

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Card. My name is Francesca. How can I assist you today? Hi. My name is Alexander Chestnut. I was a new hire with Adept. I was trying to look into my benefits that I applied for. Sure thing. What are the last four of your Social and your last name? Uh, my last four is 0583, and my last name is Chestnut. Alexander? Yes. All right. And then to make sure to open the right account, could you verify your mailing address and date of birth, please? Mailing address is 44 Penny Court, Alanhurst, Georgia 31301, and my date of birth is 09/03/2001. We have the best phone number to reach you down as 910-389-1859? No. My number had recently changed, uh, to something else. All right. Would you like me to update it in our system? Yes. Go ahead. What will the new phone number be? New phone number is 912-570-5832. All right. And last thing, I would like to confirm that we have your email down as alex.chestnut1@gmail.com? Yes. Let's see. So I show a current enrollment for vision and dental. That is currently active as well. Okay. And who is it... Do I have to like... Do I get a card in the mail or something, or like how do I use this information? Because I, uh, I was trying to schedule a dentist appointment soon. Yes, sir. So you are going to get a vision as well as a dental benefit card. They should be still on transit on its way 'cause they mail them out Friday of your activation week, which would have been February 28th. Okay. So it has been... Roughly this will be the second week since they send it. Okay. So it might just be on its way. What I can go ahead and do is provide you digital copies of those two benefit cards while you wait for them to get to you. Yeah. That'll, that'll be good. And while I do- Okay. Um, I was just gonna say, while I download them, you don't have any network restrictions with either of your plans. So as long as wherever you go, they accept your carriers, um, which for dental is going to be American Public Life. And vision is with MetLife. MetLife? Okay. Yes, sir. Yeah. Now they do have network providers, even though you don't have network restrictions, to help you locate providers near your area that do take your insurance. That information is gonna be on that email I'm gonna send you. It will be their phone number along with their website. Okay. And then aside from those two digital copies, was there anything else that you needed from us today? Uh, no, that was all. All right. Give me one second. While I go ahead and send them out, I was just downloading the last one of those two. Uh-huh. And you're going to be receiving this from our office email, which is info@benefitsinycard. Got it. And it's going to be titled Benefit Card. Okay. Mm-hmm. Oh, also, while I still have you, when you go to the doctor for the vision plan, they need to call the automated system in order to verify your coverage. Uh, they are- Also... Go ahead, I'm sorry. I said they or I would have to call you guys to verify the automated- I know your, your vision provider will have to be the one to call. Okay. I'm going to go ahead and also put that phone number in there for you. Oh, actually, it will be the same one now that I'm looking at it. Okay, great. So that same phone number that you're gonna have on that email, um, that's gonna say

For Providers, that's gonna be the same phone number that your provider at the vision office will also call to verify your coverage. 'Cause the thing is, the carrier itself has two type of services. They offer PPO Limited, which is what your staffing company offers, and they also offer Major Medical Insurance. So if you call the phone number that's gonna be attached to that benefit card, um, if I'm not mistaken, it says For Providers or something like that, or Coverage Verification. Oh, there it is. Yeah, so it says that For Vision Services to contact that 1-855-MetLife phone number. It's actually gonna be Provider Services. That will be the phone number that you'll call. It's also on your benefit card. But just make sure they don't call the top number, so call the bottom number. Okay. Okay? And then that shouldn't give you any issues after that. So let you- Got it. Sounds good. Now, once you see it, you can go ahead and let me know. Uh, okay. Uh, uh, I got the... Uh, thank you for sending this attachment. A PDF file copy of your ID card. Yes, I got them. All right. All right. Great. Was there anything else aside from those benefit cards that we can assist you with today? Uh, no, that was all. All right. I hope you have a wonderful rest of your day, and thank you for your time today, sir. All right. Thank you. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Your Cart. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. My name is Alexander Chestnut. I was a new hire with Adept. I was trying to look into my benefits that I applied for.

Speaker speaker_0: Sure thing. What are the last four of your Social and your last name?

Speaker speaker_1: Uh, my last four is 0583, and my last name is Chestnut.

Speaker speaker_0: Alexander?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then to make sure to open the right account, could you verify your mailing address and date of birth, please?

