

## Transcript: VICTORIA

Taylor-5393524716421120-4877587240140800

### 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? Uh, hi. I was calling because, uh, my insurance, uh, was activated on this past Monday. Uh, but I keep calling them about the vision insurance and they can't even find me in the system. Okay. Um, what's the name of the agency you work for? Uh, Partners Personal. And the last four of your social? Uh, 1388. And your first and last name for me. Francisca Dominguez. Okay. Uh, do you mind verifying your address and date of birth? Uh, 1645 McCool Avenue in Streamwood. Uh, March 11, 1997. Phone number is 630-998-4403? Yeah. And then email is first initial, last name, 4114@yahoo.com? Yeah. Okay. Um, so who was it that you called and told you you weren't in the system? I called the VSP, um, I just want them to ensure, um, uh, the insurance for the vision. Okay. Do you have the specific number that you called? Uh, yeah, it's the one on the card. Uh, 'cause it doesn't give me a vision, like my, like, you know when you make an appointment, you give them the vision insurance number? It doesn't even have that. Uh, it just says, uh, "855 MET 11." Okay. Um, mm-hmm. Yeah, this is MetLife VSP Member Services. Okay. Give me one second. Let me try to call that number myself. I'm gonna put you on a brief hold and see if it's still showing you're not in the system. Okay, thank you. I'll be right back. Are you still with me? Yes. Hey, okay. So I was... I called MetLife to see if you were in the system. It's still showing you not in the system, so what I'm gonna have to do from here, um, is escalate this to upper management so we can reach out to MetLife and get you updated in their system. Um, it will typically... Typically follow-ups take about 24 to 48 business hours. So really as soon as I get word that you've been updated in their systems, I'll give you a call back. Okay, thank you. Yes, ma'am. Would this be the best phone number to call you back at? Uh, yes. Okay. All righty. Was there anything else you may need help with? Uh... Yeah, I had another quick question. Um, the vision cards, uh, how they say medical, vision... Uh, is one dental on there or no? Yeah, you should have three separate ID cards, one for dental, one for vision, and one for medical. Uh... I... don't... think, uh... Yeah, 'cause on the top they say... One says Pharmacy, one says Medical/Vision, one says Member & Provider on top. So I don't know if one of them is, is, is in there? Am I missing, or... Uh, I'm, I'm not too sure. I mean, I can look up all your ID cards and email them to you. Oh, I'm, I'm looking at them. Um, you guys sent this to me, um, already, so I think... Okay. So the one for your dental is gonna be with, um, American Public Life. So somewhere on that ID card it should say American Public Life. And then the one with vision should say MetLife. And then the medical is, uh, um... That is with 90-Degree Benefits, so that will have somewhere on the ID card, um, 90-Degree Benefits, um, Elixir, MultiPlan. S- so like when I make appointments, do I just give them these cards and they can- Yeah, so- ... find me on there or- Yeah. So it depends on what you're going for. If you're going for medical, you would just hand them the medical ID card. If you're

going for dental, you would hand them the dental. If you're going for vision, you would hand the vision. Uh, okay. Could you actually send them to me just in case, uh, I'm not seeing the dental one? Yeah. So I'm looking at the email that was sent to you on the 27th. The PDF should be labeled your first name, last initial, and then dental. Oh, okay. PDF. So on the 27th, you were sent three different PDFs. Now, if you're looking at it on your phone, you wanna make sure to scroll down to the bottom of the email, and all the PDFs should show up. Uh... Okay, I'll, I'll look for them. Oh, I think it's still here. Coverage. The one that says APL, American Public Life? Yes. That should be for dental, and it'll also say Group Voluntary Dental on that ID card. Oh, okay. Thank you. You're welcome. Did you need help with anything else? Uh, no, that was all. Thanks. All righty. I'll give you a call back as soon as I get an update about your vision coverage. Okay, thank you. Thank you. Bye-bye.

## 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: Uh, hi. I was calling because, uh, my insurance, uh, was activated on this past Monday. Uh, but I keep calling them about the vision insurance and they can't even find me in the system.

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

Speaker speaker\_2: Uh, Partners Personal.

