

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, during open enrollment, I elected to get off my vision insurance that I have to pay weekly for. However, I just went to Costco and they said my vision insurance is still active. So can you please double check that for me? 'Cause that should not be the case. Okay, yeah. I can check. What type of agency do you work for? Creative Circle. Okay. And what are the last four of your Social? 4035. For security purposes, could you verify address and date of birth? Uh, 2248 9th Ave SFCA94116. Um, 13920. Okay. Then I have 415-264-4287 as your phone number. Yeah. And then I have first name, last name at gmail.com as the email file. Is that up-to-date? Yes. Okay, give me one second. Let me verify your account. Thank you. Hey, thank you so much. 911, what is your emergency? I need a new vision plan. It's going to be \$112.79. Okay, thank you for your hold. So here- I'm sorry, can you hear me? I have... It doesn't, uh- Hello? ... sound good. 100% is not good. Yes, I hear you. I'm sorry. Is it- I hear you. We're not fixed or no. Okay, so I'm looking, and your vision coverage actually ended on the 9th of February. And then I just double checked, and yeah, you indeed don't have, um, active vision coverage. I'm not sure why you even got told that. Um, I did see that the only plan that you have is the preventative plan which kicked in on February the 10th. Uh- Okay. And then by this e- That's good. That... Um, I was going to let you know, however, that we didn't receive a deduction from the 10th to the 16th. So last week, your coverage wasn't active, nor is it for this week. Okay. I don't know why it's pulling it up. Wait, it's a VSP, right? It's for the, um, NEC to the RRAT which is your preventative plan. But the other plans that you had before which was vision... Give me one second. Let me verify. Was Vision VSP? Yeah, it was for vision, term life and dental. Those three- Mm-hmm. ... you don't even have no more. The last time you had them were on the 9th of February. So your coverage isn't- Yeah, that's fine. Yeah. So, no, you definitely don't have vision. I'm not sure why they, I guess, said that. Okay. Can you tell me what provider the vision is under? Is it VSP? No, it's under MetLife. MetLife? Yes, but like I said- Yeah. ... you don't have vision anymore. Speaking of people. No, I know, I know. Okay. So I had a, uh- The carrier is MetLife. ... friend of mine, I did... Okay, thank you. I needed to double check that, so that's great 'cause I don't know what they were saying. My second concern is, um, I... Should I be contacting MetLife if I have iss- questions about my insurance? So I know that my coverage ended February 9th. Mm-hmm. However, um, however, when they looked up my, uh, insurance, 'cause I bought contacts, like, I don't know, like January, like Jan- like January 31st, let's say, during the time of coverage. Mm-hmm. And when they looked it up, they couldn't find it, so they told me to just purchase it. I have the receipt, and they told me to just file it after the fact.... can I still like file it after the fact? It happened before February, I just need to file for reimbursement for the, um, contacts claim, that's all. So, I do see that you called in on the 10th of February. Was it for the

appointment of the 8th- Um. ... regarding your vision? Yeah. So, for that type of stuff- I mean, look, I can check. I can check. Yeah. I'll check. Yeah. I don't know for sure. Okay. Yeah. So, I see the notes. Um, so for that type of stuff, you would have to contact the carrier, who is MetLife, and if you actually want, I can go ahead and provide their contact number, and I don't know if you want to be transferred as well. But yeah, that would be- Yeah. Why don't you- ... something that you would have to... Why don't you give me their phone number and transfer me? Okay. Yeah. That's fine. Um, are you ready? Uh, one second. Uh, let me write it down. Welcome home. It's going to take the off coupon. Click on the top share over here. Okay, I'm ready. Um, I was also gonna tell you that I'm pretty sure they're gonna ask you for the date of the service. I just wanted to give you a FYI 'cause I'm pretty sure they're gonna ask about that. Um, but the phone number is 855- Wait. Let me pull that. Let me get the date of service. One second. Mm-hmm. So, the date of service is, um... 'Cause I do have to see if you had active coverage- It's the 8th. ... of what month. It's the 8th. It's a February 8th. I literally have a receipt that says I purchased it February 8th. Okay. So, for February 8th, your coverage for vision was still active. So, yeah, you would definitely have to speak to the carrier, who is MetLife. And let me know when you're ready for that number. Yeah. Uh, give it to me. It's gonna be 855-638... 855-638... 3931. Okay. Cool. So, I have that- Okay. ... in case I get dropped. In the meantime, do you think you can transfer me in the meantime? Yes, ma'am. All right. Well, I hope, um, everything's okay and that you have a great day. I'm about to transfer your call, okay? Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, during open enrollment, I elected to get off my vision insurance that I have to pay weekly for. However, I just went to Costco and they said my vision insurance is still active. So can you please double check that for me? 'Cause that should not be the case.

Speaker speaker_0: Okay, yeah. I can check. What type of agency do you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: Okay. And what are the last four of your Social?

Speaker speaker_1: 4035.

Speaker speaker_0: For security purposes, could you verify address and date of birth?

Speaker speaker_1: Uh, 2248 9th Ave SFCA94116. Um, 13920.

Speaker speaker_0: Okay. Then I have 415-264-4287 as your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have first name, last name at gmail.com as the email file. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me one second. Let me verify your account.

Speaker speaker_2: Thank you.

Speaker speaker_3: Hey, thank you so much. 911, what is your emergency?

