

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hey, Pamela, how are you doing? My name is Sultan. I'm calling from Pearl Vision, Buffalo Grove location. I'm the manager here. I have a question regarding a patient, regarding a benefit, if you can help me out, please. Sure. I'll be able to tell you if the member is active on our end, um, because we are the administrator for the health insurance, but not the actual carrier. Okay. All right. What's the name? The- So, the- Go ahead. ... the last name? It's, uh, D-O-M-I-N, uh, G-U-E-Z. D as in dolphin, O, M as in Mary, I, N as in Nancy, G-U-E, Z as in zebra. Yes. Right. Right. And the first name? Francisco. Um, what's the date of birth? It's going to be March 11, '97 for her. 11/97. I don't have anyone with Dominguez and Francisco. Okay. Give me one second. I mean, uh, can you tell- Okay. ... what's the name of the staffing agency she, she works for? Or- I'll, I'll let you talk, I'll let you talk to her. Is that okay? Okay. Sure. Uh, hello? Hello? Yes? Okay. What's the name of the staffing agency you work for? Uh, Partners Personal. Okay. It's easier to find the information with the, the members. Okay. It's at Partners Personal. Is it Edgardo Francisco? Francisca Dominguez. Francisca. I don't have any Francisca. Okay. Can you tell me the last four digits of your Social? That will be easier to find it. Find the personal... 1788. Yes. No, okay. And then the date of birth is 3/11/97. All right. So you have the vision cover. So your benefits, yes, just became effective today. That might, might be the reason why it's not showing active yet on MetLife. If you would like, I could let them know that. Yeah, if you could tell them. Mm-hmm. Go ahead. You can put him on the phone. Hello? Hello? Yes. Sir? Yeah. Okay. So her benefits just became effective today. That might be the reason why it's not showing active in, uh, MetLife. Um, usually... When you say MetLife, in vision, vision, what does she have? Spectera or VSP? VSP. Okay. And, uh, what's the benefit at? Do you... Can you see or you cannot see? What do you mean by where they at? Like, uh, eye exam copays. Oh, she has a \$10 copay for the eye exam. Okay. 25 for the fitting for glasses. The material charge. Um- And what's the frame allowance? \$130. Okay. And what about the contacts? It doesn't have a, a copay. D- what's the allowance for contact frame? I- it doesn't... Uh, here on our end, the... It doesn't say anything about it. It doesn't show? No. Okay. It doesn't show anything about contact, just the frame and lenses, right? Yes. Okay. Sounds good. Is it, is it possible you can fax that copy to us or no? I don't have that available yet because we- That's okay. I'll just call for you. If it could... Yeah. The benefits just became effective today. And, um, it doesn't- Okay. How about, how about contact lens services copay? It's \$250. It says, "Copay for contact lenses is zero." Okay. Sounds good. Okay? Okay. Thank you very much. You have a great- All right. Okay. You bet. You have any other questions regarding when you're ready to submit the claim, just give us a call. Sounds good. Thank you very much. Oh. You have a great day. Bye-bye. Thank you for

giving us a call. Well, have a great day. Okay. Okay, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, Pamela, how are you doing? My name is Sultan. I'm calling from Pearl Vision, Buffalo Grove location. I'm the manager here. I have a question regarding a patient, regarding a benefit, if you can help me out, please.

Speaker speaker_2: Sure. I'll be able to tell you if the member is active on our end, um, because we are the administrator for the health insurance, but not the actual carrier.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. What's the name? The-

Speaker speaker_1: So, the-

Speaker speaker_2: Go ahead.

Speaker speaker_1: ... the last name? It's, uh, D-O-M-I-N, uh, G-U-E-Z. D as in dolphin, O, M as in Mary, I, N as in Nancy, G-U-E, Z as in zebra.

Speaker speaker_2: Yes. Right. Right. And the first name?

Speaker speaker_1: Francisco.

