

Transcript: VICTORIA

Taylor-5170476992348160-5750869210611712

Full Transcript

Thank you for calling Adult Dental Clinic ... How can I help you? My name is Jonathan. I called about my, um, my visa cover. I'm sorry, you need help with what? Uh, I need help with my... Uh, regarding my, my covering. Okay. What's the name of the agency you work for? Uh, On-Track. And the last four of your Social? Zero, one, seven, five. And your first and last name? Jonathan Bouangia. Okay. Uh, do you mind verifying your address and date of birth? That's gonna be 114308 Oak Ridge Circle, apartment number 1806, Fort Worth, Texas 76155. And then my date of birth is August 30th, 1986. August 30th, 1986 or 1996? '96. Okay. I'm not that ... I just wanted to make sure I heard you correctly. No problem. Uh, phone number is 682-560-5225? Correct. And then email is gonna be mrboy, uh, or mr- Boyika. ... boyika, okay, @gmail.com? Yes, it is. Okay. Um, let's see. So I do see that you're enrolled into dental and vision for just yourself. Yes. And it looks like it just became active this week. Yes. And then on here, it's still... You know, it's, it's still not, not showing up. So it's not working. I have- Okay. I have the card, I have the, uh, the ID number. I give them the ID number and my Social, my last four of my Social, but it's still not working. So since yesterday though. I called yesterday, you know, one of your coworkers told me they're gonna fix it today, but it seems like, you know, it's still not working, so I don't know what to do. Okay. And this is for your vision appointment? Yes. I'm at American Best. Okay. So you have your ID card and is, is it just not pulling up in there? Is it- Yeah. ... not showing you as active in there? Yeah, that's it, that's it, that's it. It's showing some, some, you know, some people, other people's name I mean, so I don't know. Okay. Give me just a few seconds. I'm gonna put you on a brief hold and see what I can find out, and I'll be right back. All right. All righty. Thank you so much for holding. Are you still with me? Yeah, I'm here. Hi. Um, so I went ahead and tried to contact MetLife on my end and I, I do see where the issue is, um, it is pulling up a different individual under your information. So what I'm gonna have to do on my end is I am gonna have to escalate this. Um, unfortunately it can take 24 to 48 business hours for a follow-up. Um, now for your current appointment, if you're not able to reschedule the appointment, this may be something that you have to pay out of pocket for at your visit and then later submit a, um, like a reimbursement request from MetLife. So what the, the, what, that's, that's, you know, is what they told me yesterday. And then today's still the same thing. It's just, like, nothing's changing. Okay. So it looks like, if I'm looking at... I'm looking at my notes here and it looks like yesterday the issue was is that your coverage was not showing active. Yes. That's, that's same thing today. No. Today, the reason... What's going on with the, with your coverage today is that the information we have for you when we plug that in- into the MetLife system, it's pulling up a, a individual by a different name. How? Because, because it's not my, my, my, um, my Social Security, my, my name. So how is that somebody else? I... That, that's, that's... I don't have any answers for that, unfortunately. That's why I'm having to escalate this. So

