

## Transcript: Malcolm

Nash-4564514046918656-6639624895512576

### Full Transcript

... card in his mouth, I'm not gonna help you. Yes, I was trying to, um, see if a patient had vision, uh, benefit at all. What was the name of the member? Uh, last name is Heil, H-E-I-L. First name is Angie, A-N-G-I-E. Spell the first name one more time for me. Uh, A-N-G-I-E. Last four of the social? Uh, I don't know. Miss Angie, what's the last four of your social? Three, two, five, nine. Can you verify address and date of birth for me? Uh, address is... Uh, let's see. Uh, 156 West Marion Road, Greenville, South Carolina. Date of birth? Yep, 8/25/79. See, they have vision coverage and they have active members. Okay. Okay, do you know who it's through and what the coverage benefits, the levels are? It'd be MetLife. I can give you their phone number if you needed more information. We're not the carrier, we're just the plan administrator. Okay, so MetLife's typically VSP. Let me see. Let me see. No, didn't find it. You don't have an I.D. number or anything? I'm trying to figure out... MetLife doesn't actually do vision, they're VSP typically. I'm not sure what you mean by that. MetLife doesn't do vision. MetLife sells vision under the VSP umbrella. It's the VSP network, but I'm not finding any cover. So you're saying she has coverage, do you know what the I.D. number is for her? Let me see if I can get the information right now. Uh. I got a group number. No, uh, that won't help anything. Um, you don't have anything about, like, member I.D. number? Anything? Yeah, I got employee I.D. What's that number? Just so I can make sure, that may not be it. It is D as in dog, 437-31-550. Okay. No, I already tried that. Um, so y- your stuff just says MetLife does the vision? Yes, sir. MetLife is their vision cover- carrier. No, they're not, but, so, how do they... How is the patient supposed to verify what they have? We will send them the I.D. card that we have and MetLife is the vision carrier for it. Do you, do you send them a MetLife I.D. card? Yes, sir, and it's the numbers that I just read to you that's on the I.D. card. That, you're saying you- you send them a card that says MetLife Vision? It says VSP Network, group number, and then it says MetLife Vision. What part... I literally just told you it's VSP, and you're acting like I made that up. You just read it to me. So, she's supposed to have VSP coverage, that's what you're saying? I don't... Sir, we're not a carrier. We're just the plan administrator. The only information that I have is the I.D. card information that I have pulled up. So when you're mentioning VSP network, I'm unfamiliar with that, because I'm not sure what you're referring to. All I have is- So you're the administrator, but you don't know how to administrate any of it? Or what their information is, or what their plan is. I mean, you don't... So when she was to call you, she would get nothing from you that would actually be helpful, whatsoever. She would get the I.D. card that I have pulled up for her, sir. That she brought into a vision place where I do thousands of patients a year, and I had no idea what it was. So that card is no help to the patient. That card doesn't tell anything about their vision. All right. Well, I know where to go now. Thank you so much. I probably oughta... You guys honestly need to be a little more prepared, because she had no idea, and has no clue what her network

is, and none of her information does. Have a great day.

## Conversation Format

Speaker speaker\_0: ... card in his mouth, I'm not gonna help you.

Speaker speaker\_1: Yes, I was trying to, um, see if a patient had vision, uh, benefit at all.

Speaker speaker\_0: What was the name of the member?

Speaker speaker\_1: Uh, last name is Heil, H-E-I-L. First name is Angie, A-N-G-I-E.

Speaker speaker\_0: Spell the first name one more time for me.

Speaker speaker\_1: Uh, A-N-G-I-E.

Speaker speaker\_0: Last four of the social?

Speaker speaker\_1: Uh, I don't know.

Speaker speaker\_2: Miss Angie, what's the last four of your social?

Speaker speaker\_1: Three, two, five, nine.

Speaker speaker\_0: Can you verify address and date of birth for me?

Speaker speaker\_1: Uh, address is... Uh, let's see. Uh, 156 West Marion Road, Greenville, South Carolina.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: Yep, 8/25/79.

Speaker speaker\_0: See, they have vision coverage and they have active members.

Speaker speaker\_1: Okay. Okay, do you know who it's through and what the coverage benefits, the levels are?

Speaker speaker\_0: It'd be MetLife. I can give you their phone number if you needed more information. We're not the carrier, we're just the plan administrator.

Speaker speaker\_1: Okay, so MetLife's typically VSP. Let me see. Let me see. No, didn't find it. You don't have an I.D. number or anything? I'm trying to figure out... MetLife doesn't actually do vision, they're VSP typically.

Speaker speaker\_0: I'm not sure what you mean by that.

Speaker speaker\_1: MetLife doesn't do vision. MetLife sells vision under the VSP umbrella. It's the VSP network, but I'm not finding any cover. So you're saying she has coverage, do you know what the I.D. number is for her?

Speaker speaker\_0: Let me see if I can get the information right now. Uh. I got a group number.

Speaker speaker\_1: No, uh, that won't help anything. Um, you don't have anything about, like, member I.D. number? Anything?

Speaker speaker\_0: Yeah, I got employee I.D.

Speaker speaker\_1: What's that number? Just so I can make sure, that may not be it.

Speaker speaker\_0: It is D as in dog, 437-31-550.

Speaker speaker\_1: Okay. No, I already tried that. Um, so y- your stuff just says MetLife does the vision?

Speaker speaker\_0: Yes, sir. MetLife is their vision cover- carrier.

Speaker speaker\_1: No, they're not, but, so, how do they... How is the patient supposed to verify what they have?

Speaker speaker\_0: We will send them the I.D. card that we have and MetLife is the vision carrier for it.

Speaker speaker\_1: Do you, do you send them a MetLife I.D. card?

Speaker speaker\_0: Yes, sir, and it's the numbers that I just read to you that's on the I.D. card.

Speaker speaker\_1: That, you're saying you- you send them a card that says MetLife Vision?

Speaker speaker\_0: It says VSP Network, group number, and then it says MetLife Vision.

Speaker speaker\_1: What part... I literally just told you it's VSP, and you're acting like I made that up. You just read it to me. So, she's supposed to have VSP coverage, that's what you're saying?

Speaker speaker\_0: I don't... Sir, we're not a carrier. We're just the plan administrator. The only information that I have is the I.D. card information that I have pulled up. So when you're mentioning VSP network, I'm unfamiliar with that, because I'm not sure what you're referring to. All I have is-

Speaker speaker\_1: So you're the administrator, but you don't know how to administrate any of it? Or what their information is, or what their plan is. I mean, you don't... So when she was to call you, she would get nothing from you that would actually be helpful, whatsoever.

Speaker speaker\_0: She would get the I.D. card that I have pulled up for her, sir.

Speaker speaker\_1: That she brought into a vision place where I do thousands of patients a year, and I had no idea what it was. So that card is no help to the patient. That card doesn't tell anything about their vision. All right. Well, I know where to go now. Thank you so much. I probably oughta... You guys honestly need to be a little more prepared, because she had no idea, and has no clue what her network is, and none of her information does. Have a great

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