

## Transcript: Francesca

**Baez-5453432106041344-5564642860253184**

### Full Transcript

Thank you for calling for your eye, I mean benefit to know care. My name is Francesca. How can I help you? Hi, Francesca. This is Alicia at APL. How are you doing? I'm good. How are you, Alicia? I'm doing well, thank you. I have a Mr. Julian De Armas with Nor Staffing Group on the line. We need to get his date of birth, uh, corrected and also he needs to find out his information regarding his vision coverage. Of course. You can go ahead and get them transferred over. All right. Let me get him on the line if you'll bear with me just one moment. Sure thing. Hello. Julian, thank you for your patience. I have Francesca on the line and she's going to assist you with correcting that date of birth and provide your vision information. Thank you and hello, Francesca. Hello, Mr. Julian. How are you today? I'm doing well. How are you? Thanks. Good, thank you for asking. Can I have the last four of your Social so that we can locate your account, please? Sure. It's 6564. All right. And then to make sure I have the right account, could you verify your mailing address for me? 240 East 82nd Street, New York, New York 10028, Apartment 9K. And your date of birth? January 25th, 1965. I have the best contact information, 917-887-2077? Yes. And I have your email down as your first name period C, R as in Ryan, M, S at gmail.com? Yes. All right. And is the January 25th the correct date of birth or is that the one you need to change? It's... Yes, January 25th, 2-5. Let's see. So you spoke with one of my coworkers back on February 12th, 2023 and they already went ahead and corrected that date of birth with you on the line? Um... Oh, okay. That was done. Actually, that was done at a CVS Pharmacy because I wasn't able to get my prescription and then we had to get, uh, one of you guys on the phone. So, it's already been resolved. That's great to hear. Yes, sir. And then the other issue was you needed your vision benefit card, correct? Yes, please. I'd like to know about that. All right. Did you need me to also request them to send you another physical card or is just a digital one okay? If I can print the digital one and that's acceptable at, uh, you know, when I get an eye test or something, that would be fine. All right. There we go. Okay. And then while I'm sending it out, the vision carrier is MetLife. They don't have any network requirement. There is going to be, however, a specific phone number that your providers are going to need to call in order to verify your coverage, which will be the same phone number that's gonna be on the email I'm sending you where you can call to locate providers near your area that accept your insurance. Okay, great. So if I went to like a LensCrafters or a Warby Parker, can I use this card or no? So we, we don't have access to the specific list. Um- Okay. ... however, per the benefit guide that was provided to us- Okay. ... it does state that places such as... Where are those places? Here we go. It says that places such as Costco Optical, the Walmart Optical, Sam's Clubs or Vision Works do take accep- I mean, do work with this insurance. They do accept it, but it does not give me other places. It does say that a couple of private practices, to retailers do also accept the u- their benefits as well. Hmm. Okay. Uh, well I'm not a Sam's Club or Costco member. Is

