

Transcript: Malcolm

Nash-4785322112630784-5252675195682816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Well, hello, Malcolm. How you doing, man? I'm doing good, man. How about you? I'm all right. I was... I'm... My name is Antonio, bro. Uh, I was trying to, uh, make sure that I was covered, um, through you guys for my insurance for my eyesight to go, go receive an eye exam. And I was trying to see where would be the best place to go around the Nashville, Illinois area. All right. So you want to go to metlife.com. That website will tell you what vision people in the area take the insurance. Metlife.com? Yes, sir, because MetLife is the carrier for the medical insurance. Okay. Okay. And they... and, and what, w- when I get to metlife.com, I'm saying, though, like, where do I pull the price on then? Where do I pull it from? Yeah. Kind of like walking me through it. Metlife.com. Yeah. See, you go to the Support tab, and it says, "Find a vision provider." Support tab, huh? Well, I'm looking for the Support tab. That must be at the bottom. It's at the top. It should be, it should be next to the Solutions tab. Find a... okay. You're about- When it says find a dentist, find a vision provider? Yes, sir. Okay. Okay, now then, then. Now, what's the... Are these... What I'm seeing, is these named by places or is it something else? I see Manager Vision, Davis Vision, Superior Vision. Are you aware of what I'm talking about? Mm. Not necessarily. Or do I... Okay, I clicked on Find a Vision Provider. And it's just talking about different, um, I guess, different programs or plans or something? VSP Choice and shit like that? Yeah, I'm not sure which one. It says find a... It should be right at the top where it says Find Vision Provider. I don't know- Yeah, yeah. ... which one... I don't know which tab you would click on, because we're... again, we're not the carrier. I can give you MetLife's phone number, if you want to contact them directly. But we're just the plan administrator for the health insurance. I... Oh. Okay. So that's so, so can you look up in the system and see if I'm still getting insurance through you guys? That's all I need to know. And will you guys cover me going to the eye doctor? So I wouldn't be able to tell you what's covered, 'cause we're not the carrier, sir. But I can see if you have active coverage. If you wanted to know- Yeah, okay. Yeah. ... what your coverage is, you can contact MetLife directly. I can give you their phone number. Okay. Well, see, let, let, let's just see if I'm covered first, 'cause I should be 'cause y'all still checking it out. Can I get the last four of your Social? Yeah. 'Cause I should be because y'all still checking it out, my check. Yeah. What's the last four of your Social? 3344. Okay. For security purposes, can you verify your address and date of birth for me? My date of birth is, uh, my date of birth is February 18th, 1994. Shit, um, I probably... Okay. I guess it's 108 South Buchanan. That's not the address that we have on file. Well, that, that's one of the addresses that I, I be using though, because I don't have a place to stay right now. So it's either that one or... Goddamn, what's the, um, what's the address to Brunkhouse? I don't even know that bitch by heart. That's... I know it's South Mil... Can you verify with your full Social?

What? Could you verify with your full Social? Yeah. 426773244. Yeah, so we got a 1039 Birthstyle Road. It's in Colum- Oh, okay. Okay. I just used the one from back home. Okay. Yeah. 'Cause I'm from Mississippi, you know what I'm saying, but I'm just up here in Illinois. You know what I'm saying? Trying to find a spot. So I, I, I didn't know which one... I forgot which one I put on there. So do I need to change the address, or you want to keep that one? Yeah, you can keep that one for right now, man, 'cause that's my mom's address. Yeah. And your date of birth, that's 2/18/94? Yes, sir. Thank you. All right. So yeah, it looks like your coverage just became active this past Monday. Hello? And they just... And you said it just became active? Yes, sir. Well, then that's not right, 'cause if that's the case, why would, why would they be checking it out if it just became active? What do you mean? They've been checking it out in my check, man. Prior to... So it takes it out a week prior to pay for the following week. Oh, okay. Okay. I see. Okay. Gotcha. So yeah, you do have active coverage. Okay. Okay. Okay. And I can go to- Can you hear- Hey, you said that's through Mid- Yep. ... Mid, MetLife? Yes, sir. Okay. All right. Thank you. No problem, Mr. Antonio. Is there anything else I can help you with today? Nah, man. You did, you, you, you helped out enough, man. I appreciate you, bro. No problem. Thanks for calling Benefits in the Car. Hope you have a great rest of your day. All right. You too. See you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Well, hello, Malcolm. How you doing, man?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I'm all right. I was... I'm... My name is Antonio, bro. Uh, I was trying to, uh, make sure that I was covered, um, through you guys for my insurance for my eyesight to go, go receive an eye exam. And I was trying to see where would be the best place to go around the Nashville, Illinois area.

Speaker speaker_1: All right. So you want to go to metlife.com. That website will tell you what vision people in the area take the insurance.