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

Speaker speaker\_2: Uh, 1388.

Speaker speaker\_1: And your first and last name for me.

Speaker speaker\_2: Francisca Dominguez.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 1645 McCool Avenue in Streamwood. Uh, March 11, 1997.

Speaker speaker\_1: Phone number is 630-998-4403?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then email is first initial, last name, 4114@yahoo.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, so who was it that you called and told you you weren't in the system?

Speaker speaker\_2: I called the VSP, um, I just want them to ensure, um, uh, the insurance for the vision.

Speaker speaker\_1: Okay. Do you have the specific number that you called?

Speaker speaker\_2: Uh, yeah, it's the one on the card. Uh, 'cause it doesn't give me a vision, like my, like, you know when you make an appointment, you give them the vision insurance number? It doesn't even have that. Uh, it just says, uh, "855 MET I1."

Speaker speaker\_1: Okay. Um, mm-hmm.

Speaker speaker\_2: Yeah, this is MetLife VSP Member Services.

Speaker speaker\_1: Okay. Give me one second. Let me try to call that number myself. I'm gonna put you on a brief hold and see if it's still showing you're not in the system.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: I'll be right back. Are you still with me?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, okay. So I was... I called MetLife to see if you were in the system. It's still showing you not in the system, so what I'm gonna have to do from here, um, is escalate this to upper management so we can reach out to MetLife and get you updated in their system. Um, it will typically... Typically follow-ups take about 24 to 48 business hours. So really as soon as I get word that you've been updated in their systems, I'll give you a call back.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Yes, ma'am. Would this be the best phone number to call you back at?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. All righty. Was there anything else you may need help with?

Speaker speaker\_2: Uh... Yeah, I had another quick question. Um, the vision cards, uh, how they say medical, vision... Uh, is one dental on there or no?

Speaker speaker\_1: Yeah, you should have three separate ID cards, one for dental, one for vision, and one for medical.

Speaker speaker\_2: Uh... I... don't... think, uh... Yeah, 'cause on the top they say... One says Pharmacy, one says Medical/Vision, one says Member & Provider on top. So I don't know if one of them is, is, is in there? Am I missing, or...

Speaker speaker\_1: Uh, I'm, I'm not too sure. I mean, I can look up all your ID cards and email them to you.

Speaker speaker\_2: Oh, I'm, I'm looking at them. Um, you guys sent this to me, um, already, so I think...

Speaker speaker\_1: Okay. So the one for your dental is gonna be with, um, American Public Life. So somewhere on that ID card it should say American Public Life. And then the one with vision should say MetLife. And then the medical is, uh, um... That is with 90-Degree Benefits, so that will have somewhere on the ID card, um, 90-Degree Benefits, um, Elixir, MultiPlan.

Speaker speaker\_2: S- so like when I make appointments, do I just give them these cards and they can-

Speaker speaker\_1: Yeah, so-

Speaker speaker\_2: ... find me on there or-

Speaker speaker\_1: Yeah. So it depends on what you're going for. If you're going for medical, you would just hand them the medical ID card. If you're going for dental, you would hand them the dental. If you're going for vision, you would hand the vision.

Speaker speaker\_2: Uh, okay. Could you actually send them to me just in case, uh, I'm not seeing the dental one?

Speaker speaker\_1: Yeah. So I'm looking at the email that was sent to you on the 27th. The PDF should be labeled your first name, last initial, and then dental.

Speaker speaker\_2: Oh, okay. PDF.

Speaker speaker\_1: So on the 27th, you were sent three different PDFs. Now, if you're looking at it on your phone, you wanna make sure to scroll down to the bottom of the email, and all the PDFs should show up.

Speaker speaker\_2: Uh... Okay, I'll, I'll look for them. Oh, I think it's still here. Coverage. The one that says APL, American Public Life?

Speaker speaker\_1: Yes. That should be for dental, and it'll also say Group Voluntary Dental on that ID card.

Speaker speaker\_2: Oh, okay. Thank you.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_2: Uh, no, that was all. Thanks.

Speaker speaker\_1: All righty. I'll give you a call back as soon as I get an update about your vision coverage.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. Bye-bye.