

## Transcript: Francesca

**Baez-5703906411364352-5219093589999616**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benenvision.com. My name is Francesca. How can I assist you today? Um, I'm trying to see like exactly how I use these benefits. Like d- do they cover... It covers vision, right? It says MetLife VSP Vision Member. So we'll have to take a look at your specific policy to see which benefit you're on. So go ahead and locate it. What staffing company do you work with? VGSL Staffing. Can I please have the last four of your Social along with your last name? 3190 Johnson. And lastly, for security purposes, could you verify your mailing address and date of birth? Uh, 1584 80th Ave, Oakland, California 94621. Uh, date of birth 4/21/94. And I have the best number to reach you at 408-724-2302? Yeah. Yeah. And I have your email down as first name: sundiata@gmail.com? Yeah. Yeah. Okay. So you have medical, vision, and dental coverage at the moment, Mr. Johnson. Um, with the medical it is split into two different categories. One of them is medical preventative. If I'm not mistaking, I believe that is the one that you're currently looking at. Does it have roughly three or four blue squares and on the other side too? No, I'm trying to look at the vision because I'm trying to get some contact lenses today. I understand that, sir, but I am trying to determine which benefit card you are currently looking at so that I can assist you- Oh. Oh. ... in letting you know which cards get used. Y- you said what? It got four square... It- it got blue squares on it. Yes. Does it have roughly- Pharmacy, medical, vi- What? I'm sorry. Just I'm sorry. Go ahead. No, no. That's what I was gonna ask. You were already doing what I was going to ask, to describe it. Um, you said it has what on one side? Yeah, it got my, it got my, uh, VGSL Staffing member. They got pharmacy, medical, vision... Yeah, pharmacy, medical and vision. Then they say providers. Call 90 Degree Benefits, 800-833-4296 or email VIC customer support. Uh, EDI payer ID 61556 and mail benefits and the card PO Box 21704, Eagan, Minnesota or something, 90 Degree Benefits. Yeah, it's a white card and it got blue boxes. Okay. Blue square- So that would be your medical preventative card. Yeah. The portion that you say with the square that says Providers, that would be the information that more than likely your provider, your doctors may need to p- use. Um, but you will be calling the information where that medical square is, a MultiPlan. That would be the people you will call to locate a provider, a doctor in your area that does take that card for your preventative services. Oh, all right. So what about the vision? I do the same thing. I call up, uh, MetLife VSP Vision Member Services? 'Cause it said the vision is covered- Can you repeat the code check? Yes, sir. Visors covered by MetLife VSP Vision. So I got vision through MetLife? Yes, sir. So MetLife will be the one for your vision. That's the name of them. The 90 Degree one is for your medical preventative services. Oh yeah. But that phone number ending in 1883 will be the line that you call to locate providers near your area that do accept your MetLife insurance. 'Cause out of all of your benefits, the only one that has a network requirement is your medical

