

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and the Cards, this is Pamela speaking, how can I help you on Saturday? Hi, um, my name is Leslie Osmira, um, and I was working with Stephanie earlier this week to try to get confirmation of my VSP, um, MetLife, um, for, um, so I could get an eye exam and glasses. Okay. And every time I got connected to, they confirmed over the phone with MetLife that I have insurance. Okay. They would try to connect me to MetLife, but then I got disconnected every time I got ahold of, they three-way called, you guys hung up and then the phone gets disconnected, and I get disconnected from the other person at MetLife. Um, and then my, my, um, eye optometrist, their office says that I don't have insurance. That they can't confirm that I have insurance. And all I'm asking for is some kind of card with a number so that I can show them that I have insurance and they have a reference, but I can't get that. So, you need a, okay, an ID card. May I have the last four digits of your social and who you work for? 7634 Oxford Global Resources. Can you first and last name, what, what's it ma'am? First name is Leslie, L-E-S-L-I-E. Last name, O, S as in Sam, M as in Mary, E-R-A. All right. I have a history. You can read the whole history. Yeah. All right, I, okay- But unfortunately what happened was you guys would connect me to MetLife, you would call and say, "Yes, I've confirmed with MetLife," or I'll help you connect you with them. Mm-hmm. But when Benefits and the Card hangs up, the phone gets disconnected and I got disconnected from Jessica at MetLife, that wasn't the name of the person. Okay. I'm trying to write down people's names, but the number that I call for MetLife, when I call MetLife and I plug in all my information and then I get the person, she says, "We don't have anything for you." So you have a receipt that I- Or... I, I have the Benefits and the Card with the little blue tab that says, "Here's your medical," you know, things. And then I do have a like Carrington Dental and the APL medical. But I don't have anything for the VSP. The only thing is on my blue Benefits and the Card, little card with all the little, like little blue tabs and boxes? That one just says that I have MetLife VSP, it says that on the back. Mm-hmm. You're going through the steps wrong. But, and I go online, but I have no number. I have no group number. I have my ID for, I think for the overall insurance. But I, for some reason, when I call... So then they said, "Well you need, you need to call MetLife. You need to call the number." I called the number that's on the website, because I went to look for, make sure my eye doctor was still in the system. Yes, she is. Um, and then when I go through the, and I go through the system and I plug in all the information and then they get you to an, a operator. And she, and she says, "Well, give me your information." And I gave it to her and she goes, "I don't have anything for you." And I said, I, and I said, "Didn't the information transfer over?" "Well, you're not in the system." But then when I ca- go through you and twice Stephanie, and somebody else, another, uh, there, everybody's been very nice there. But it's just that it's frustrating because then I got a text message from my eye doctor and she said, "Wanted to re, update you regarding your vision

plan. We received information from VSP and unfortunately there is no coverage with this plan at the moment. It is, it's possible that the plan may have a later start date or may be associated with a different carrier. Apologize for any inconvenience," and stuff like that. Let me check. All right, I see. So, I know you can see everything there, so I appreciate that fact that you guys, there's kind of a running theme. That's all right. So let's see when you... I think this all started on Tuesday, but I've been working so much and I just can't break away. I mean, I spent like hours on Tuesday between going to the eye doctor and then finding out they, and then they canceled my appointment because it took her 20 minutes to figure out. And we still can't figure it out, and then I lost my appointment slot. So... you know? I, I totally understand. So I see the card that you saying that you have. Let me put you in a brief hold, so... Yeah, because I don't know whether it's Stephanie or somebody sent me like all my cards, but there's not one specifically for VSP. All right. Just bear with me. Let me see what information I can find for you that maybe will help you. Okay. Um, since it's getting difficult for you to go through, uh, MetLife. Just bear with me. Okay. Thank you. Ms. Hosmera? Yes, hi. Ma'am. Okay. Yes. So, I'm gonna... So give me five minutes so I could call MetLife myself. I don't wanna do it with- Okay. ... you on the line still sitting, get disconnected, and I'm gonna call you right back. I just wanna make sure- That's so great- ... that you showing active on their end. All right? Yeah, and I have them confirmed because when Stephanie connected me, I had to- Yeah. ... re-give them the information and sh- she, before it got cut off, said, "Yes, you're, you're in the system," and twice people said, "Yes, you're in the system." So that's- Mm. ... where it's confusing. And your name is? We're with MetLife. Yeah, and your name is? A- Pamela, okay. Okay, so that's what I wanted to confirm, that they were able to find you in the system and that you was there before- Yes, but I don't know why- Okay. ... why they can't find me in the s- why the doctors can't find me in the system. So I'm gonna send you an ID card with a, um- Don't send me the ID card with the little blue tabs and the little boxes. No, uh, no. I have that card. No. No, no, that's not it. I'll call that one. Okay. Stay with me on the line. Okay. And I'm gonna put, you know, before, while generate the email to send it to you while we're on the line. Okay? Just bear with me. Okay. Ma'am? Yes. Okay, I sent you email. I sent it to- Okay, let's see if I can find it. ... also so you have the file. Yeah, it's coming from info. Okay, hold on. Mm-hmm. Info, okay. Check that ou- out. Okay, I've got that phone number and that website. I've, I've, that's the number I've called. I know, got them known by heart now. But have you got that, with the group number on it? Okay, let me see- Are you able to open the PDF? Yes. Okay, hold on. This is a different one than... Let's see. Okay, so this, I've never seen this one, but if I have a group number, then I should be able to see if that goes into the system. Yes. Okay? Okay. So I'm here until 8:00 Eastern Time. If you want to call back, Stephanie's also here, if you want, if you feel comfortable with her being with her. Okay. You guys are great. Thank you. Thank you all so much for- No worries. ... being there. You could ask them- Okay, so I'm gonna call them. Yeah, see, I didn't have a group number, so I'm gonna call my eye doctor and see if they go through that group number, they can find it, because I have a card. Yes. The VBS, yes. And it's been con- and it's been confirmed that I do, have been paying. I mean, I've been paying, so I mean, yeah, I know that part. Okay. Okay. Pamela, thank you so much. Happy Friday, by the way. Thank you. All right. Okay. Well, well, thank you. Buh-bye. Okay, bye. Good. Good.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and the Cards, this is Pamela speaking, how can I help you on Saturday?

