

Transcript: Justin

Mills-6319345687511040-5984389778030592

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi. I had called, like, uh, two weeks ago to get my insurance set up. And I had made an appointment with my eye doctor, and it's still not showing up in their system. Yeah. Let me check on that for you. What's the staffing agency you work for? Bosch MAU. And the last four of your Social? 4260. And what was your first and last name? Corrine Rider-Gray. And for security purposes, could you verify your home address, including city, state and zip code, Corrine? 1860 Raleigh Avenue, Kendallville, Indiana. And your date of birth? 03/13/06. And a good telephone number have as 616-330-8173? Yep. And the email address is corrinemrider@icloud.com? Yep. Okay. When did you schedule that vision appointment? Um, it was, mm, probably right around when I, um, called you guys just because we had it in place before, because I'm moving to Florida, so I needed to be there before we moved. Okay. Um, 'cause the only reason why I asked that is because you became active in the coverage as of yesterday. So unfortunately, no policy information has been generated, so that may be the reason why that provider couldn't find you, simply because you just became active as of yesterday. Okay, 'cause she just called me and said she still couldn't find it. Okay. Um, well, it takes the insurance carrier at least 72 hours to generate policy numbers. I mean, I can provide you with MetLife's telephone number, 'cause that's the vision provider or the insurance carrier for vision. Okay. Okay. Yeah. And just let me know whenever you're ready. Okay. Um, I'm ready. Okay. So MetLife's telephone number is 800-615-1883. Okay. Is there anything else I could assist you with today? Uh, no, I don't think so. Awesome. Well, you have a wonderful day, okay? You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. I had called, like, uh, two weeks ago to get my insurance set up. And I had made an appointment with my eye doctor, and it's still not showing up in their system.

Speaker speaker_0: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: Bosch MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4260.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Corrine Rider-Gray.

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

Speaker speaker_1: 1860 Raleigh Avenue, Kendallville, Indiana.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/13/06.

Speaker speaker_0: And a good telephone number have as 616-330-8173?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email address is corrinemrider@icloud.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. When did you schedule that vision appointment?

Speaker speaker_1: Um, it was, mm, probably right around when I, um, called you guys just because we had it in place before, because I'm moving to Florida, so I needed to be there before we moved.

Speaker speaker_0: Okay. Um, 'cause the only reason why I asked that is because you became active in the coverage as of yesterday. So unfortunately, no policy information has been generated, so that may be the reason why that provider couldn't find you, simply because you just became active as of yesterday.

Speaker speaker_1: Okay, 'cause she just called me and said she still couldn't find it.

Speaker speaker_0: Okay. Um, well, it takes the insurance carrier at least 72 hours to generate policy numbers. I mean, I can provide you with MetLife's telephone number, 'cause that's the vision provider or the insurance carrier for vision.

Speaker speaker_1: Okay. Okay. Yeah.

Speaker speaker_0: And just let me know whenever you're ready.

Speaker speaker_1: Okay. Um, I'm ready.

Speaker speaker_0: Okay. So MetLife's telephone number is 800-615-1883.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, I don't think so.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.