

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? Yes, uh, I'm Anita. I'm Hughes-Wiz- Wilson. And I was trying to verify my, um, superior vision. Um, you were trying to g- look into your vision coverage? I'm sorry? Yes, ma'am. Okay, what staffing agency do you work for? I work for Around the Clock Healthcare. Is that the name of the staffing agency? ATC? ATC. Oh, the staffing agency. Oh. You said ATC? Yes, ma'am. Okay. Okay, ATC Healthcare, correct? Yes, ma'am. Thank you. And then, um, what are the last four of your Social? 1124. And your first and last name, please? Anita, A-N-I-T-A. My last name is Hughes, H-U-G-H-E-S, hyphen Wilson. Okay. For security purposes, can you verify the address that I have on file as well as your date of birth? Date of birth 9/9/1968. Address, PO Box 274, Fayette, Alabama, 35555. 205-270-3415 is your phone number? That's correct. I have anita9968@yahoo.com. Is that up to date? Yes. Okay, so let's see. Did you need your vision card? Was that what you were looking for? Yes, ma'am, I need it. I'm actually at a appointment right now. Gotcha. I was gonna inform you that, um, you mentioned Superior Vision. Uh, we're no longer with that carrier. I can definitely email you your card though. Uh, the new carrier- Okay. ... is MetLife. But, um, give me one second. I'm gonna put you in a brief hold, and I'm gonna go ahead and email that to you. Uh-huh. Well, could you give me, before you email it to me, can you give me that so I can let her put it in the computer? Um. So that she- What, oh. Um, my... The number for it. Yeah, I have to pull it up real quick. And it's called Met what line? MetLife. It's M-E-T L-I-F-E. Uh-huh. That's the carrier for your vision plan. Uh-huh. And, and then if you want their phone number, I can provide it real quick to you, but it should be in the card that I'm gonna email to you as well. Okay. But I can give it to you over the phone as well if you want. Let me see if they're gonna cancel my appointment or if she gonna let me have it, and if she gonna let me have it, I'm gonna let you, tell her the information and then email it to you. They can't even leave me off. Hang up. I can't believe it. 1124. Okay. All right. Yeah, make sure you get that copy at home. Amen. Hold on. Okay. Okay. All right. Well, then, yeah, but you gotta make me that call because I'd like to have that. But if they do, okay, you give me a call and we'll talk, okay? Yeah. Okay. Okay. All right. Thank you. Bye. Ma'am? Okay. I went ahead and, um, emailed that to you. Do you mind confirming that you received it? It should have your vision card attached to it and its benefits- It's no longer with me. ... @benefitsinacar.com. Yeah. Well, I received it. That's gonna have your like, um, the information that they ask for, so your- Okay. ... employer ID number. Okay. Well, they sent me in the system, after I came in and told them it was midlife and my Social Security number disappeared kindly. But I still need that, because you know the card I have is absolute, up's, salute- delete. Okay. Hello. T- give me one second, 'cause I'm just noticing something on your card. Give me one second. I'm putting you in a brief hold. Okay. All right.

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: Yes, uh, I'm Anita. I'm Hughes-Wiz- Wilson. And I was trying to verify my, um, superior vision.

Speaker speaker_0: Um, you were trying to g- look into your vision coverage? I'm sorry?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, what staffing agency do you work for?

Speaker speaker_1: I work for Around the Clock Healthcare.

Speaker speaker_0: Is that the name of the staffing agency?

Speaker speaker_1: ATC?

Speaker speaker_0: ATC.

Speaker speaker_1: Oh, the staffing agency. Oh.

Speaker speaker_0: You said ATC?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Okay, ATC Healthcare, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you. And then, um, what are the last four of your Social?

Speaker speaker_1: 1124.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Anita, A-N-I-T-A. My last name is Hughes, H-U-G-H-E-S, hyphen Wilson.

Speaker speaker_0: Okay. For security purposes, can you verify the address that I have on file as well as your date of birth?

Speaker speaker_1: Date of birth 9/9/1968. Address, PO Box 274, Fayette, Alabama, 35555.

Speaker speaker_0: 205-270-3415 is your phone number?

Speaker speaker_1: That's correct.

Speaker speaker_0: I have anita9968@yahoo.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see. Did you need your vision card? Was that what you were looking for?

Speaker speaker_1: Yes, ma'am, I need it. I'm actually at a appointment right now.

Speaker speaker_0: Gotcha. I was gonna inform you that, um, you mentioned Superior Vision. Uh, we're no longer with that carrier. I can definitely email you your card though. Uh, the new carrier-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is MetLife. But, um, give me one second. I'm gonna put you in a brief hold, and I'm gonna go ahead and email that to you.

Speaker speaker_1: Uh-huh. Well, could you give me, before you email it to me, can you give me that so I can let her put it in the computer?

Speaker speaker_0: Um.

Speaker speaker_1: So that she-

Speaker speaker_0: What, oh.

Speaker speaker_1: Um, my... The number for it.

Speaker speaker_0: Yeah, I have to pull it up real quick.

Speaker speaker_1: And it's called Met what line?

Speaker speaker_0: MetLife. It's M-E-T L-I-F-E.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: That's the carrier for your vision plan.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And, and then if you want their phone number, I can provide it real quick to you, but it should be in the card that I'm gonna email to you as well.

Speaker speaker_1: Okay.

Speaker speaker_0: But I can give it to you over the phone as well if you want.

Speaker speaker_1: Let me see if they're gonna cancel my appointment or if she gonna let me have it, and if she gonna let me have it, I'm gonna let you, tell her the information and then email it to you. They can't even leave me off. Hang up. I can't believe it. 1124. Okay. All right. Yeah, make sure you get that copy at home. Amen. Hold on. Okay. Okay. All right. Well, then, yeah, but you gotta make me that call because I'd like to have that. But if they do, okay, you give me a call and we'll talk, okay? Yeah. Okay. Okay. All right. Thank you. Bye. Ma'am?

Speaker speaker_0: Okay. I went ahead and, um, emailed that to you. Do you mind confirming that you received it? It should have your vision card attached to it and its benefits-

Speaker speaker_2: It's no longer with me.

Speaker speaker_0: ... @benefitsinacar.com.

Speaker speaker_2: Yeah. Well, I received it.

Speaker speaker_0: That's gonna have your like, um, the information that they ask for, so your-

Speaker speaker_2: Okay.

Speaker speaker_0: ... employer ID number.

Speaker speaker_2: Okay. Well, they sent me in the system, after I came in and told them it was midlife and my Social Security number disappeared kindly. But I still need that, because you know the card I have is absolute, up's, salute- delete.

Speaker speaker_0: Okay. Hello. T- give me one second, 'cause I'm just noticing something on your card. Give me one second. I'm putting you in a brief hold.

Speaker speaker_2: Okay. All right.