Speaker speaker\_1: Hi, um, my name is Leslie Osmira, um, and I was working with Stephanie earlier this week to try to get confirmation of my VSP, um, MetLife, um, for, um, so I could get an eye exam and glasses.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And every time I got connected to, they confirmed over the phone with MetLife that I have insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_1: They would try to connect me to MetLife, but then I got disconnected every time I got ahold of, they three-way called, you guys hung up and then the phone gets disconnected, and I get disconnected from the other person at MetLife. Um, and then my, my, um, eye optometrist, their office says that I don't have insurance. That they can't confirm that I have insurance. And all I'm asking for is some kind of card with a number so that I can show them that I have insurance and they have a reference, but I can't get that.

Speaker speaker\_0: So, you need a, okay, an ID card. May I have the last four digits of your social and who you work for?

Speaker speaker\_1: 7634 Oxford Global Resources.

Speaker speaker\_0: Can you first and last name, what, what's it ma'am?

Speaker speaker\_1: First name is Leslie, L-E-S-L-I-E. Last name, O, S as in Sam, M as in Mary, E-R-A.

Speaker speaker\_0: All right.

Speaker speaker\_1: I have a history. You can read the whole history.

Speaker speaker\_0: Yeah. All right, I, okay-

Speaker speaker\_1: But unfortunately what happened was you guys would connect me to MetLife, you would call and say, "Yes, I've confirmed with MetLife," or I'll help you connect you with them.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But when Benefits and the Card hangs up, the phone gets disconnected and I got disconnected from Jessica at MetLife, that wasn't the name of the person.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm trying to write down people's names, but the number that I call for MetLife, when I call MetLife and I plug in all my information and then I get the person, she

says, "We don't have anything for you."

Speaker speaker\_0: So you have a receipt that I-

Speaker speaker\_1: Or... I, I have the Benefits and the Card with the little blue tab that says, "Here's your medical," you know, things. And then I do have a like Carrington Dental and the APL medical. But I don't have anything for the VSP. The only thing is on my blue Benefits and the Card, little card with all the little, like little blue tabs and boxes? That one just says that I have MetLife VSP, it says that on the back.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: You're going through the steps wrong.

Speaker speaker\_1: But, and I go online, but I have no number. I have no group number. I have my ID for, I think for the overall insurance. But I, for some reason, when I call... So then they said, "Well you need, you need to call MetLife. You need to call the number." I called the number that's on the website, because I went to look for, make sure my eye doctor was still in the system. Yes, she is. Um, and then when I go through the, and I go through the system and I plug in all the information and then they get you to an, a operator. And she, and she says, "Well, give me your information." And I gave it to her and she goes, "I don't have anything for you." And I said, I, and I said, "Didn't the information transfer over?" "Well, you're not in the system." But then when I ca- go through you and twice Stephanie, and somebody else, another, uh, there, everybody's been very nice there. But it's just that it's frustrating because then I got a text message from my eye doctor and she said, "Wanted to re, update you regarding your vision plan. We received information from VSP and unfortunately there is no coverage with this plan at the moment. It is, it's possible that the plan may have a later start date or may be associated with a different carrier. Apologize for any inconvenience," and stuff like that.

