

Transcript: VICTORIA

Taylor-5527765939044352-6600719502327808

Full Transcript

Thank you for calling Benefits in a Card, this is Victoria. How can I help you? Okay. Um, I got my, um, Benefits in a Card and, um, uh, I updated it. So, uh, to get visual and dental and I updated my, um, MultiPlan. And, um, they said that, uh, they would take money out my check, which they did. Uh, are they gonna send me another card or do I use the first one that was given to me? Okay. Let me pull up your file. What's the name of the agency you work for? Surge. And the last four of your Social? 8630. Okay. And your first and last name? Allen Martinez. And then if you'll verify your address and date of birth. It's 257 South Mulberry Street, Agerstown, Maryland, 21740. My date of birth is 11-29-1970. Okay. Phone number is 321-432-3873? Correct. And then email is gonna be your first name and then R-A-M-I-R-O 32 at Gmail? Correct. Okay. Let's see. So yes, you should be getting new ID cards. Um, the one for the VIP Classic is typically emailed, that would be your medical ID card, and then the dental and the vision are gonna be mailed to you. Okay, and do you know how soon that will be? Well, it looks like the enrollment just became active this week, uh, yesterday. Mm-hmm. So it typically takes about seven to ten business days to get those. Okay. No problem. Thank you so much. You're welcome. I need- Oh, okay, now... Yeah, uh, now how do I, um... do I pick a, a PCP? Um, so as far as medical you do not have to stay in network. Um, but if you want to stay in network the name of that is gonna be MultiPlan. Uh- Okay. ... for dental and vision you do have to stay in network for those. Okay. But, okay. So, uh, I mean like, do you guys have a list of doctors that I'm supposed to go to or do I just go to any place and just... That's what I'm saying. That's what I'm saying. So medical- Okay. ... you do not have to stay in network which means there's not a network of providers you have to stay within. Okay. However, for dental and vision, you do. Okay. And, and, you have a list, um, like a listing of dentists and eye doctors that I'm supposed to go to? So I personally don't have that information. I can give you a website- Oh. ... to go onto or I can give you a phone number to call and they can help you with that. Awesome, I appreciate that. Okay. Okay. Just let me know when you're ready. All right. Let me look at that real quick. Okay. Okay, I'm ready. So for dental, the website that you can go onto is gonna be AM as in Mary Public.com. Ampublic.com. Or you can call them and their phone number is 800- Okay. ... 290- 290. ... 0523. 0523. Okay. And then vision, the website is gonna be metlife.com/mybenefits. Metlife.com/mybenefits. Yep. Okay. Or you can call the phone number 800-615-1883. 1-883? Yes. Uh-huh. Okay. Thank you so much. I appreciate it. Yes, sir. Did you need help with anything else? No, that was it. Okay. You have a wonderful day. You too. Thank you. Bye-bye. Did you need me to disconnect the call?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Victoria. How can I help you?

Speaker speaker_1: Okay. Um, I got my, um, Benefits in a Card and, um, uh, I updated it. So, uh, to get visual and dental and I updated my, um, MultiPlan. And, um, they said that, uh, they would take money out my check, which they did. Uh, are they gonna send me another card or do I use the first one that was given to me?

Speaker speaker_0: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8630.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Allen Martinez.

Speaker speaker_0: And then if you'll verify your address and date of birth.

Speaker speaker_1: It's 257 South Mulberry Street, Agerstown, Maryland, 21740. My date of birth is 11-29-1970.

Speaker speaker_0: Okay. Phone number is 321-432-3873?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be your first name and then R-A-M-I-R-O 32 at Gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Let's see. So yes, you should be getting new ID cards. Um, the one for the VIP Classic is typically emailed, that would be your medical ID card, and then the dental and the vision are gonna be mailed to you.

Speaker speaker_1: Okay, and do you know how soon that will be?

Speaker speaker_0: Well, it looks like the enrollment just became active this week, uh, yesterday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it typically takes about seven to ten business days to get those.

Speaker speaker_1: Okay. No problem. Thank you so much.

Speaker speaker_0: You're welcome. I need-

Speaker speaker_1: Oh, okay, now... Yeah, uh, now how do I, um... do I pick a, a PCP?

Speaker speaker_0: Um, so as far as medical you do not have to stay in network. Um, but if you want to stay in network the name of that is gonna be MultiPlan. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for dental and vision you do have to stay in network for those.

Speaker speaker_1: Okay. But, okay. So, uh, I mean like, do you guys have a list of doctors that I'm supposed to go to or do I just go to any place and just...

Speaker speaker_0: That's what I'm saying. That's what I'm saying. So medical-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you do not have to stay in network which means there's not a network of providers you have to stay within.

Speaker speaker_1: Okay.

Speaker speaker_0: However, for dental and vision, you do.

Speaker speaker_1: Okay. And, and, you have a list, um, like a listing of dentists and eye doctors that I'm supposed to go to?

Speaker speaker_0: So I personally don't have that information. I can give you a website-

Speaker speaker_1: Oh.

Speaker speaker_0: ... to go onto or I can give you a phone number to call and they can help you with that.

Speaker speaker_1: Awesome, I appreciate that.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Just let me know when you're ready.

Speaker speaker_1: All right. Let me look at that real quick. Okay. Okay, I'm ready.

Speaker speaker_0: So for dental, the website that you can go onto is gonna be AM as in Mary Public.com.

Speaker speaker_1: Ampublic.com.

Speaker speaker_0: Or you can call them and their phone number is 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 290-

Speaker speaker_1: 290.

Speaker speaker_0: ... 0523.

Speaker speaker_1: 0523. Okay.

Speaker speaker_0: And then vision, the website is gonna be metlife.com/mybenefits.

Speaker speaker_1: Metlife.com/mybenefits.

Speaker speaker_0: Yep.

Speaker speaker_1: Okay.

Speaker speaker_0: Or you can call the phone number 800-615-1883.

Speaker speaker_1: 1-883?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Okay. Thank you so much. I appreciate it.

Speaker speaker_0: Yes, sir. Did you need help with anything else?

Speaker speaker_1: No, that was it.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye. Did you need me to disconnect the call?