Speaker speaker_1: I need a new vision plan.

Speaker speaker_3: It's going to be \$112.79.

Speaker speaker_0: Okay, thank you for your hold. So here-

Speaker speaker_3: I'm sorry, can you hear me? I have... It doesn't, uh-

Speaker speaker_0: Hello?

Speaker speaker_3: ... sound good. 100% is not good.

Speaker speaker_0: Yes, I hear you. I'm sorry.

Speaker speaker_1: Is it-

Speaker speaker_0: I hear you.

Speaker speaker_3: We're not fixed or no.

Speaker speaker_0: Okay, so I'm looking, and your vision coverage actually ended on the 9th of February. And then I just double checked, and yeah, you indeed don't have, um, active vision coverage. I'm not sure why you even got told that. Um, I did see that the only plan that you have is the preventative plan which kicked in on February the 10th. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: And then by this e-

Speaker speaker_1: That's good. That...

Speaker speaker_0: Um, I was going to let you know, however, that we didn't receive a deduction from the 10th to the 16th. So last week, your coverage wasn't active, nor is it for this week.

Speaker speaker_1: Okay. I don't know why it's pulling it up. Wait, it's a VSP, right?

Speaker speaker_0: It's for the, um, NEC to the RRAT which is your preventative plan. But the other plans that you had before which was vision... Give me one second. Let me verify.

Speaker speaker_1: Was Vision VSP?

Speaker speaker_0: Yeah, it was for vision, term life and dental. Those three-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you don't even have no more. The last time you had them were on the 9th of February. So your coverage isn't-

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Yeah. So, no, you definitely don't have vision. I'm not sure why they, I guess, said that.

Speaker speaker_1: Okay. Can you tell me what provider the vision is under? Is it VSP?

Speaker speaker_0: No, it's under MetLife.

Speaker speaker_1: MetLife?

Speaker speaker_0: Yes, but like I said-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you don't have vision anymore.

Speaker speaker_4: Speaking of people.

Speaker speaker_1: No, I know, I know. Okay. So I had a, uh-

Speaker speaker_0: The carrier is MetLife.

Speaker speaker_1: ... friend of mine, I did... Okay, thank you. I needed to double check that, so that's great 'cause I don't know what they were saying. My second concern is, um, I... Should I be contacting MetLife if I have iss- questions about my insurance? So I know that my coverage ended February 9th.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: However, um, however, when they looked up my, uh, insurance, 'cause I bought contacts, like, I don't know, like January, like Jan- like January 31st, let's say, during the time of coverage.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And when they looked it up, they couldn't find it, so they told me to just purchase it. I have the receipt, and they told me to just file it after the fact.... can I still like file it after the fact? It happened before February, I just need to file for reimbursement for the, um, contacts claim, that's all.

Speaker speaker_0: So, I do see that you called in on the 10th of February. Was it for the appointment of the 8th-

Speaker speaker_1: Um.

Speaker speaker_0: ... regarding your vision?

Speaker speaker_1: Yeah.

Speaker speaker_0: So, for that type of stuff-

Speaker speaker_1: I mean, look, I can check. I can check. Yeah. I'll check.

Speaker speaker_0: Yeah.

Speaker speaker_1: I don't know for sure. Okay. Yeah.

Speaker speaker_0: So, I see the notes. Um, so for that type of stuff, you would have to contact the carrier, who is MetLife, and if you actually want, I can go ahead and provide their contact number, and I don't know if you want to be transferred as well. But yeah, that would be-

Speaker speaker_1: Yeah. Why don't you-

Speaker speaker_0: ... something that you would have to...

Speaker speaker_1: Why don't you give me their phone number and transfer me?

Speaker speaker_0: Okay. Yeah. That's fine. Um, are you ready?

Speaker speaker_1: Uh, one second. Uh, let me write it down.

Speaker speaker_5: Welcome home. It's going to take the off coupon. Click on the top share over here.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: Um, I was also gonna tell you that I'm pretty sure they're gonna ask you for the date of the service. I just wanted to give you a FYI 'cause I'm pretty sure they're gonna ask about that. Um, but the phone number is 855-

Speaker speaker_1: Wait. Let me pull that. Let me get the date of service. One second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, the date of service is, um...

Speaker speaker_0: 'Cause I do have to see if you had active coverage-

Speaker speaker_1: It's the 8th.

Speaker speaker_0: ... of what month.

Speaker speaker_1: It's the 8th. It's a February 8th. I literally have a receipt that says I purchased it February 8th.

Speaker speaker_0: Okay. So, for February 8th, your coverage for vision was still active. So, yeah, you would definitely have to speak to the carrier, who is MetLife. And let me know when you're ready for that number.

Speaker speaker_1: Yeah. Uh, give it to me.

Speaker speaker_0: It's gonna be 855-638...

Speaker speaker_1: 855-638...

Speaker speaker_0: 3931.

Speaker speaker_1: Okay. Cool. So, I have that-

Speaker speaker_0: Okay.

Speaker speaker_1: ... in case I get dropped. In the meantime, do you think you can transfer me in the meantime?

Speaker speaker_0: Yes, ma'am. All right. Well, I hope, um, everything's okay and that you have a great day. I'm about to transfer your call, okay?

Speaker speaker_1: Thank you. Bye.