Speaker speaker_1: Mailing address is 44 Penny Court, Alanhurst, Georgia 31301, and my date of birth is 09/03/2001.

Speaker speaker_0: We have the best phone number to reach you down as 910-389-1859?

Speaker speaker_1: No. My number had recently changed, uh, to something else.

Speaker speaker_0: All right. Would you like me to update it in our system?

Speaker speaker_1: Yes.

Speaker speaker_0: Go ahead. What will the new phone number be?

Speaker speaker_1: New phone number is 912-570-5832.

Speaker speaker_0: All right. And last thing, I would like to confirm that we have your email down as alex.chestnut1@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. So I show a current enrollment for vision and dental. That is currently active as well.

Speaker speaker_1: Okay. And who is it... Do I have to like... Do I get a card in the mail or something, or like how do I use this information? Because I, uh, I was trying to schedule a dentist appointment soon.

Speaker speaker_0: Yes, sir. So you are going to get a vision as well as a dental benefit card. They should be still on transit on its way 'cause they mail them out Friday of your activation week, which would have been February 28th.

Speaker speaker_1: Okay.

Speaker speaker_0: So it has been... Roughly this will be the second week since they send it.

Speaker speaker_1: Okay.

Speaker speaker_0: So it might just be on its way. What I can go ahead and do is provide you digital copies of those two benefit cards while you wait for them to get to you.

Speaker speaker_1: Yeah. That'll, that'll be good.

Speaker speaker_0: And while I do- Okay. Um, I was just gonna say, while I download them, you don't have any network restrictions with either of your plans. So as long as wherever you go, they accept your carriers, um, which for dental is going to be American Public Life. And vision is with MetLife.

Speaker speaker_1: MetLife? Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: Now they do have network providers, even though you don't have network restrictions, to help you locate providers near your area that do take your insurance. That information is gonna be on that email I'm gonna send you. It will be their phone number along with their website.

Speaker speaker_1: Okay.

Speaker speaker_0: And then aside from those two digital copies, was there anything else that you needed from us today?

Speaker speaker_1: Uh, no, that was all.

Speaker speaker_0: All right. Give me one second. While I go ahead and send them out, I was just downloading the last one of those two.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And you're going to be receiving this from our office email, which is info@benefitsinycard.

Speaker speaker_1: Got it.

Speaker speaker_0: And it's going to be titled Benefit Card.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. Oh, also, while I still have you, when you go to the doctor for the vision plan, they need to call the automated system in order to verify your coverage.

Speaker speaker_1: Uh, they are-

Speaker speaker_0: Also... Go ahead, I'm sorry.

Speaker speaker_1: I said they or I would have to call you guys to verify the automated-

Speaker speaker_0: I know your, your vision provider will have to be the one to call.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm going to go ahead and also put that phone number in there for you. Oh, actually, it will be the same one now that I'm looking at it. Okay, great. So that same phone number that you're gonna have on that email, um, that's gonna say For Providers, that's gonna be the same phone number that your provider at the vision office will also call to verify your coverage. 'Cause the thing is, the carrier itself has two type of services. They offer PPO Limited, which is what your staffing company offers, and they also offer Major Medical Insurance. So if you call the phone number that's gonna be attached to that benefit card, um, if I'm not mistaken, it says For Providers or something like that, or Coverage Verification. Oh, there it is. Yeah, so it says that For Vision Services to contact that 1-855-MetLife phone number. It's actually gonna be Provider Services. That will be the phone number that you'll call. It's also on your benefit card. But just make sure they don't call the top number, so call the bottom number.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? And then that shouldn't give you any issues after that. So let you-

Speaker speaker_1: Got it. Sounds good.

Speaker speaker_0: Now, once you see it, you can go ahead and let me know.

Speaker speaker_1: Uh, okay. Uh, uh, I got the... Uh, thank you for sending this attachment. A PDF file copy of your ID card. Yes, I got them.

Speaker speaker_0: All right. All right. Great. Was there anything else aside from those benefit cards that we can assist you with today?

Speaker speaker_1: Uh, no, that was all.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today, sir.

Speaker speaker_1: All right. Thank you. You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.