Vision Works a, uh, chain of some kind? Let me see. Vision Works. I believe, um, they have them in New York, as well as South Carolina. Oh, here it is. Uh, locations. Hold on. 302... And then I do have to advise you, as of right now for this week's, you're not bene- you're not active in the benefits. We didn't receive payment. If you do receive paycheck this week, it's... I'm go- I'm sorry? Uh, I didn't hear what you just said. Um, yes, sir. I was saying I wanted to inform you that for this week, you're not active on benefits. We didn't receive payment for this week. However, if you do- Uh-huh. ... receive a paycheck this week already and you see the deduction of the \$32.11, then that will mean that next week you should be back active again. Okay, thank you. Of course. And then I did also want to additionally say, in the event that when you are at your vision appointment, if they run into any issue verifying your benefits, due to the fact that your carrier, MetLife, they also offered major medical insurance and PPO limited, but the benefits that your staffing company, Noir Staffing Group, offers are PPO limited. They could get mixed up and the representative that your vision doctor speaks with might say that you don't have coverage. You're more than welcome to give us a call so that we can try to resolve that issue for you on the phone. Okay, so I can call, um... Where are we? 800-897-4856. Yes, sir. If your vision office also allows it, we can be the ones to verify the coverage as well. Okay, thank you for that. Of course. Was there anything else that I can assist you with today? Um, okay, so you were going to email the, the vision information? Yes, sir. I have sent it to your email. It shows that it left at 4:03 from my mailbox. It's going to say "ID Card" as a subject line and you'll be receiving it from Emco- Here it is. You did? Oh, great. Yep, I got it. Okay, uh, I believe I have everything I need. Thank you for your time. Uh, Alicia, are you still on the line? That's great. Mr. Julian, you re- Um, do you want to- ... requested that I stay on the line, so I am on the line. You are a true superstar. Thank you for all of your help today. Everything's been cleared up. All right, perfect. Well, it's been my pleasure, Mr. Julian. And, Francesca, thank you so much for assisting with that vision information. Of course. It was my pleasure. I hope both of you guys enjoy the rest of your day. Thank you, guys. Have a great day. You too, Francesca. Thank you. Thank you. Thank you, Julian. All right. Take care. Call us if you need us. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling for your eye, I mean benefit to know care. My name is Francesca. How can I help you?

Speaker speaker\_1: Hi, Francesca. This is Alicia at APL. How are you doing?

Speaker speaker\_0: I'm good. How are you, Alicia?

Speaker speaker\_1: I'm doing well, thank you. I have a Mr. Julian De Armas with Nor Staffing Group on the line. We need to get his date of birth, uh, corrected and also he needs to find out his information regarding his vision coverage.

Speaker speaker\_0: Of course. You can go ahead and get them transferred over.

Speaker speaker\_1: All right. Let me get him on the line if you'll bear with me just one moment.

Speaker speaker\_0: Sure thing.

Speaker speaker\_2: Hello.

Speaker speaker\_1: Julian, thank you for your patience. I have Francesca on the line and she's going to assist you with correcting that date of birth and provide your vision information.

Speaker speaker\_2: Thank you and hello, Francesca.

Speaker speaker\_0: Hello, Mr. Julian. How are you today?

Speaker speaker\_2: I'm doing well. How are you? Thanks.

Speaker speaker\_0: Good, thank you for asking. Can I have the last four of your Social so that we can locate your account, please?

Speaker speaker\_2: Sure. It's 6564.

Speaker speaker\_0: All right. And then to make sure I have the right account, could you verify your mailing address for me?

Speaker speaker\_2: 240 East 82nd Street, New York, New York 10028, Apartment 9K.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_2: January 25th, 1965.

Speaker speaker\_0: I have the best contact information, 917-887-2077?

Speaker speaker\_2: Yes.

Speaker speaker\_0: And I have your email down as your first name period C, R as in Ryan, M, S at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: All right. And is the January 25th the correct date of birth or is that the one you need to change?

Speaker speaker\_2: It's... Yes, January 25th, 2-5.

Speaker speaker\_0: Let's see. So you spoke with one of my coworkers back on February 12th, 2023 and they already went ahead and corrected that date of birth with you on the line?

Speaker speaker\_2: Um... Oh, okay. That was done. Actually, that was done at a CVS Pharmacy because I wasn't able to get my prescription and then we had to get, uh, one of you guys on the phone. So, it's already been resolved. That's great to hear.

Speaker speaker\_0: Yes, sir. And then the other issue was you needed your vision benefit card, correct?

Speaker speaker\_2: Yes, please. I'd like to know about that.

Speaker speaker\_0: All right. Did you need me to also request them to send you another physical card or is just a digital one okay?

Speaker speaker\_2: If I can print the digital one and that's acceptable at, uh, you know, when I get an eye test or something, that would be fine.