unfortunately, at the moment, I don't have any immediate resolution for you. I'll have to escalate it on my end so that we can get MetLife up to date. Mm-hmm. Uh, so if... I, I would encourage you reschedule the appointment if you can. If this is something you cannot reschedule, then we can- I cannot reschedule because, I cannot reschedule because I have to show the proof of the, you know, this paper at work because I left earlier, like the day before yesterday. I left earlier and they told me I need to bring the proof because my eyes was hurting. I couldn't work so they tell- they, you know, they told me to bring the proof of why I was at the doctor, so I don't know how. I... Will you be, will you be able to, to, um, to refund my money if I pay you out of my pocket? So again, that's something that I was also suggesting is that you might have to pay out of pocket for this appointment-Now, in the event that you decide to do that make sure that you have all the, of... You keep all of the receipts because you're gonna have to reach out to MetLife once this issue is resolved to, to submit, like a, a reimbursement claim with them. Okay. So you say how, how long it's gonna take? So for a follow-up from us it can take anywhere from 24 to 48 business hours. Okay. No problem. Thank you. You're welcome. Did you need help with anything else? No. For, for the, the, the refund, the remer- refund money. How long it's gonna take? That sir, I don't know. We are just your benefits administrators. We are not MetLife directly. Okay. So again, you will have to, if you decide to pay out of pocket, what I know about this just from previous, you know, issues, is that typically you need to submit all of the receipts for today's appointment to MetLife. You will have to contact MetLife directly and they will walk you through how to submit a reimbursement claim. Okay. Now did you verify that this provider is within the network? You said what? Did you verify that this n- this provider is within the network? Um, no. Okay. That is one thing that you want to make sure of before doing anything else because if they are not in the network then you will- Mm-hmm. ... not be reimbursed for it. Okay, so how, how am I go- how am I li- how I'll be able to pay, to pay? So there's a website that you can go on to which is ma- uh, which is metlife.com- Mm-hmm. ... /mybenefits. Okay. There's also a phone number that you can call which is 800- 800- 615- Wait a second. 800-615? Uh-huh. 1883. 1883. All right. Yes, sir. Now also someone there should be able to verify if they are in network with MetLife. Okay. Okay, thank you. You're welcome. I will go ahead and escalate this and then as soon as I get word back on what's going on, I'll give you a call back, okay? Copy that. Thank you so much. Have a good one. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Adult Dental Clinic ... How can I help you?

Speaker speaker_1: My name is Jonathan. I called about my, um, my visa cover.

Speaker speaker_0: I'm sorry, you need help with what?

Speaker speaker_1: Uh, I need help with my... Uh, regarding my, my covering.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, On-Track.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Zero, one, seven, five.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jonathan Bouangia.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: That's gonna be 114308 Oak Ridge Circle, apartment number 1806, Fort Worth, Texas 76155. And then my date of birth is August 30th, 1986.

Speaker speaker_0: August 30th, 1986 or 1996?

Speaker speaker_1: '96.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm not that ...

Speaker speaker_0: I just wanted to make sure I heard you correctly.

Speaker speaker_1: No problem.

Speaker speaker_0: Uh, phone number is 682-560-5225?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be mrboy, uh, or mr-

Speaker speaker_1: Boyika.

Speaker speaker_0: ... boyika, okay, @gmail.com?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. Um, let's see. So I do see that you're enrolled into dental and vision for just yourself.

Speaker speaker_1: Yes.

Speaker speaker_0: And it looks like it just became active this week.

Speaker speaker_1: Yes. And then on here, it's still... You know, it's, it's still not, not showing up. So it's not working. I have-

Speaker speaker_0: Okay.

Speaker speaker_1: I have the card, I have the, uh, the ID number. I give them the ID number and my Social, my last four of my Social, but it's still not working. So since yesterday though. I called yesterday, you know, one of your coworkers told me they're gonna fix it today, but it seems like, you know, it's still not working, so I don't know what to do.

Speaker speaker_0: Okay. And this is for your vision appointment?

Speaker speaker_1: Yes. I'm at American Best.

Speaker speaker_0: Okay. So you have your ID card and is, is it just not pulling up in there? Is it-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... not showing you as active in there?

Speaker speaker_1: Yeah, that's it, that's it, that's it. It's showing some, some, you know, some people, other people's name I mean, so I don't know.

Speaker speaker_0: Okay. Give me just a few seconds. I'm gonna put you on a brief hold and see what I can find out, and I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: All righty. Thank you so much for holding. Are you still with me?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: Hi. Um, so I went ahead and tried to contact MetLife on my end and I, I do see where the issue is, um, it is pulling up a different individual under your information. So what I'm gonna have to do on my end is I am gonna have to escalate this. Um, unfortunately it can take 24 to 48 business hours for a follow-up. Um, now for your current appointment, if you're not able to reschedule the appointment, this may be something that you have to pay out of pocket for at your visit and then later submit a, um, like a reimbursement request from MetLife.

