

Transcript: Francesca

Baez-5692700213854208-4863744212418560

Full Transcript

... has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon, Miss Evans. My name is Francesca with Benefits No Card, giving you a call on behalf of MAU Staffing. We're giving you a call to provide you with the policy numbers for the dental and medical preventative- Hello. ... care plan. Out... Yeah. Hello? Hello. I, I answered as soon as you... Um, can you tell me what you were leaving on the voicemail? Okay. Sure thing, ma'am. It's very strong. I was giving you a call on behalf of- Okay. I was leaving you a message on behalf of MAU Staffing to advise you of your dental and medical preventative care policy number that you had to reach out to us on Monday 25th to request from us. Y- yes. Would you like me to provide them for you to write them down? Yes, and I have a question after I write them down. I'm ready. The dental is 27... 7-0-0... 4-0. All right, and then for your medical preventative is going to be Diaz and David... 4-3-7... 3-2-3... 3-9. All right, and those are both of the policy numbers. Okay. What company is the dental through? It's with American Public Life. Who's the provider? The carrier is American Public Life. You have a number for them? Their customer service number is 800... 256... 8-6-0-6. And they run off the Carington network. And the medical, who's the provider? So for the medical preventative, it is 90 Degree. Do you also need a customer service phone number? No. Oh? Yes. All right. It's 800... 8-3-3... 4-2-9-6, option one. On the vision... Oh, option one. Mm-hmm. On the vision, what type of coverage do I have or do I need to call MetLife? So there's only one plan that your staffing company offers. For the information provided, it is a PPO limited plan. That gives you the services of a \$10 copay for the eye exam, a \$25 copay for your lenses and frames. It has a \$0 copay for the contact lens fittings and your frame allowance annually is \$130. Okay. I got the \$10 eye exam, \$25 copay lenses and frames. You said zero for the lens fitting, is that what you said? Yeah, same for the contact lens fitting. And then the last part, it was \$750. Wha- what did you say before that? I- Um, no ma'am, not \$750, \$130- Okay. ... for your frame allowance annually. Ah. Okay. Hundred dol- \$130 frame allowance. Okay. Is there anything towards the contacts at all? So that information- Other than the glasses? So that information you have to speak with the carrier directly. They'll be able to let you know whether or not that frame allowance also goes into the contact lenses. All right. You've answered all my questions. Thank you. Have a nice day. Of course. Did you have-

Conversation Format

Speaker speaker_0: ... has been forwarded to voicemail.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker_2: Good afternoon, Miss Evans. My name is Francesca with Benefits No Card, giving you a call on behalf of MAU Staffing. We're giving you a call to provide you with the policy numbers for the dental and medical preventative-

Speaker speaker_3: Hello.

Speaker speaker_2: ... care plan. Out... Yeah. Hello?

Speaker speaker_3: Hello. I, I answered as soon as you... Um, can you tell me what you were leaving on the voicemail? Okay.

Speaker speaker_2: Sure thing, ma'am.

Speaker speaker_3: It's very strong.

Speaker speaker_2: I was giving you a call on behalf of-

Speaker speaker_3: Okay.

Speaker speaker_2: I was leaving you a message on behalf of MAU Staffing to advise you of your dental and medical preventative care policy number that you had to reach out to us on Monday 25th to request from us.

Speaker speaker_3: Y- yes.

Speaker speaker_2: Would you like me to provide them for you to write them down?

Speaker speaker_3: Yes, and I have a question after I write them down. I'm ready.

Speaker speaker_2: The dental is 27... 7-0-0... 4-0. All right, and then for your medical preventative is going to be Diaz and David... 4-3-7... 3-2-3... 3-9. All right, and those are both of the policy numbers.

Speaker speaker_3: Okay. What company is the dental through?

Speaker speaker_2: It's with American Public Life.

Speaker speaker_3: Who's the provider?

Speaker speaker_2: The carrier is American Public Life.

Speaker speaker_3: You have a number for them?

Speaker speaker_2: Their customer service number is 800... 256... 8-6-0-6. And they run off the Carington network.

Speaker speaker_3: And the medical, who's the provider?

Speaker speaker_2: So for the medical preventative, it is 90 Degree. Do you also need a customer service phone number?

Speaker speaker_3: No.

Speaker speaker_2: Oh?

Speaker speaker_3: Yes.

Speaker speaker_2: All right. It's 800... 8-3-3... 4-2-9-6, option one.

Speaker speaker_3: On the vision... Oh, option one.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: On the vision, what type of coverage do I have or do I need to call MetLife?

Speaker speaker_2: So there's only one plan that your staffing company offers. For the information provided, it is a PPO limited plan. That gives you the services of a \$10 copay for the eye exam, a \$25 copay for your lenses and frames. It has a \$0 copay for the contact lens fittings and your frame allowance annually is \$130.

Speaker speaker_3: Okay. I got the \$10 eye exam, \$25 copay lenses and frames. You said zero for the lens fitting, is that what you said?

Speaker speaker_2: Yeah, same for the contact lens fitting.

Speaker speaker_3: And then the last part, it was \$750. Wha- what did you say before that? I-

Speaker speaker_2: Um, no ma'am, not \$750, \$130-

Speaker speaker_3: Okay.

Speaker speaker_2: ... for your frame allowance annually.

Speaker speaker_3: Ah. Okay. Hundred dol- \$130 frame allowance. Okay. Is there anything towards the contacts at all?

Speaker speaker_2: So that information-

Speaker speaker_3: Other than the glasses?

Speaker speaker_2: So that information you have to speak with the carrier directly. They'll be able to let you know whether or not that frame allowance also goes into the contact lenses.

Speaker speaker_3: All right. You've answered all my questions. Thank you. Have a nice day.

Speaker speaker_2: Of course. Did you have-