

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name is Jeff Arthur, and I signed up for this, um, vision and, and, uh, regular insurance, and I was try... I... They sent me a card on, on the internet until I can receive my other card. But they said to call you at this number and that you would ask me some questions and everything, 'cause I called at America's Best, or we went to America's Best last night for, um, glasses, and I called them and told them that the policy or the group number, and they said that that wasn't working. So I guess maybe I'm not in there right yet, or... Okay. Well, we have a- So I signed this- The, uh, the DTC in Parsons at Ruskins is the, where I got the insurance from. Okay, you said DTC is your, um, staffing agency? Yes. And the last four of your Social? 9738. All right. And your first and last name? Jeffrey S. Arthur. Okay. Do you mind verifying your address and date of birth? It is 615 North 5th Street, Chautauqua, Kansas, 67336, and my date of birth is 3-19-68. And then phone number 970-331-4485? Oh. 4485, yes. Email is jeffarthur24@hotmail.com? Correct. Okay, so you went to, what is it? American, uh, America's Best Glasses? Yes. Okay. And the group number is not working? Uh, well, yeah. So, so she said there, there should probably be a policy number or, um, or s- or an ID number of some kind, she said. Okay. Um, yeah, 'cause your ID card doesn't provide a policy or member ID number. It just has the group number on it, and they should be able to, uh- And this is 5374... So you're showing me in there that I'm, I have the insurance and all that? Yes. Your coverage just became active this week. This week? Yeah. All right. So, let me see if there's something else going on with your policy because... A- and let me make sure that that's even a participating provider, because all the information that they need is on the ID card that was sent to you. Um- Okay. So there might be something else going on. Let me put you on a brief hold and see what I can find out for you. Sure. Thank you. Alrighty, thank you so much for holding. So, um- No, problem. ... I just figured out the issue. So everything that's on that ID card is what they would use to pull up your information, so, um, it's not that. I did try to verify your coverage with MetLife, and unfortunately, I'm not sure what's going on, but they're not up to date. Um, so what I'm having to do from here is escalate it so that we can get MetLife up to date with your coverage. Okay. They're just not in the MetLife systems yet. That's the issue. Okay. That's... 'Cause that's... I called that number, um, to see if they were in the vision providers. Yeah. And he says I can't, uh... He says, "I don't see you, man." Uh, uh, so that, that... Uh, yeah. So that makes sense, so. Um, okay. Well, I've... I guess I'll have to wait til Monday or something and, um, see if something pops in. Yeah, they definitely do have - I just need to find out if... That's all right. I mean, I, I, I mean, I know it was new and everything and I just asked for that today, and the girl said, "You gotta call," and I did. And then, uh, like she sent at... me a picture of it here that says MetLife and everything on it. It just don't have a... I don't have a list of coverage 'cause I went to that America's Best and opened the wrong

America's. Um, I already did the eye exam and everything, so. Gotcha. Okay. Well, I'll have to be patient and wait until Monday and see if I can get a hold of... I'll call this MetLife again and find out if they're in the coverage or not. Okay. Um- All right. Then, in the meantime, I will go ahead and escalate this on my end so we can get MetLife up to date with your coverage. And then as soon as- Okay. ... they're up to date, I will give you a call back from there. Okay. Sounds good. Thank you very much. You're welcome. And have a nice day. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, my name is Jeff Arthur, and I signed up for this, um, vision and, and, uh, regular insurance, and I was try... I... They sent me a card on, on the internet until I can receive my other card. But they said to call you at this number and that you would ask me some questions and everything, 'cause I called at America's Best, or we went to America's Best last night for, um, glasses, and I called them and told them that the policy or the group number, and they said that that wasn't working. So I guess maybe I'm not in there right yet, or...

Speaker speaker_0: Okay. Well, we have a-

Speaker speaker_1: So I signed this- The, uh, the DTC in Parsons at Ruskins is the, where I got the insurance from.

Speaker speaker_0: Okay, you said DTC is your, um, staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9738.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Jeffrey S. Arthur.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: It is 615 North 5th Street, Chautauqua, Kansas, 67336, and my date of birth is 3-19-68.

Speaker speaker_0: And then phone number 970-331-4485?

Speaker speaker_1: Oh. 4485, yes.

Speaker speaker_0: Email is jeffarthur24@hotmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so you went to, what is it? American, uh, America's Best Glasses?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And the group number is not working?

Speaker speaker_1: Uh, well, yeah. So, so she said there, there should probably be a policy number or, um, or s- or an ID number of some kind, she said.

Speaker speaker_0: Okay. Um, yeah, 'cause your ID card doesn't provide a policy or member ID number. It just has the group number on it, and they should be able to, uh-

Speaker speaker_1: And this is 5374... So you're showing me in there that I'm, I have the insurance and all that?

Speaker speaker_0: Yes. Your coverage just became active this week.

Speaker speaker_1: This week?

Speaker speaker_0: Yeah.

Speaker speaker_1: All right.

Speaker speaker_0: So, let me see if there's something else going on with your policy because... A- and let me make sure that that's even a participating provider, because all the information that they need is on the ID card that was sent to you. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: So there might be something else going on. Let me put you on a brief hold and see what I can find out for you.

Speaker speaker_1: Sure. Thank you.

Speaker speaker_0: Alrighty, thank you so much for holding. So, um-

Speaker speaker_1: No, problem.

Speaker speaker_0: ... I just figured out the issue. So everything that's on that ID card is what they would use to pull up your information, so, um, it's not that. I did try to verify your coverage with MetLife, and unfortunately, I'm not sure what's going on, but they're not up to date. Um, so what I'm having to do from here is escalate it so that we can get MetLife up to date with your coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: They're just not in the MetLife systems yet. That's the issue.

Speaker speaker_1: Okay. That's... 'Cause that's... I called that number, um, to see if they were in the vision providers.

Speaker speaker_0: Yeah.

Speaker speaker_1: And he says I can't, uh... He says, "I don't see you, man." Uh, uh, so that, that... Uh, yeah. So that makes sense, so. Um, okay. Well, I've... I guess I'll have to wait til Monday or something and, um, see if something pops in.

Speaker speaker_0: Yeah, they definitely do have -

Speaker speaker_1: I just need to find out if... That's all right. I mean, I, I, I mean, I know it was new and everything and I just asked for that today, and the girl said, "You gotta call," and I did. And then, uh, like she sent at... me a picture of it here that says MetLife and everything on it. It just don't have a... I don't have a list of coverage 'cause I went to that America's Best and opened the wrong America's. Um, I already did the eye exam and everything, so.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Okay. Well, I'll have to be patient and wait until Monday and see if I can get a hold of... I'll call this MetLife again and find out if they're in the coverage or not.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: All right.

Speaker speaker_0: Then, in the meantime, I will go ahead and escalate this on my end so we can get MetLife up to date with your coverage. And then as soon as-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they're up to date, I will give you a call back from there.

Speaker speaker_1: Okay. Sounds good. Thank you very much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: And have a nice day.

Speaker speaker_0: Bye.