

Transcript: VICTORIA

Taylor-6050333800841216-6645642943840256

Full Transcript

Thank you for calling Benefit Center Guard. This is Victoria. How can I help you? Um, yes, I was calling to, um, a- ask questions at a eye doctor and they needed to know the exact name of the plan, that way they can run it, and I wasn't sure what to tell them. Okay. Um, it should be MetLife. Do you know if, um... Do you know if your coverage is active currently? Uh, it should be. It's through my husband's work. Okay. Um- Stop. ... he pays it every week. Do you know the name of the staffing agency he works through? Yeah, it's, um, MAU. Okay. And you're on the policy, right? Yeah, it says employee and spouse. Okay. Let me try and pull up his file. Do you have the last four of the Social? Yeah. It's 0765. And his first and last name? William Silva. All right. And then if you'll just verify his date of birth and address. Um, 11/02/1994, 313 Woodgate Drive, Seneca, South Carolina. And then, uh, what is your name? Marissa Silva. Okay. And then if you'll just verify your date of birth and the last four of your Social. Yeah, it's, um, 072319960689. Perfect. Okay. I got the right file. Yes. So the vision coverage is through MetLife and I believe the network is VSP Choice. VSP Choice? Yeah. And it does look like it is currently active. Okay. Um, let me write this down real quick. MetLife. Sure. Sure. And the network is VSP? What'd you say? Yeah. So MetLife, M-E-T-L-I-F-E, is the name of the insurance carrier. Okay. And then the network is V as in Victor, S as in Sam, P as in Paul Choice. Um, for future reference, is that just for the vision or is that for everything? Uh, that's specifically for vision. Okay. Mm-hmm. Can I have the other one for medical as well? Um, so the medical plan that you guys have is a combination of two different insurance carriers. Um- Mm-hmm. ... the preventative coverage is through 90 Degree Benefits. Okay. And then the non-preventative coverage is with American Public Life. Okay. And then just so you know as well, the name of the network for medical is MultiPlan. MultiPlan. Mm-hmm. MultiPlan. Mm-hmm. And what about the dental? Just so I know everything. Yeah. So dental is al-... The insurance carrier is also American Public Life. Okay. And then the network for dental is Careington, C-A-R-E-I-N-G-T-O-N. Okay. Thank you so much. You're welcome. You have a wonderful day. Have a good day. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Guard. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, I was calling to, um, a- ask questions at a eye doctor and they needed to know the exact name of the plan, that way they can run it, and I wasn't sure what to

tell them.

Speaker speaker_0: Okay. Um, it should be MetLife. Do you know if, um... Do you know if your coverage is active currently?

Speaker speaker_1: Uh, it should be. It's through my husband's work.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: Stop.

Speaker speaker_1: ... he pays it every week.

Speaker speaker_0: Do you know the name of the staffing agency he works through?

Speaker speaker_1: Yeah, it's, um, MAU.

Speaker speaker_0: Okay. And you're on the policy, right?

Speaker speaker_1: Yeah, it says employee and spouse.

Speaker speaker_0: Okay. Let me try and pull up his file. Do you have the last four of the Social?

Speaker speaker_1: Yeah. It's 0765.

Speaker speaker_0: And his first and last name?

Speaker speaker_1: William Silva.

Speaker speaker_0: All right. And then if you'll just verify his date of birth and address.

Speaker speaker_1: Um, 11/02/1994, 313 Woodgate Drive, Seneca, South Carolina.

Speaker speaker_0: And then, uh, what is your name?

Speaker speaker_1: Marissa Silva.

Speaker speaker_0: Okay. And then if you'll just verify your date of birth and the last four of your Social.

Speaker speaker_1: Yeah, it's, um, 072319960689.

Speaker speaker_0: Perfect. Okay. I got the right file. Yes. So the vision coverage is through MetLife and I believe the network is VSP Choice.

Speaker speaker_1: VSP Choice?

Speaker speaker_0: Yeah. And it does look like it is currently active.

Speaker speaker_1: Okay. Um, let me write this down real quick. MetLife.

Speaker speaker_0: Sure. Sure.

Speaker speaker_1: And the network is VSP? What'd you say?

Speaker speaker_0: Yeah. So MetLife, M-E-T-L-I-F-E, is the name of the insurance carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the network is V as in Victor, S as in Sam, P as in Paul Choice.

Speaker speaker_1: Um, for future reference, is that just for the vision or is that for everything?

Speaker speaker_0: Uh, that's specifically for vision.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Can I have the other one for medical as well?

Speaker speaker_0: Um, so the medical plan that you guys have is a combination of two different insurance carriers. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the preventative coverage is through 90 Degree Benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the non-preventative coverage is with American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And then just so you know as well, the name of the network for medical is MultiPlan.

Speaker speaker_1: MultiPlan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: MultiPlan. Mm-hmm. And what about the dental? Just so I know everything.

Speaker speaker_0: Yeah. So dental is al-... The insurance carrier is also American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the network for dental is Careington, C-A-R-E-I-N-G-T-O-N.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: Have a good day. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.