

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin, how can I help you today? Hi, Justin. My name is Jeremy Lowe, and recently, um, I was... I had my benefits activated with a new employer, and my wife and I were planning to use our optical coverage, and I just wanted to find out what I needed to provide the optometrist when I show up. Um, my employer just said it's called MetLife Benefits in a Card. Um, do I need to just provide, like, a Social Security number, or is there a, um, policy number or something that I should be able to find online? Um, no, I can possibly email you the vision ID card. What's the staffing agency you work for? It's Oxford Global Resources, LLC. And the last four of your Social? 5838. And for security purposes, could you verify your home address, including city, state and zip code, Jeremy? Yep. 13312 Claredon Troy Road, Burton, Ohio 44021. And confirm your date of birth? September 7th, '71. And a good telephone number I have is 440-804-4033? That is correct. And the email I have is jeremy.loe@bridgeconsulting.us? Correct. Okay, um, well, here. Do you mind if I place you in a brief hold while I email you your vision ID card? Sure, that's fine. Okay. Hello, Jeremy, you still there? I am here. Awesome, thank you so much for holding. So I went ahead and emailed your vision ID card to the email I had on file. Email that you should- Great. ... look out for is coming from info- Yep. That's I-F-O. All right. I just got it, so, and I see it attached at the bottom. Um, I can't remember. Did I sign up... Is this just coverage for myself as the member? There's no family cover, only just for my wife who's here? Uh, well, I see vision for employee plus spouse and then dental for employee only, um. Okay. I do know you did become active in the coverage as of yesterday, so dental policy- Okay. ... number should be generated by Thursday or Friday. Terrific. But this optical is good for today? Correct, yes, sir. All right, good stuff. Thank you so much. You're welcome. You have a great day, okay? And to confirm- Yes. ... um, eligible doctors that are in the network, I was on your website and I think I'm fine, we're just going to, like, Walmart Optical in Aurora, Ohio. Um, do I, should I double-check that again, or do you think I'm pretty safe with that? Um, I believe you're safe, but I would just be, I would just check to be on the safe side as well. With the provider? Yes, sir. Okay, I will do that. All right, thank you. You're welcome, Jeremy. You have a great day, okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin, how can I help you today?

Speaker speaker_1: Hi, Justin. My name is Jeremy Lowe, and recently, um, I was... I had my benefits activated with a new employer, and my wife and I were planning to use our optical coverage, and I just wanted to find out what I needed to provide the optometrist when I show up. Um, my employer just said it's called MetLife Benefits in a Card. Um, do I need to just provide, like, a Social Security number, or is there a, um, policy number or something that I should be able to find online?

Speaker speaker_0: Um, no, I can possibly email you the vision ID card. What's the staffing agency you work for?

Speaker speaker_1: It's Oxford Global Resources, LLC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5838.

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

Speaker speaker_1: Yep. 13312 Claredon Troy Road, Burton, Ohio 44021.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: September 7th, '71.

Speaker speaker_0: And a good telephone number I have is 440-804-4033?

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is jeremy.loe@bridgeconsulting.us?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, um, well, here. Do you mind if I place you in a brief hold while I email you your vision ID card?

Speaker speaker_1: Sure, that's fine.

Speaker speaker_0: Okay. Hello, Jeremy, you still there?

Speaker speaker_1: I am here.

Speaker speaker_0: Awesome, thank you so much for holding. So I went ahead and emailed your vision ID card to the email I had on file. Email that you should-

Speaker speaker_1: Great.

Speaker speaker_0: ... look out for is coming from info-

Speaker speaker_1: Yep.

Speaker speaker_0: That's I-F-O. All right.

Speaker speaker_1: I just got it, so, and I see it attached at the bottom. Um, I can't remember. Did I sign up... Is this just coverage for myself as the member? There's no family cover, only just for my wife who's here?

Speaker speaker_0: Uh, well, I see vision for employee plus spouse and then dental for employee only, um.

Speaker speaker_1: Okay.

Speaker speaker_0: I do know you did become active in the coverage as of yesterday, so dental policy-

Speaker speaker_1: Okay.

Speaker speaker_0: ... number should be generated by Thursday or Friday.

Speaker speaker_1: Terrific. But this optical is good for today?

Speaker speaker_0: Correct, yes, sir.

Speaker speaker_1: All right, good stuff. Thank you so much.

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

Speaker speaker_1: And to confirm-

Speaker speaker_0: Yes.

Speaker speaker_1: ... um, eligible doctors that are in the network, I was on your website and I think I'm fine, we're just going to, like, Walmart Optical in Aurora, Ohio. Um, do I, should I double-check that again, or do you think I'm pretty safe with that?

Speaker speaker_0: Um, I believe you're safe, but I would just be, I would just check to be on the safe side as well.

Speaker speaker_1: With the provider?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, I will do that. All right, thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.