Speaker speaker\_0: All right. There we go. Okay. And then while I'm sending it out, the vision carrier is MetLife. They don't have any network requirement. There is going to be, however, a specific phone number that your providers are going to need to call in order to verify your coverage, which will be the same phone number that's gonna be on the email I'm sending you where you can call to locate providers near your area that accept your insurance.

Speaker speaker\_2: Okay, great. So if I went to like a LensCrafters or a Warby Parker, can I use this card or no?

Speaker speaker\_0: So we, we don't have access to the specific list. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... however, per the benefit guide that was provided to us-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... it does state that places such as... Where are those places? Here we go. It says that places such as Costco Optical, the Walmart Optical, Sam's Clubs or Vision Works do take accep- I mean, do work with this insurance. They do accept it, but it does not give me other places. It does say that a couple of private practices, to retailers do also accept the u- their benefits as well. Hmm.

Speaker speaker\_2: Okay. Uh, well I'm not a Sam's Club or Costco member. Is Vision Works a, uh, chain of some kind? Let me see. Vision Works.

Speaker speaker\_0: I believe, um, they have them in New York, as well as South Carolina.

Speaker speaker\_2: Oh, here it is. Uh, locations. Hold on. 302...

Speaker speaker\_0: And then I do have to advise you, as of right now for this week's, you're not bene- you're not active in the benefits. We didn't receive payment. If you do receive paycheck this week, it's...

Speaker speaker\_2: I'm go-

Speaker speaker\_0: I'm sorry?

Speaker speaker\_2: Uh, I didn't hear what you just said.

Speaker speaker\_0: Um, yes, sir. I was saying I wanted to inform you that for this week, you're not active on benefits. We didn't receive payment for this week. However, if you do-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... receive a paycheck this week already and you see the deduction of the \$32.11, then that will mean that next week you should be back active again.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_0: Of course. And then I did also want to additionally say, in the event that when you are at your vision appointment, if they run into any issue verifying your benefits, due to the fact that your carrier, MetLife, they also offered major medical insurance and PPO limited, but the benefits that your staffing company, Noir Staffing Group, offers are PPO limited. They could get mixed up and the representative that your vision doctor speaks with might say that you don't have coverage. You're more than welcome to give us a call so that we can try to resolve that issue for you on the phone.

Speaker speaker\_2: Okay, so I can call, um... Where are we? 800-897-4856.

Speaker speaker\_0: Yes, sir. If your vision office also allows it, we can be the ones to verify the coverage as well.

Speaker speaker\_2: Okay, thank you for that.

Speaker speaker\_0: Of course. Was there anything else that I can assist you with today?

Speaker speaker\_2: Um, okay, so you were going to email the, the vision information?

Speaker speaker\_0: Yes, sir. I have sent it to your email. It shows that it left at 4:03 from my mailbox. It's going to say "ID Card" as a subject line and you'll be receiving it from Emco-

Speaker speaker\_2: Here it is.

Speaker speaker\_0: You did? Oh, great.

Speaker speaker\_2: Yep, I got it. Okay, uh, I believe I have everything I need. Thank you for your time. Uh, Alicia, are you still on the line?

Speaker speaker\_0: That's great.

Speaker speaker\_1: Mr. Julian, you re-

Speaker speaker\_2: Um, do you want to-

Speaker speaker\_1: ... requested that I stay on the line, so I am on the line.

Speaker speaker\_2: You are a true superstar. Thank you for all of your help today. Everything's been cleared up.

Speaker speaker\_1: All right, perfect. Well, it's been my pleasure, Mr. Julian. And, Francesca, thank you so much for assisting with that vision information.

Speaker speaker\_0: Of course. It was my pleasure. I hope both of you guys enjoy the rest of your day.

Speaker speaker\_2: Thank you, guys. Have a great day.

Speaker speaker\_1: You too, Francesca. Thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you, Julian.

Speaker speaker\_0: All right.

Speaker speaker\_1: Take care. Call us if you need us. Bye-bye.

Speaker speaker\_2: Bye-bye.