preventative. So your hospital indemnity which are hospital services, your vision and your dental, they don't require network. Okay. Did you get your other benefit cards aside from that one? No, I only got this one, so like when I... 'Cause I already got a, uh, a- a- a- um, a eye doctor that I see. Mm-hmm. So and I haven't, I haven't had coverage though. So now that I got this coverage, like what do it all cover? Can I get glasses with it? Yes, sir. So bear with me one moment. There we go. So specific- Like, like what- If you... Go ahead. Go ahead. Go ahead. 'Cause I was gonna ask you, like what's the co-payment I gotta pay? Is it a co-payment? Yes, sir. So the vision plan does work with a co-pay. You have a \$10 co-pay for your eye exam, a \$25 co-pay for lenses and frames, a \$0 co-pay for contact lens fittings and the frame allowance is \$830 per year. \$830 per year. So I can get some visions up to 800... I can get some glasses up to \$830? Yes, sir. That the insurance will cover. If it does go past the \$130 then you'll be responsible for the additional charge. Okay. So how do I set this up? Is it already set up? Can I just go ahead- Yes, sir. It's set- ... and give them my card? Mm-hmm. That is correct. So all of your benefits are already active and currently active this week as well. And so as far as it goes, I know you said you already have a dentist that you're used to going to? When you already have- No, I never had... I've got a vision, a eye doctor that I already, I, I, I go to already. That, that's the thing so... My, my thing was just like, okay, this is my new coverage. I just give them my card and they'll, and they'll look it up and see and they'll see all my insurance that I have? Basically, yes, sir. So as long as they work with MetLife, you should be good to go with them. Once they put you into their system, they will be able to check if you're active or not, and then they should be able to assist you moving forward with your needs. All right. All right, thank you. Of course. And then I'm gonna go ahead and send you your hospital indemnity, your vision- Yeah. ... as well as your dental benefit card to your email as e-versions of them, okay? All right. 'Cause I know you tell me you only have that one that we're currently looking at with the four squares, correct? Yeah, I only got... Well, I got two of them but it's the same card. It's about the size of a ID. By any chance, do they have APL on them in a little triangle? APL. Hmm. Uh, no. No. No, it don't. Okay. Um, that's fine. I did send all of the other three to you already. So with all of the other plans, it will be the same thing. You just call the provider, advise them of who your carrier is, and then make sure that they do work with them, and you should be fine to go. Okay. Thank you. No problem. Was there any other thing that we can assist you with today, Mr. Johnson? No, that's all. That's all. All right. I do hope you have a wonderful rest of your day, and thank you for your time today. All right. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benenvision.com. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Um, I'm trying to see like exactly how I use these benefits. Like d- do they cover... It covers vision, right? It says MetLife VSP Vision Member.

Speaker speaker\_1: So we'll have to take a look at your specific policy to see which benefit you're on. So go ahead and locate it. What staffing company do you work with?

Speaker speaker\_2: VGSL Staffing.

Speaker speaker\_1: Can I please have the last four of your Social along with your last name?

Speaker speaker\_2: 3190 Johnson.

Speaker speaker\_1: And lastly, for security purposes, could you verify your mailing address and date of birth?

Speaker speaker\_2: Uh, 1584 80th Ave, Oakland, California 94621. Uh, date of birth 4/21/94.

Speaker speaker\_1: And I have the best number to reach you at 408-724-2302?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_1: And I have your email down as first name: sundiata@gmail.com?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_1: Okay. So you have medical, vision, and dental coverage at the moment, Mr. Johnson. Um, with the medical it is split into two different categories. One of them is medical preventative. If I'm not mistaking, I believe that is the one that you're currently looking at. Does it have roughly three or four blue squares and on the other side too?

Speaker speaker\_2: No, I'm trying to look at the vision because I'm trying to get some contact lenses today.

Speaker speaker\_1: I understand that, sir, but I am trying to determine which benefit card you are currently looking at so that I can assist you-

Speaker speaker\_2: Oh. Oh.

Speaker speaker\_1: ... in letting you know which cards get used.

Speaker speaker\_2: Y- you said what? It got four square... It- it got blue squares on it.

Speaker speaker\_1: Yes. Does it have roughly-

Speaker speaker\_2: Pharmacy, medical, vi-

Speaker speaker\_1: What?

Speaker speaker\_2: I'm sorry. Just I'm sorry. Go ahead.

Speaker speaker\_1: No, no. That's what I was gonna ask. You were already doing what I was going to ask, to describe it. Um, you said it has what on one side?

Speaker speaker\_2: Yeah, it got my, it got my, uh, VGSL Staffing member. They got pharmacy, medical, vision... Yeah, pharmacy, medical and vision. Then they say providers. Call 90 Degree Benefits, 800-833-4296 or email VIC customer support. Uh, EDI payer ID 61556 and mail benefits and the card PO Box 21704, Eagan, Minnesota or something, 90

Degree Benefits. Yeah, it's a white card and it got blue boxes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Blue square-

Speaker speaker\_1: So that would be your medical preventative card.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: The portion that you say with the square that says Providers, that would be the information that more than likely your provider, your doctors may need to p- use. Um, but you will be calling the information where that medical square is, a MultiPlan. That would be the people you will call to locate a provider, a doctor in your area that does take that card for your preventative services.