Speaker speaker\_0: Let me check. All right, I see.

Speaker speaker\_1: So, I know you can see everything there, so I appreciate that fact that you guys, there's kind of a running theme.

Speaker speaker\_0: That's all right. So let's see when you...

Speaker speaker\_1: I think this all started on Tuesday, but I've been working so much and I just can't break away. I mean, I spent like hours on Tuesday between going to the eye doctor and then finding out they, and then they canceled my appointment because it took her 20 minutes to figure out. And we still can't figure it out, and then I lost my appointment slot. So... you know?

Speaker speaker\_0: I, I totally understand. So I see the card that you saying that you have. Let me put you in a brief hold, so...

Speaker speaker\_1: Yeah, because I don't know whether it's Stephanie or somebody sent me like all my cards, but there's not one specifically for VSP.

Speaker speaker\_0: All right. Just bear with me. Let me see what information I can find for you that maybe will help you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, since it's getting difficult for you to go through, uh, MetLife. Just bear with me.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Ms. Hosmera?

Speaker speaker\_1: Yes, hi.

Speaker speaker\_0: Ma'am. Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So, I'm gonna... So give me five minutes so I could call MetLife myself. I don't wanna do it with-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you on the line still sitting, get disconnected, and I'm gonna call you right back. I just wanna make sure-

Speaker speaker\_1: That's so great-

Speaker speaker\_0: ... that you showing active on their end. All right?

Speaker speaker\_1: Yeah, and I have them confirmed because when Stephanie connected me, I had to-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... re-give them the information and sh- she, before it got cut off, said, "Yes, you're, you're in the system," and twice people said, "Yes, you're in the system." So that's-

Speaker speaker\_0: Mm.

Speaker speaker\_1: ... where it's confusing. And your name is?

Speaker speaker\_0: We're with MetLife.

Speaker speaker\_1: Yeah, and your name is?

Speaker speaker\_0: A-

Speaker speaker\_1: Pamela, okay.

Speaker speaker\_0: Okay, so that's what I wanted to confirm, that they were able to find you in the system and that you was there before-

Speaker speaker\_1: Yes, but I don't know why-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... why they can't find me in the s- why the doctors can't find me in the system.

Speaker speaker\_0: So I'm gonna send you an ID card with a, um-

Speaker speaker\_1: Don't send me the ID card with the little blue tabs and the little boxes.

Speaker speaker\_0: No, uh, no.

Speaker speaker\_1: I have that card.

Speaker speaker\_0: No. No, no, that's not it. I'll call that one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Stay with me on the line.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I'm gonna put, you know, before, while generate the email to send it to you while we're on the line. Okay? Just bear with me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Ma'am?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, I sent you email. I sent it to-

Speaker speaker\_1: Okay, let's see if I can find it.

Speaker speaker\_0: ... also so you have the file. Yeah, it's coming from info.

Speaker speaker\_1: Okay, hold on.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Info, okay.

Speaker speaker\_0: Check that ou- out.

Speaker speaker\_1: Okay, I've got that phone number and that website. I've, I've, that's the number I've called. I know, got them known by heart now.

Speaker speaker\_0: But have you got that, with the group number on it?

Speaker speaker\_1: Okay, let me see-

Speaker speaker\_0: Are you able to open the PDF?

Speaker speaker\_1: Yes. Okay, hold on. This is a different one than... Let's see. Okay, so this, I've never seen this one, but if I have a group number, then I should be able to see if that goes into the system.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay?

Speaker speaker\_0: Okay. So I'm here until 8:00 Eastern Time. If you want to call back, Stephanie's also here, if you want, if you feel comfortable with her being with her.

Speaker speaker\_1: Okay. You guys are great. Thank you. Thank you all so much for-

Speaker speaker\_0: No worries.

Speaker speaker\_1: ... being there.

Speaker speaker\_0: You could ask them-

Speaker speaker\_1: Okay, so I'm gonna call them. Yeah, see, I didn't have a group number, so I'm gonna call my eye doctor and see if they go through that group number, they can find it, because I have a card.

Speaker speaker\_0: Yes. The VBS, yes.

Speaker speaker\_1: And it's been con- and it's been confirmed that I do, have been paying. I mean, I've been paying, so I mean, yeah, I know that part.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. Pamela, thank you so much. Happy Friday, by the way.

Speaker speaker\_0: Thank you. All right.

Speaker speaker\_1: Okay. Well, well, thank you.

Speaker speaker\_0: Buh-bye.

Speaker speaker\_1: Okay, bye.

Speaker speaker\_0: Good. Good.