So, I'm not sure what was going on then, um, because everything that- I can check again now. Yeah. 'Cause all the information we have shows that you're, you have, like, the coverage itself is MetLife. It's through the VSP Choice Network. Um- Yeah, that's what they were saying, VSP. And, and, but, but the carrier itself is MetLife. Hmm. Okay. All right. I will wait and see what... I'll double-check online, too. Sure. To see what- Yeah. Um- ... comes up when I go. Yeah, no problem. Yeah, ju- feel free to double-check and make sure- ... that it may, it may have just been some weird disconnect or delay with your service being, it being usable on Monday, which I'm not sure why there would have been that, but we'll investigate as to what happened per- this past Monday. Um, and like I said, once we've got more information and we've got an answer for what happened, and if anything further needs to be done at that point, then I can give you a call back and let you know. Okay? Okay. Thank you. No problem, Lindsay. Um, for right now, was there, was there anything else I could help you with? Nope. That's it. All right. If that's everything, thanks again for calling. You have a wonderful day. You too. Thank you. You're welcome. And bye now. Okay.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hey. I need to find out why my vision insurance is not showing up, and I want to double-check and make sure everything else is showing up.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Um... Focus.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 7079.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Lindsey Barone.

Speaker speaker\_1: Ms. Barone, could you verify your address and your date of birth for me?

Speaker speaker\_2: 12383 511 Northeast Tudor Road, Apartment Seven, Lee's Summit, Missouri, 64086.

Speaker speaker\_1: Thank you. So on a file of 816-642-1179?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Thank you. And can you clarify what you mean by your vision is not showing?

Speaker speaker\_2: It's not working. Like, it's not even showing me in the system.

Speaker speaker\_1: Okay. So-

Speaker speaker\_2: So I have an insurance card, I have the dental card, I have a medical card.

Speaker speaker\_1: Okay. So-

Speaker speaker\_2: And now I'm not sure if my medical card works. So-

Speaker speaker\_1: Okay. So what I'm asking is, like, did- did you or did your... Uh, like, did you call MetLife and they told you that your coverage wasn't active? Or did you try to go to a vision provider and you were told that you had no coverage?

Speaker speaker\_2: I went to a vision provider and had no coverage. Like, they called the number on the card and they didn't even have me in their system.

Speaker speaker\_1: Okay. Um... And did you follow, uh, did you follow the, uh, information to, uh, make sure that it was a, uh, provider in network?

Speaker speaker\_2: It didn't e- it didn't even show that there was a... Like, I'm not even in the system for the vision, is what I'm saying.

Speaker speaker\_1: Right. But what I'm, what I'm trying to determine is if that's because the provider that you were going to, it was out of network and y- they were told that you had no out of network benefits and it may have just been communicated incorrectly or not. So that's what I'm trying to determine is-

Speaker speaker\_2: No, 'cause-

Speaker speaker\_1: ... or-

Speaker speaker\_2: Oh. 'Cause I was right there and they called, they called the number and they gave my name, gave my birth date, didn't even talk about who they were and it didn't show up, I guess.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So...

Speaker speaker\_1: All right. Yeah. Th- that's... 'Cause, yeah, I'm, I'm just trying to just make sure I have all the information I need before-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... trying to perform any investigations.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: That way we're, we're not sitting here trying to, uh, trying to answer questions later on that may have been able to be answered now. Um...

Speaker speaker\_2: Right.

Speaker speaker\_1: And when did you, when did you try to use the, the benefit?

Speaker speaker\_2: Um... What day is it today? Today is Friday?

Speaker speaker\_1: Today's the 24th, Friday.

Speaker speaker\_2: So it's been... I think it was Monday or Tuesday.

Speaker speaker\_1: Of this week?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay . One moment.

Speaker speaker\_2: And, like, all that's on there is a group number. There's no, like...

Speaker speaker\_1: Okay. Yeah. Let me-

Speaker speaker\_2: A number, an 10 number on the card.

Speaker speaker\_1: Right. Let me look into something here. Bear with me just a few moments.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Do you mind, uh, do you mind if I place you on a brief hold? I'm going to, um, I'm gonna look into something here on my side here.

Speaker speaker\_2: Yep. Go ahead.

Speaker speaker\_1: Thank you. Hi, Ms. Brown?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, thank you so much for holding. I appreciate your patience. Okay. So, um, I do apologize for the long hold. I was just checking, uh, all the systems that I had access to and checking everything to see if there was any discrepancy on our side, um,

regarding your coverage. Everything I show, as, as, and as well as, uh, attempting to contact our, like, the automated system we have access to for, uh, for MetLife to determine your coverage and your eligibility and everything, everything that I've looked at and listened to and, and, and interacted with says that you have coverage, and you're, and you're eligible for benefits and you're able to use those benefits. So, I'm not sure what happened on Monday. Um, what I'm going to do is I'm gonna send an email to our back office team explaining what y- what happened to you on Monday when you were at the eye doctor, and what we were able to determine today, and then, one, uh, and then want to have them escalate to MetLife to figure out where the disconnect happened with what we're seeing now and what was done, what was, what was being seen on Monday. And once we have more information and see what can be done or if anything needs to be done at that point, um, I'll give you a call back and let you know, uh, what we find out and what can, uh, like I said, if anything further needs to be done at that point.

Speaker speaker\_2: So, what they were telling me is it's not MetLife. MetLife is health insurance or something. They said it's through a different company.

Speaker speaker\_1: Hm. No. The vision is through MetLife. Um, and it should be one moment.

Speaker speaker\_2: And even, like, when I went, um, to the MetLife.com My Benefits-

Speaker speaker\_1: Right.

Speaker speaker\_2: ... nothing was showing up there either.

Speaker speaker\_1: Strange, yeah. So, I'm not sure what was going on then, um, because everything that-

Speaker speaker\_2: I can check again now.

Speaker speaker\_1: Yeah. 'Cause all the information we have shows that you're, you have, like, the coverage itself is MetLife. It's through the VSP Choice Network. Um-

Speaker speaker\_2: Yeah, that's what they were saying, VSP.

Speaker speaker\_1: And, and, but, but the carrier itself is MetLife.

Speaker speaker\_2: Hmm. Okay. All right. I will wait and see what... I'll double-check online, too.

Speaker speaker\_1: Sure.

Speaker speaker\_2: To see what-

Speaker speaker\_1: Yeah. Um-

Speaker speaker\_2: ... comes up when I go.

Speaker speaker\_1: Yeah, no problem. Yeah, ju- feel free to double-check and make sure- ... that it may, it may have just been some weird disconnect or delay with your service being, it being usable on Monday, which I'm not sure why there would have been that, but we'll

investigate as to what happened per- this past Monday. Um, and like I said, once we've got more information and we've got an answer for what happened, and if anything further needs to be done at that point, then I can give you a call back and let you know. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem, Lindsay. Um, for right now, was there, was there anything else I could help you with?

Speaker speaker\_2: Nope. That's it.

Speaker speaker\_1: All right. If that's everything, thanks again for calling. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. And bye now.

Speaker speaker\_2: Okay.