

## **Transcript: VICTORIA**

**Taylor-4705424108896256-6428736786743296**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I work for a company called On Track Staffing and I just got done talking to you guys about three, three or four times already and, and I called to get, um, a list of providers and they gave me a number to call to get the list of providers from the, uh, MetLife DSO- DSP, or whatever it's called. And the lady told me that, that, uh, that they don't, they don't have anything, they don't have anything. Y'all didn't send over anything, I guess, like, to try to find me or anything like that. They don't, they don't have any- anything, and the one that they do have was from my old job that I'm no longer working for that was back in, uh, January. Okay. Um, what's the name of the agency you work for again? On Track Staffing. And the last four of your Social? 8827. Okay. And, uh, your first and last name? Dorothy Harris. All right. Do you mind verifying your address and date of birth? 1223922204 Peckindale Drive, Arlington, Texas 76013. Phone number is 817-504-0138? Yes, ma'am. And then email is harrisdorothy1992@yahoo.com? Yes, ma'am. Okay. So I do see that you're enrolled into Vision and it is currently active, so I'm not sure why they're not up to date. Um, give me just a few seconds just so I can take a look and see what's going on. Yeah, but they say they can't find me in, in that system. Okay. Um, I'm gonna put you on a brief hold. I'll be right back. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, I work for a company called On Track Staffing and I just got done talking to you guys about three, three or four times already and, and I called to get, um, a list of providers and they gave me a number to call to get the list of providers from the, uh, MetLife DSO- DSP, or whatever it's called. And the lady told me that, that, uh, that they don't, they don't have anything, they don't have anything. Y'all didn't send over anything, I guess, like, to try to find me or anything like that. They don't, they don't have any- anything, and the one that they do have was from my old job that I'm no longer working for that was back in, uh, January.

Speaker speaker\_1: Okay. Um, what's the name of the agency you work for again?

Speaker speaker\_2: On Track Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 8827.

Speaker speaker\_1: Okay. And, uh, your first and last name?

Speaker speaker\_2: Dorothy Harris.

Speaker speaker\_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 1223922204 Peckindale Drive, Arlington, Texas 76013.

Speaker speaker\_1: Phone number is 817-504-0138?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is harrisdorothy1992@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So I do see that you're enrolled into Vision and it is currently active, so I'm not sure why they're not up to date. Um, give me just a few seconds just so I can take a look and see what's going on.

Speaker speaker\_2: Yeah, but they say they can't find me in, in that system.

Speaker speaker\_1: Okay. Um, I'm gonna put you on a brief hold. I'll be right back.

Speaker speaker\_2: Okay.