Transcript: Estefania Acevedo-6274528173670400-5937673016229888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to MetLife Vision. Para espanol, presione el número nueve. If you're a MetLife Vision provider, press one. If you are a MetLife Vision number, press two. Ne-... Please tell me what you'd like help with. You can say things like, "Find a provider," or, "What's my coverage?" You can also say... Please tell me what you'd like help with. You can say... Looks like I am having trouble helping you. Let me get someone to assist you. Please say or enter the employee's date of birth. For example, say, "May 13th, 1999," or enter 05131999. What's the phone number on file? I didn't quite catch that. Please say or enter... I didn't quite catch that. Please say or enter your 10-digit phone number again. Looks like I... helping you. Let me get someone to assist you. I'll find someone to help you, but first, please say or enter your phone number, starting with the area code. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement. Hello, this is Jessica. Can I get your name and date of birth? Hey, Jessica. Um, so I'm actually calling from Benefits in a Card on behalf of a member. Um, they're g- having trouble getting pulled up on MetLife. They keep calling and they keep getting told that their in- information isn't available, and that we have to send it over. But I just verified and she is active, 'cause I did call MetLife and I am getting her information. So, I was just calling if I could get some assistance from somebody, um, because she just called not too long ago and she got told the same thing. Let's take a look. Yeah, um, so what was your first name? My name is Stephanie. Thank you, Stephanie. Okay. And you said you're calling from the employer? Or- Yes. From Benefits in a Card. Gotcha, okay. And what was the member's name and date of birth? It was... Give me one second, sorry . Mm, take your time. Leslie is the first name. L-E-S-L-I-E. Osmera is the last name. It's O as in octopus, S as in Sam, M as in Mary, E as in elephant, R as in Romeo, A as in alpha. Okay, and date of birth? 05/28/1961. And it looks like that- Okay. ... another representative called earlier and they were gonna transfer the member, but the member said that she's not sure when the representative hung up, if it hung up the call. Hmm, gotcha. Yeah. Um, yeah, I was able to locate the member's account. So they can call us. They might just be calling the wrong number. Number? Uh, 'cause- Okay. ... MetLife Vision has several different sort of departments. Yeah, that's what I noticed. Uh, you know. Yeah. We know all- Ugh, I know. ... about this one. And that's what she's getting a little irritated with, 'cause sh- I know. We have given... Yeah. No, I understand. She keeps saying that she's calling and that they're not finding her, and, but that we're telling her that- Yeah. ... she's active. 'Cause she is active. Um, can you give me that number? Or can I transfer y- her, by any chance? Yeah. I just don't want what happened earlier to happen again, 'cause I can hear it in her voice- Yeah. ... that she's already getting frustrated. Um, what's- Yeah. ... the number that she's supposed to call? Yeah. So it's basically this phone number. So it's the 855-638-3931. I'm sorry, 3931?

31. Mm-hmm. Mm-hmm? Uh, 3931. So, 855-638-3931? Correct. Yeah. Okay. And then is there any way I can transfer her? Sure, yeah. Absolutely, I can help her. Okay, thank you so much. Give me one second. Yeah. Oh my Go- H- Hello, Leslie. Okay. I'm about to send her over. Thank you for your help. Of course, yeah. Hello? Hello, Leslie? Hello? Hi, this is Jessica with the vision insurance. Can I get your name? Jessica? Jessica? Yes, that's my name. I'm sorry, your name is Jessica? Okay. Hi, my name is Leslie Osmara. Hi, Leslie. Uh, yeah, I understand you have some questions about your vision insurance. Is that right? Yeah. Um, I called, they- Oh. ... said I wasn't in the system. I plugged in all the information and then I got the reception, the operator or the, the attendant, and then she, uh, she-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Welcome to MetLife Vision.

Speaker speaker_1: Para espanol, presione el número nueve.

Speaker speaker_0: If you're a MetLife Vision provider, press one. If you are a MetLife Vision number, press two. Ne-... Please tell me what you'd like help with. You can say things like, "Find a provider," or, "What's my coverage?" You can also say... Please tell me what you'd like help with. You can say... Looks like I am having trouble helping you. Let me get someone to assist you. Please say or enter the employee's date of birth. For example, say, "May 13th, 1999," or enter 05131999. What's the phone number on file? I didn't quite catch that. Please say or enter... I didn't quite catch that. Please say or enter your 10-digit phone number again. Looks like I... helping you. Let me get someone to assist you. I'll find someone to help you, but first, please say or enter your phone number, starting with the area code. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement.