Speaker speaker_1: So what the, the, what, that's, that's, you know, is what they told me yesterday. And then today's still the same thing. It's just, like, nothing's changing.

Speaker speaker_0: Okay. So it looks like, if I'm looking at... I'm looking at my notes here and it looks like yesterday the issue was is that your coverage was not showing active.

Speaker speaker_1: Yes. That's, that's same thing today.

Speaker speaker_0: No. Today, the reason... What's going on with the, with your coverage today is that the information we have for you when we plug that in- into the MetLife system, it's pulling up a, a individual by a different name.

Speaker speaker_1: How? Because, because it's not my, my, my, um, my Social Security, my, my name. So how is that somebody else?

Speaker speaker_0: I... That, that's, that's... I don't have any answers for that, unfortunately. That's why I'm having to escalate this. So unfortunately, at the moment, I don't have any immed- any immediate resolution for you. I'll have to escalate it on my end so that we can get MetLife up to date.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, so if... I, I would encourage you reschedule the appointment if you can. If this is something you cannot reschedule, then we can-

Speaker speaker_1: I cannot reschedule because, I cannot reschedule because I have to show the proof of the, you know, this paper at work because I left earlier, like the day before yesterday. I left earlier and they told me I need to bring the proof because my eyes was hurting. I couldn't work so they tell- they, you know, they told me to bring the proof of why I was at the doctor, so I don't know how. I... Will you be, will you be able to, to, um, to refund my money if I pay you out of my pocket?

Speaker speaker_0: So again, that's something that I was also suggesting is that you might have to pay out of pocket for this appointment-Now, in the event that you decide to do that make sure that you have all the, of... You keep all of the receipts because you're gonna have to reach out to MetLife once this issue is resolved to, to submit, like a, a reimbursement claim with them.

Speaker speaker_1: Okay. So you say how, how long it's gonna take?

Speaker speaker_0: So for a follow-up from us it can take anywhere from 24 to 48 business hours.

Speaker speaker_1: Okay. No problem. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No. For, for the, the, the refund, the remer- refund money. How long it's gonna take?

Speaker speaker_0: That sir, I don't know. We are just your benefits administrators. We are not MetLife directly.

Speaker speaker_1: Okay.

Speaker speaker_0: So again, you will have to, if you decide to pay out of pocket, what I know about this just from previous, you know, issues, is that typically you need to submit all of the receipts for today's appointment to MetLife. You will have to contact MetLife directly and they will walk you through how to submit a reimbursement claim.

Speaker speaker_1: Okay.

Speaker speaker_0: Now did you verify that this provider is within the network?

Speaker speaker_1: You said what?

Speaker speaker_0: Did you verify that this n- this provider is within the network?

Speaker speaker_1: Um, no.

Speaker speaker_0: Okay. That is one thing that you want to make sure of before doing anything else because if they are not in the network then you will-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... not be reimbursed for it.

Speaker speaker_1: Okay, so how, how am I go- how am I li- how I'll be able to pay, to pay?

Speaker speaker_0: So there's a website that you can go on to which is ma- uh, which is metlife.com-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... /mybenefits.

Speaker speaker_1: Okay.

Speaker speaker_0: There's also a phone number that you can call which is 800-

Speaker speaker_1: 800-

Speaker speaker_0: 615-

Speaker speaker_1: Wait a second. 800-615?

Speaker speaker_0: Uh-huh. 1883.

Speaker speaker_1: 1883. All right.

Speaker speaker_0: Yes, sir. Now also someone there should be able to verify if they are in network with MetLife.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: You're welcome. I will go ahead and escalate this and then as soon as I get word back on what's going on, I'll give you a call back, okay?

Speaker speaker_1: Copy that. Thank you so much. Have a good one.

Speaker speaker_0: You too. Bye.