Speaker speaker_2: Um, what's the date of birth?

Speaker speaker_1: It's going to be March 11, '97 for her.

Speaker speaker_2: 11/97. I don't have anyone with Dominguez and Francisco.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: I mean, uh, can you tell-

Speaker speaker_1: Okay.

Speaker speaker_2: ... what's the name of the staffing agency she, she works for? Or-

Speaker speaker_1: I'll, I'll let you talk, I'll let you talk to her. Is that okay?

Speaker speaker_2: Okay. Sure.

Speaker speaker_3: Uh, hello?

Speaker speaker_2: Hello?

Speaker speaker_3: Yes?

Speaker speaker_2: Okay. What's the name of the staffing agency you work for?

Speaker speaker_3: Uh, Partners Personal.

Speaker speaker_2: Okay. It's easier to find the information with the, the members. Okay. It's at Partners Personal. Is it Edgardo Francisco?

Speaker speaker_3: Francisca Dominguez.

Speaker speaker_2: Francisca. I don't have any Francisca. Okay. Can you tell me the last four digits of your Social? That will be easier to find it. Find the personal...

Speaker speaker_3: 1788.

Speaker speaker_2: Yes. No, okay. And then the date of birth is 3/11/'97. All right. So you have the vision cover. So your benefits, yes, just became effective today. That might, might be the reason why it's not showing active yet on MetLife. If you would like, I could let them know that.

Speaker speaker_3: Yeah, if you could tell them.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Go ahead. You can put him on the phone. Hello?

Speaker speaker_1: Hello? Yes.

Speaker speaker_2: Sir?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. So her benefits just became effective today. Th- that might be the reason why it's not showing active in, uh, MetLife. Um, usually...

Speaker speaker_1: When you say MetLife, in vision, vision, what does she have? Spectera or VSP?

Speaker speaker_2: VSP.

Speaker speaker_1: Okay. And, uh, what's the benefit at? Do you... Can you see or you cannot see?

Speaker speaker_2: What do you mean by where they at?

Speaker speaker_1: Like, uh, eye exam copays.

Speaker speaker_2: Oh, she has a \$10 copay for the eye exam.

Speaker speaker_1: Okay.

Speaker speaker_2: 25 for the fitting for glasses.

Speaker speaker_1: The material charge.

Speaker speaker_2: Um-

Speaker speaker_1: And what's the frame allowance?

Speaker speaker_2: \$130.

Speaker speaker_1: Okay. And what about the contacts?

Speaker speaker_2: It doesn't have a, a copay.

Speaker speaker_1: D- what's the allowance for contact frame?

Speaker speaker_2: I- it doesn't... Uh, here on our end, the... It doesn't say anything about it.

Speaker speaker_1: It doesn't show?

Speaker speaker_2: No.

Speaker speaker_1: Okay. It doesn't show anything about contact, just the frame and lenses, right?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Sounds good. Is it, is it possible you can fax that copy to us or no?

Speaker speaker_2: I don't have that available yet because we-

Speaker speaker_1: That's okay. I'll just call for you. If it could...

Speaker speaker_2: Yeah. The benefits just became effective today. And, um, it doesn't-

Speaker speaker_1: Okay. How about, how about contact lens services copay? It's \$250.

Speaker speaker_2: It says, "Copay for contact lenses is zero."

Speaker speaker_1: Okay. Sounds good. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you very much. You have a great-

Speaker speaker_2: All right.

Speaker speaker_1: Okay.

Speaker speaker_2: You bet. You have any other questions regarding when you're ready to submit the claim, just give us a call.

Speaker speaker_1: Sounds good. Thank you very much.

Speaker speaker_2: Oh.

Speaker speaker_1: You have a great day. Bye-bye.

Speaker speaker_2: Thank you for giving us a call. Well, have a great day.

Speaker speaker_1: Okay. Okay, bye-bye.

Speaker speaker_2: Bye-bye.