

Transcript: Justin

Mills-5603052980191232-5766235900526592

Full Transcript

Thank you for calling Benefits CenterCard. This is Justin. How can I help you today? Hi, Justin. My name is Leslie Osmara. How are you? I'm doing well. And yourself? Good. I think I solved the mystery of my eye insurance, my vision insurance issue. Okay. And, um, so everybody kept trying to look up my insurance and they couldn't look it up. But somehow my optometrist figured out that MetLife has the wrong birthday. Hmm. Okay. So, they kept, they kept saying, "Yes, you have insurance." And I was getting three-way called and you probably could look through all the notes, the gals were great. Mm-hmm. But it was like, they would hook me up to MetLife and they'd say, "Yes, you have it." But then when MetLife disconnected themselves, I got disconnected from the whole call. So it was just like this huge, like chain kind of weird stuff. But what I figured out is that they, MetLife Vis- the My Vision program, and the only, because I'm trying to get new glasses and this is kind of a hassle to try to- Hmm. ... get this sorted out. Mm-hmm. They have my date of birth as 5-28-1961 and my birthday is 5-25. 5-25. Okay. Let me try pulling your file to see if we can update it- Okay. ... in our system. Um, what's the staffing agency you work for one more time? Oxford Global Resources. Okay. And the last four of your social? 7634. And for security purposes, can you verify your home address, including city, state and zip code, Leslie? Sure. 1427 Yorkshire Drive, Austin, Texas 78723. And a good telephone number has 273-8508? Yes. And the email is leslieosmara@earthlink.net? Yes. Okay, so let's see. So yes. So we had the date of birth as 5-28 of '61. And you said it was May 25th? It's... Yeah, my birthday is 5-25. 5-25. Okay. So let's see. So I updated in our system. So what I'll go ahead and do, I'll get on my back office, specifically my account manager, have them send the manual update to, um, MetLife and just let them know we've updated the birthday. So everything should, uh, work like normal. Will that then affect my medical at all too? Um, not that I'm aware of. It may, um- Yeah. Okay. But let me... But I can confirm everything, uh, with my back office and then reach back out to you letting you know their response. Okay. Thanks. I really appreciate it. Yeah. Is that 273-8508 a good callback number for you? Yes. Okay. So like I said, I'll reach out to my back office, have them manually update it with the insurance carriers and then once I do receive word back, I'll give you that call back. Okay, Leslie? Oh my gosh. Well, you know, I bet- Well, it turned out fine for the dental and it turned out fine. I, I hadn't gone... I was gonna go to the doctor, but I hadn't made that appointment yet. But I mean, it was kind of like, I don't know why it... Um, I was great that they figured it out, that I was- I, for the life of me couldn't figure out. They kept saying, "Yes, you're in the system," but then they weren't calling me the birthday. So that maybe were to the- Understood. ... you know. So anyway, so that... If you had 5-28, then that would make all the- All the sense right there, yeah. Um, so like I said, I'll- ... I don't... Yeah, 100%. Right. So I'll go ahead and reach out to my back office, have them- Yeah. I think, you know, I'm gonna change my birthday now. Right. Um, so like I said, I'll go, I'll go ahead and

email my back office, have them manually update that for you. And then once everything is complete and updated, I'll give you that call back. Okay, Leslie? Oh, I appreciate that. Thanks so much, Justin. Thank you. You're welcome. You have a great day, okay? Okay. You too. Bye-bye. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits CenterCard. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is Leslie Osmara. How are you?

Speaker speaker_0: I'm doing well. And yourself?

Speaker speaker_1: Good. I think I solved the mystery of my eye insurance, my vision insurance issue.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um, so everybody kept trying to look up my insurance and they couldn't look it up. But somehow my optometrist figured out that MetLife has the wrong birthday.

Speaker speaker_0: Hmm. Okay.

Speaker speaker_1: So, they kept, they kept saying, "Yes, you have insurance." And I was getting three-way called and you probably could look through all the notes, the gals were great.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But it was like, they would hook me up to MetLife and they'd say, "Yes, you have it." But then when MetLife disconnected themselves, I got disconnected from the whole call. So it was just like this huge, like chain kind of weird stuff. But what I figured out is that they, MetLife Vis- the My Vision program, and the only, because I'm trying to get new glasses and this is kind of a hassle to try to-

Speaker speaker_0: Hmm.

Speaker speaker_1: ... get this sorted out.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: They have my date of birth as 5-28-1961 and my birthday is 5-25.

Speaker speaker_0: 5-25. Okay. Let me try pulling your file to see if we can update it-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in our system. Um, what's the staffing agency you work for one more time?

Speaker speaker_1: Oxford Global Resources.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 7634.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Leslie?

Speaker speaker_1: Sure. 1427 Yorkshire Drive, Austin, Texas 78723.

Speaker speaker_0: And a good telephone number has 273-8508?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is leslieosmara@earthlink.net?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see. So yes. So we had the date of birth as 5-28 of '61. And you said it was May 25th?

Speaker speaker_1: It's... Yeah, my birthday is 5-25.

Speaker speaker_0: 5-25. Okay. So let's see. So I updated in our system. So what I'll go ahead and do, I'll get on my back office, specifically my account manager, have them send the manual update to, um, MetLife and just let them know we've updated the birthday. So everything should, uh, work like normal.

Speaker speaker_1: Will that then affect my medical at all too?

Speaker speaker_0: Um, not that I'm aware of. It may, um-

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: But let me... But I can confirm everything, uh, with my back office and then reach back out to you letting you know their response.

Speaker speaker_1: Okay. Thanks. I really appreciate it.

Speaker speaker_0: Yeah. Is that 273-8508 a good callback number for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So like I said, I'll reach out to my back office, have them manually update it with the insurance carriers and then once I do receive word back, I'll give you that call back. Okay, Leslie?

Speaker speaker_1: Oh my gosh. Well, you know, I bet- Well, it turned out fine for the dental and it turned out fine. I, I hadn't gone... I was gonna go to the doctor, but I hadn't made that appointment yet. But I mean, it was kind of like, I don't know why it... Um, I was great that they figured it out, that I was- I, for the life of me couldn't figure out. They kept saying, "Yes, you're in the system," but then they weren't calling me the birthday. So that maybe were to the-

Speaker speaker_0: Understood.

Speaker speaker_1: ... you know. So anyway, so that... If you had 5-28, then that would make all the-

Speaker speaker_0: All the sense right there, yeah. Um, so like I said, I'll-

Speaker speaker_1: ... I don't... Yeah, 100%.

Speaker speaker_0: Right. So I'll go ahead and reach out to my back office, have them-

Speaker speaker_1: Yeah. I think, you know, I'm gonna change my birthday now.

Speaker speaker_0: Right. Um, so like I said, I'll go, I'll go ahead and email my back office, have them manually update that for you. And then once everything is complete and updated, I'll give you that call back. Okay, Leslie?

Speaker speaker_1: Oh, I appreciate that. Thanks so much, Justin. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Okay. You too. Bye-bye. Bye.

Speaker speaker_0: All right. Bye-bye.