Speaker speaker\_2: Oh, all right. So what about the vision? I do the same thing. I call up, uh, MetLife VSP Vision Member Services? 'Cause it said the vision is covered-

Speaker speaker\_1: Can you repeat the code check? Yes, sir.

Speaker speaker\_2: Visors covered by MetLife VSP Vision. So I got vision through MetLife?

Speaker speaker\_1: Yes, sir. So MetLife will be the one for your vision. That's the name of them. The 90 Degree one is for your medical preventative services.

Speaker speaker\_2: Oh yeah.

Speaker speaker\_1: But that phone number ending in 1883 will be the line that you call to locate providers near your area that do accept your MetLife insurance. 'Cause out of all of your benefits, the only one that has a network requirement is your medical preventative. So your hospital indemnity which are hospital services, your vision and your dental, they don't require network.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Did you get your other benefit cards aside from that one?

Speaker speaker\_2: No, I only got this one, so like when I... 'Cause I already got a, uh, a- a- um, a eye doctor that I see.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So and I haven't, I haven't had coverage though. So now that I got this coverage, like what do it all cover? Can I get glasses with it?

Speaker speaker\_1: Yes, sir. So bear with me one moment. There we go. So specific-

Speaker speaker\_2: Like, like what-

Speaker speaker\_1: If you... Go ahead.

Speaker speaker\_2: Go ahead. Go ahead. 'Cause I was gonna ask you, like what's the co-payment I gotta pay? Is it a co-payment?

Speaker speaker\_1: Yes, sir. So the vision plan does work with a co-pay. You have a \$10 co-pay for your eye exam, a \$25 co-pay for lenses and frames, a \$0 co-pay for contact lens fittings and the frame allowance is \$830 per year.

Speaker speaker\_2: \$830 per year. So I can get some visions up to 800... I can get some glasses up to \$830?

Speaker speaker\_1: Yes, sir. That the insurance will cover. If it does go past the \$130 then you'll be responsible for the additional charge.

Speaker speaker\_2: Okay. So how do I set this up? Is it already set up? Can I just go ahead-

Speaker speaker\_1: Yes, sir. It's set-

Speaker speaker\_2: ... and give them my card?

Speaker speaker\_1: Mm-hmm. That is correct. So all of your benefits are already active and currently active this week as well. And so as far as it goes, I know you said you already have a dentist that you're used to going to? When you already have-

Speaker speaker\_2: No, I never had... I've got a vision, a eye doctor that I already, I, I, I go to already. That, that's the thing so... My, my thing was just like, okay, this is my new coverage. I just give them my card and they'll, and they'll look it up and see and they'll see all my insurance that I have?

Speaker speaker\_1: Basically, yes, sir. So as long as they work with MetLife, you should be good to go with them. Once they put you into their system, they will be able to check if you're active or not, and then they should be able to assist you moving forward with your needs.

Speaker speaker\_2: All right. All right, thank you.

Speaker speaker\_1: Of course. And then I'm gonna go ahead and send you your hospital indemnity, your vision-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... as well as your dental benefit card to your email as e-versions of them, okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: 'Cause I know you tell me you only have that one that we're currently looking at with the four squares, correct?

Speaker speaker\_2: Yeah, I only got... Well, I got two of them but it's the same card. It's about the size of a ID.

Speaker speaker\_1: By any chance, do they have APL on them in a little triangle?

Speaker speaker\_2: APL. Hmm. Uh, no. No. No, it don't.

Speaker speaker\_1: Okay. Um, that's fine. I did send all of the other three to you already. So with all of the other plans, it will be the same thing. You just call the provider, advise them of

who your carrier is, and then make sure that they do work with them, and you should be fine to go.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Was there any other thing that we can assist you with today, Mr. Johnson?

Speaker speaker\_2: No, that's all. That's all.

Speaker speaker\_1: All right. I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: All right. Thank you.