

Transcript: Francesca

Baez-5090116189732864-4753605233655808

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Um, I'm calling because I was trying to log in to my Benefits in a Card and I, I guess I put my password in wrong, uh, twice and it said that now my account is disabled and I needed to contact this number. Okay. That the account was what, I'm sorry? I'm sorry? The account is disabled? Yes, ma'am. Account disabled. Okay. Okay. Which staffing company do you work with? Um, NAU Workforce Solutions. What is the last four of the social? 9901. Last name? Melton. M as in Mary, E-L-T as in Tom, O-N as in Nancy. Please verify your mailing address and date of birth. Um, you said my address? Yes, ma'am. Your mailing address and date of birth, please. Oh, mail- mailing address. That's 200 South Academy Street, Unit 1116, Greenville, South Carolina 29601. And date of birth is October 15th, 1998. We have best number to reach you down as 301-676-1015. Yep. That's... Yep. And we have your email down as allie@themeltons.org. Yes. Okay. So I can certainly take it out to IT to try to fix the issue with your account. Quick question. What were you trying to do on that website? I was just trying to log in. I... For what purpose? To view my, my insurance benefits- Okay, so- ... so I can, like book an, an eye appointment. So you're actually on the wrong website then. The Benefits in a Card website is only when you're enrolling into coverage or making policy changes. Oh, okay. It's not gonna provide you that information. Do you mean like your policy number, digital benefit card and such? Was that the type of information you were trying to access? Yes. Okay. So I can actually go ahead and download the digital copies of your cards and send them to your email. Oh. I would just have to place you on hold to download them. Okay. That would be helpful, yes. All right. Let me place you on a quick hold. Okay. Thank you. Of course. Thank you so much for holding this, Melton. I apologize I'm late. Oh, it's okay. I went ahead and sent three PDF files in total. One for your dental, one for the hospital indemnity and then your vision and medical preventative are together on a different card. Oh, perfect. Yep, I see them. Yeah. All right. So you are all set, ma'am. There's just... You need me to send an IT ticket for the other website, the one where you enroll or make policy changes? Okay. Oh, I guess I don't really need that- Okay. ... anymore. Thank you so much. Of course. I do want to mention, ma'am, your vision plan, whenever you're trying to set up an appointment and your provider needs to verify your coverage, please follow the instructions along with those phone numbers in there. Reason being- Okay. ... MetLife, which is your carrier, has two departments, one for a major- Okay. ... medical insurance and then another one for PPO. Your specific- Okay. ... service is PPO. For some reason, when they try to verify coverage through the main line, it automatically sends them to the major medical insurance without asking. So they'll need to call that specific phone number that we put there and put that specific provider's phone number to verify your vision coverage. Okay? Okay. And you said that was... They'll need to call the number on the m- on

the MetLife? Yes, ma'am. So that email that I sent to you- Okay. ... it says on there, I believe it's by the third paragraph or so, it says please advise your, your vision provider the following when verifying your coverage and then to call that phone number and when the prompt automated system asks them for a provider number, they enter the other phone number ending in 1999. Okay. I see. Thank you. Of course. Well, is there anything else that we can assist you with today? That's all. All right. I hope you have a wonderful rest of your day and it was pleasure assisting you today. Thank you so much. Have a great day. No problem. Have a good one. All right. Mm, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I'm calling because I was trying to log in to my Benefits in a Card and I, I guess I put my password in wrong, uh, twice and it said that now my account is disabled and I needed to contact this number.

Speaker speaker_0: Okay. That the account was what, I'm sorry?

Speaker speaker_1: I'm sorry? The account is disabled?

Speaker speaker_0: Yes, ma'am. Account disabled. Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Um, NAU Workforce Solutions.

Speaker speaker_0: What is the last four of the social?

Speaker speaker_1: 9901.

Speaker speaker_0: Last name?

Speaker speaker_1: Melton. M as in Mary, E-L-T as in Tom, O-N as in Nancy.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Um, you said my address?

Speaker speaker_0: Yes, ma'am. Your mailing address and date of birth, please.

Speaker speaker_1: Oh, mail- mailing address. That's 200 South Academy Street, Unit 1116, Greenville, South Carolina 29601. And date of birth is October 15th, 1998.

Speaker speaker_0: We have best number to reach you down as 301-676-1015.

Speaker speaker_1: Yep. That's... Yep.

Speaker speaker_0: And we have your email down as allie@themeltons.org.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I can certainly take it out to IT to try to fix the issue with your account. Quick question. What were you trying to do on that website?

Speaker speaker_1: I was just trying to log in. I...

Speaker speaker_0: For what purpose?

Speaker speaker_1: To view my, my insurance benefits-

Speaker speaker_0: Okay, so-

Speaker speaker_1: ... so I can, like book an, an eye appointment.

Speaker speaker_0: So you're actually on the wrong website then. The Benefits in a Card website is only when you're enrolling into coverage or making policy changes.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: It's not gonna provide you that information. Do you mean like your policy number, digital benefit card and such? Was that the type of information you were trying to access?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I can actually go ahead and download the digital copies of your cards and send them to your email.

Speaker speaker_1: Oh.

Speaker speaker_0: I would just have to place you on hold to download them.

Speaker speaker_1: Okay. That would be helpful, yes.

Speaker speaker_0: All right. Let me place you on a quick hold.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Thank you so much for holding this, Melton. I apologize I'm late.

Speaker speaker_1: Oh, it's okay.

Speaker speaker_0: I went ahead and sent three PDF files in total. One for your dental, one for the hospital indemnity and then your vision and medical preventative are together on a different card.

Speaker speaker_1: Oh, perfect. Yep, I see them.

Speaker speaker_0: Yeah. All right. So you are all set, ma'am. There's just... You need me to send an IT ticket for the other website, the one where you enroll or make policy changes?

Speaker speaker_1: Okay. Oh, I guess I don't really need that-

Speaker speaker_0: Okay.

Speaker speaker_1: ... anymore. Thank you so much.

Speaker speaker_0: Of course. I do want to mention, ma'am, your vision plan, whenever you're trying to set up an appointment and your provider needs to verify your coverage, please follow the instructions along with those phone numbers in there. Reason being-

Speaker speaker_1: Okay.

Speaker speaker_0: ... MetLife, which is your carrier, has two departments, one for a major-

Speaker speaker_1: Okay.

Speaker speaker_0: ... medical insurance and then another one for PPO. Your specific-

Speaker speaker_1: Okay.

Speaker speaker_0: ... service is PPO. For some reason, when they try to verify coverage through the main line, it automatically sends them to the major medical insurance without asking. So they'll need to call that specific phone number that we put there and put that specific provider's phone number to verify your vision coverage. Okay?

Speaker speaker_1: Okay. And you said that was... They'll need to call the number on the m- on the MetLife?

Speaker speaker_0: Yes, ma'am. So that email that I sent to you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it says on there, I believe it's by the third paragraph or so, it says please advise your, your vision provider the following when verifying your coverage and then to call that phone number and when the prompt automated system asks them for a provider number, they enter the other phone number ending in 1999.

Speaker speaker_1: Okay. I see. Thank you.

Speaker speaker_0: Of course. Well, is there anything else that we can assist you with today?

Speaker speaker_1: That's all.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day and it was pleasure assisting you today.

Speaker speaker_1: Thank you so much. Have a great day.

Speaker speaker_0: No problem. Have a good one.

Speaker speaker_1: All right. Mm, bye-bye.

Speaker speaker_0: Bye.