Speaker speaker_2: Metlife.com?

Speaker speaker_1: Yes, sir, because MetLife is the carrier for the medical insurance.

Speaker speaker_2: Okay. Okay. And they... and, and what, w- when I get to metlife.com, I'm saying, though, like, where do I pull the price on then? Where do I pull it from?

Speaker speaker_1: Yeah.

Speaker speaker_2: Kind of like walking me through it. Metlife.com.

Speaker speaker_1: Yeah. See, you go to the Support tab, and it says, "Find a vision provider."

Speaker speaker_2: Support tab, huh? Well, I'm looking for the Support tab. That must be at the bottom.

Speaker speaker_1: It's at the top. It should be, it should be next to the Solutions tab.

Speaker speaker_2: Find a... okay.

Speaker speaker_1: You're about-

Speaker speaker_2: When it says find a dentist, find a vision provider?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Okay, now then, then. Now, what's the... Are these... What I'm seeing, is these named by places or is it something else? I see Manager Vision, Davis Vision, Superior Vision. Are you aware of what I'm talking about?

Speaker speaker_1: Mm. Not necessarily.

Speaker speaker_2: Or do I... Okay, I clicked on Find a Vision Provider. And it's just talking about different, um, I guess, different programs or plans or something? VSP Choice and shit like that?

Speaker speaker_1: Yeah, I'm not sure which one. It says find a... It should be right at the top where it says Find Vision Provider. I don't know-

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: ... which one... I don't know which tab you would click on, because we're... again, we're not the carrier. I can give you MetLife's phone number, if you want to contact them directly. But we're just the plan administrator for the health insurance.

Speaker speaker_2: I... Oh. Okay. So that's so, so can you look up in the system and see if I'm still getting insurance through you guys? That's all I need to know. And will you guys cover me going to the eye doctor?

Speaker speaker_1: So I wouldn't be able to tell you what's covered, 'cause we're not the carrier, sir. But I can see if you have active coverage. If you wanted to know-

Speaker speaker_2: Yeah, okay. Yeah.

Speaker speaker_1: ... what your coverage is, you can contact MetLife directly. I can give you their phone number.

Speaker speaker_2: Okay. Well, see, let, let, let's just see if I'm covered first, 'cause I should be 'cause y'all still checking it out.

Speaker speaker_1: Can I get the last four of your Social?

Speaker speaker_2: Yeah. 'Cause I should be because y'all still checking it out, my check. Yeah.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 3344.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: My date of birth is, uh, my date of birth is February 18th, 1994. Shit, um, I probably... Okay. I guess it's 108 South Buchanan.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: Well, that, that's one of the addresses that I, I be using though, because I don't have a place to stay right now. So it's either that one or... Goddamn, what's the, um, what's the address to Brunkhouse? I don't even know that bitch by heart. That's... I know it's South Mil...

Speaker speaker_1: Can you verify with your full Social?

Speaker speaker_2: What?

Speaker speaker_1: Could you verify with your full Social?

Speaker speaker_2: Yeah. 426773244.

Speaker speaker_1: Yeah, so we got a 1039 Birthstyle Road. It's in Colum-

Speaker speaker_2: Oh, okay. Okay. I just used the one from back home. Okay. Yeah. 'Cause I'm from Mississippi, you know what I'm saying, but I'm just up here in Illinois. You know what I'm saying? Trying to find a spot. So I, I, I didn't know which one... I forgot which one I put on there.

Speaker speaker_1: So do I need to change the address, or you want to keep that one?

Speaker speaker_2: Yeah, you can keep that one for right now, man, 'cause that's my mom's address.

Speaker speaker_1: Yeah. And your date of birth, that's 2/18/94?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. So yeah, it looks like your coverage just became active this past Monday. Hello?

Speaker speaker_2: And they just... And you said it just became active?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Well, then that's not right, 'cause if that's the case, why would, why would they be checking it out if it just became active?

Speaker speaker_1: What do you mean?

Speaker speaker_2: They've been checking it out in my check, man.

Speaker speaker_1: Prior to... So it takes it out a week prior to pay for the following week.

Speaker speaker_2: Oh, okay. Okay. I see. Okay. Gotcha.

Speaker speaker_1: So yeah, you do have active coverage.

Speaker speaker_2: Okay. Okay. Okay. And I can go to-

Speaker speaker_1: Can you hear-

Speaker speaker_2: Hey, you said that's through Mid-

Speaker speaker_1: Yep.

Speaker speaker_2: ... Mid, MetLife?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: No problem, Mr. Antonio. Is there anything else I can help you with today?

Speaker speaker_2: Nah, man. You did, you, you, you helped out enough, man. I appreciate you, bro.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. Hope you have a great rest of your day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: See you.