

## Transcript: Francesca

**Baez-6318539114070016-5398578728321024**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I was calling to make sure that my benefits were activated. I had just tried to use the vision and they said that they didn't have anything in the system for me. Okay. And what staffing company do you work with? Um, Care Builders At Home. What are the last four of your Social and your last name? 6477, and my last name is Ross, R-O-S-S. All right. And to make sure that I did get into the right account, please verify your mailing address and date of birth. Um, they have it as 10520 Wild Oak Drive, in Fort Worth, Texas, 76140. I've moved. I have a different address. And, uh, my date of birth is 10/1/'69. I have Beth's contact, 4... I mean, 949-246-3541. Yes. And I have your email down as first and last name are ann@gmail.com. Yes. So, in our records, you're shown active. The only time you ever had a lapse in coverage was during January 6 to the 12th, but ever since then, we have received all the payments for your insurance. Um- Okay. ... I do think it may be that possibly your provider was calling the wrong number to verify your coverage. If you like, I can give you the phone number for them to contact when they're verifying your coverage. Okay, that'd be great. All right, let me know whenever you're ready. I'm ready. All right. So the phone number they're supposed to call is 800-615-1883. Okay. Is that for medical benefits? No, ma'am, for your vision. For my vision. Okay, great. Mm-hmm. And then once they do that- So- Go ahead, I'm sorry. Yes. Oh, I was gonna say- Is it Scrippi or Vision? No, ma'am. Your coverage is with MetLife. MetLife is the owner of your vision plan. Okay. Can you possibly send me new cards? Sure, ma'am. I can send you a digital copy of your benefit card. Oh, that'd be great. Okay. And we'll wait for those cards to download. After your carrier calls the phone number ending in 1883, the automated system is gonna ask them for a provider number. They will need to enter 770- Okay. ... 252-1999. Okay. Great. After that, it's going to ask them to press number one to get the information using the member ID number, followed by your Social. And then the automated system will confirm your information, and from there, they'll be able to verify coverage for your vision plan. Okay. That's great. Did you only need the vision card to be sent to your email? Um, everything. The medical and the dental as well. Okay. Um, and then although our system is only gonna be related to your health insurance, did you want to update your address on our system as well? Yes. Okay, bear with me one moment. All right. What will be the new address? It's 516... Excuse me. Pweeder, P-W-E-E-D-E-R, Drive, in Fort Worth, Texas, 76108. 76108. Was that ZIP Code correct? Yes. All right. And then you're going to be receiving two PDF files. One of them is gonna be for your dental. The other one will be for that medical preventative, as well as for your vision. Great. Thank you so much. Of course. And then the network provider information will also be on that email for you. Okay, great. Uh, of course. And then the last thing, um, while I go ahead and wait for that to reach you, is if at any point while you're going to your vision provider, um, you have any other issue with

eligibility-wise, you're always welcome to either give them our phone number or call them while you're there, if they approve, for us to verify coverage over the phone with them. Okay. All right. So you should be receiving that email anytime now. It's gonna be from our office, which is info@benefitsinacard.com. Okay. Yeah, i- it looks like I got something. All right. Now aside from updating the address, providing those benefit cards, and the information for them to verify vision coverage, was there anything else we can assist you with today? No, that's it. Thank you very much. Of course. It was my pleasure. Hope you have a wonderful rest of your day today. Thank you. You too. You're welcome. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. I was calling to make sure that my benefits were activated. I had just tried to use the vision and they said that they didn't have anything in the system for me.

Speaker speaker\_0: Okay. And what staffing company do you work with?

Speaker speaker\_1: Um, Care Builders At Home.

Speaker speaker\_0: What are the last four of your Social and your last name?

Speaker speaker\_1: 6477, and my last name is Ross, R-O-S-S.

Speaker speaker\_0: All right. And to make sure that I did get into the right account, please verify your mailing address and date of birth.

Speaker speaker\_1: Um, they have it as 10520 Wild Oak Drive, in Fort Worth, Texas, 76140. I've moved. I have a different address. And, uh, my date of birth is 10/1/69.

Speaker speaker\_0: I have Beth's contact, 4... I mean, 949-246-3541.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email down as first and last name are ann@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So, in our records, you're shown active. The only time you ever had a lapse in coverage was during January 6 to the 12th, but ever since then, we have received all the payments for your insurance. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I do think it may be that possibly your provider was calling the wrong number to verify your coverage. If you like, I can give you the phone number for them to contact when they're verifying your coverage.

Speaker speaker\_1: Okay, that'd be great.

Speaker speaker\_0: All right, let me know whenever you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: All right. So the phone number they're supposed to call is 800-615-1883.

Speaker speaker\_1: Okay. Is that for medical benefits?

Speaker speaker\_0: No, ma'am, for your vision.

Speaker speaker\_1: For my vision. Okay, great.

Speaker speaker\_0: Mm-hmm. And then once they do that-

Speaker speaker\_1: So-

Speaker speaker\_0: Go ahead, I'm sorry.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Oh, I was gonna say-

Speaker speaker\_1: Is it Scrippi or Vision?

Speaker speaker\_0: No, ma'am. Your coverage is with MetLife. MetLife is the owner of your vision plan.

Speaker speaker\_1: Okay. Can you possibly send me new cards?

Speaker speaker\_0: Sure, ma'am. I can send you a digital copy of your benefit card.

Speaker speaker\_1: Oh, that'd be great.

Speaker speaker\_0: Okay. And we'll wait for those cards to download. After your carrier calls the phone number ending in 1883, the automated system is gonna ask them for a provider number. They will need to enter 770-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 252-1999.

Speaker speaker\_1: Okay. Great.

Speaker speaker\_0: After that, it's going to ask them to press number one to get the information using the member ID number, followed by your Social. And then the automated system will confirm your information, and from there, they'll be able to verify coverage for your vision plan.

Speaker speaker\_1: Okay. That's great.

Speaker speaker\_0: Did you only need the vision card to be sent to your email?

Speaker speaker\_1: Um, everything. The medical and the dental as well.

Speaker speaker\_0: Okay. Um, and then although our system is only gonna be related to your health insurance, did you want to update your address on our system as well?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, bear with me one moment. All right. What will be the new address?

Speaker speaker\_1: It's 516... Excuse me. Pweeder, P-W-E-E-D-E-R, Drive, in Fort Worth, Texas, 76108.

Speaker speaker\_0: 76108. Was that ZIP Code correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And then you're going to be receiving two PDF files. One of them is gonna be for your dental. The other one will be for that medical preventative, as well as for your vision.

Speaker speaker\_1: Great. Thank you so much.

Speaker speaker\_0: Of course. And then the network provider information will also be on that email for you.

Speaker speaker\_1: Okay, great.

Speaker speaker\_0: Uh, of course. And then the last thing, um, while I go ahead and wait for that to reach you, is if at any point while you're going to your vision provider, um, you have any other issue with eligibility-wise, you're always welcome to either give them our phone number or call them while you're there, if they approve, for us to verify coverage over the phone with them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So you should be receiving that email anytime now. It's gonna be from our office, which is [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_1: Okay. Yeah, i- it looks like I got something.

Speaker speaker\_0: All right. Now aside from updating the address, providing those benefit cards, and the information for them to verify vision coverage, was there anything else we can assist you with today?

Speaker speaker\_1: No, that's it. Thank you very much.

Speaker speaker\_0: Of course. It was my pleasure. Hope you have a wonderful rest of your day today.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.