Speaker speaker_2: Hello, this is Jessica. Can I get your name and date of birth?

Speaker speaker_3: Hey, Jessica. Um, so I'm actually calling from Benefits in a Card on behalf of a member. Um, they're g- having trouble getting pulled up on MetLife. They keep calling and they keep getting told that their in- information isn't available, and that we have to send it over. But I just verified and she is active, 'cause I did call MetLife and I am getting her information. So, I was just calling if I could get some assistance from somebody, um, because she just called not too long ago and she got told the same thing.

Speaker speaker_2: Let's take a look. Yeah, um, so what was your first name?

Speaker speaker_3: My name is Stephanie.

Speaker speaker_2: Thank you, Stephanie. Okay. And you said you're calling from the employer? Or-

Speaker speaker_3: Yes. From Benefits in a Card.

Speaker speaker_2: Gotcha, okay. And what was the member's name and date of birth?

Speaker speaker_3: It was... Give me one second, sorry .

Speaker speaker_2: Mm, take your time.

Speaker speaker_3: Leslie is the first name. L-E-S-L-I-E. Osmera is the last name. It's O as in octopus, S as in Sam, M as in Mary, E as in elephant, R as in Romeo, A as in alpha.

Speaker speaker_2: Okay, and date of birth?

Speaker speaker_3: 05/28/1961. And it looks like that-

Speaker speaker_2: Okay.

Speaker speaker_3: ... another representative called earlier and they were gonna transfer the member, but the member said that she's not sure when the representative hung up, if it hung up the call.

Speaker speaker_2: Hmm, gotcha. Yeah. Um, yeah, I was able to locate the member's account. So they can call us. They might just be calling the wrong number.

Speaker speaker_3: Number?

Speaker speaker_2: Uh, 'cause-

Speaker speaker_3: Okay.

Speaker speaker_2: ... MetLife Vision has several different sort of departments.

Speaker speaker_3: Yeah, that's what I noticed.

Speaker speaker_2: Uh, you know. Yeah. We know all-

Speaker speaker_3: Ugh, I know.

Speaker speaker_2: ... about this one.

Speaker speaker_3: And that's what she's getting a little irritated with, 'cause sh-

Speaker speaker_2: I know.

Speaker speaker_3: We have given... Yeah.

Speaker speaker_2: No, I understand.

Speaker speaker_3: She keeps saying that she's calling and that they're not finding her, and, but that we're telling her that-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... she's active. 'Cause she is active. Um, can you give me that number? Or can I transfer y- her, by any chance?

Speaker speaker_2: Yeah.

Speaker speaker_3: I just don't want what happened earlier to happen again, 'cause I can hear it in her voice-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... that she's already getting frustrated. Um, what's-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... the number that she's supposed to call?

Speaker speaker_2: Yeah. So it's basically this phone number. So it's the 855-638-3931.

Speaker speaker_3: I'm sorry, 3931?

Speaker speaker_2: 31. Mm-hmm.

Speaker speaker_3: Mm-hmm?

Speaker speaker_2: Uh, 3931.

Speaker speaker_3: So, 855-638-3931?

Speaker speaker_2: Correct. Yeah.

Speaker speaker_3: Okay. And then is there any way I can transfer her?

Speaker speaker_2: Sure, yeah. Absolutely, I can help her.

Speaker speaker_3: Okay, thank you so much. Give me one second.

Speaker speaker_2: Yeah.

Speaker speaker_3: Oh my Go-

Speaker speaker_2: H- Hello, Leslie.

Speaker speaker_4: Okay. I'm about to send her over. Thank you for your help.

Speaker speaker_5: Of course, yeah.

Speaker speaker_4: Hello? Hello, Leslie?

Speaker speaker_6: Hello?

Speaker speaker_4: Hi, this is Jessica with the vision insurance. Can I get your name?

Speaker speaker_6: Jessica? Jessica?

Speaker speaker_4: Yes, that's my name.

Speaker speaker_6: I'm sorry, your name is Jessica? Okay. Hi, my name is Leslie Osmara.

Speaker speaker_4: Hi, Leslie. Uh, yeah, I understand you have some questions about your vision insurance. Is that right?

Speaker speaker_6: Yeah. Um, I called, they-

Speaker speaker_4: Oh.

Speaker speaker_6: ... said I wasn't in the system. I plugged in all the information and then I got the reception, the operator or the, the attendant, and then she, uh, she-