

Transcript: Chris Sofield

(deactivated)-4600597043429376-4756246658236416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Um, yes, I'm going to speak to someone because... about, um, I didn't get my, um, my insurance card or, like, my den- dental and, uh, ins- insurance, dental and my vision. And they haven't let my card in the mail yet. And I spoke to someone earlier and she said she wasn't able to, um, download the vis- I mean, download the, uh, the health and the dental. She wasn't a- able to, uh, uh, email that to me, but she was able to email me my vision, my vision card. And on the vision card, I'm kind of confused because I went to my eye care place and, uh, I don't know, like, which one is, like, the... I know it's MetLife, but I'm trying to figure out is it the VS- V- VSP or whatever it is, it's something... Okay. What staffing company do you work with, ma'am? OnTrack. One moment. And the last four of your social? 8827. All right. Your first and last name? Dorothy Harris. All right. Ms. Harris, could you verify your address and date of birth for me please? 1223922204 Pekindale Drive, Arlington, Texas 76013. Thank you. We have a phone on file of 504-0138. Is that correct? Yes. And an email of harrisdorothy1992@yahoo.com? Yeah. Okay. One moment. Just one moment, Ms. Harris. I'm looking into that for you. Okay. Uh, as far as the vision, looks like it's gonna be through VSP Choice. VSP Ch- Yes, ma'am. That's the specific network under MetLife. Okay. There's something different than a group number or it's just a group number? Uh, no, that's, that's the network. That has nothing to do with the group number. Okay, so you said it's VSP. Yeah, VSP Choice is the network that you should be using. VS- VSP Cho- Okay, VSP Choice. Because the oth- the one lady I had spoke to, another number that I called, she, she said, "Oh, you have VSP." But she was like, it was canceled back... She said it was, uh, in... asked me back in January of this year. So I wouldn't know anything about that because we see here that, um, your coverage began on October 21st of this year. And there's been nothing previous that we're able to see. So, I wouldn't be able to tell you anything about that. All I can tell you at this moment is that your vision currently is through MetLife under the VSP Choice Network. VSP Choice Network. Okay. Thank you so much. You're welcome. Anything else? No. No, thank you. That'll be all. All right. Thanks again for calling and have a good day. You too.

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 Chris. How can I help you today?

Speaker speaker_2: Um, yes, I'm going to speak to someone because... about, um, I didn't get my, um, my insurance card or, like, my den- dental and, uh, ins- insurance, dental and my vision. And they haven't let my card in the mail yet. And I spoke to someone earlier and she said she wasn't able to, um, download the vis- I mean, download the, uh, the health and the dental. She wasn't a- able to, uh, uh, email that to me, but she was able to email me my vision, my vision card. And on the vision card, I'm kind of confused because I went to my eye care place and, uh, I don't know, like, which one is, like, the... I know it's MetLife, but I'm trying to figure out is it the VS- V- VSP or whatever it is, it's something...

Speaker speaker_1: Okay. What staffing company do you work with, ma'am?

Speaker speaker_2: OnTrack.

Speaker speaker_1: One moment. And the last four of your social?

Speaker speaker_2: 8827.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Dorothy Harris.

Speaker speaker_1: All right. Ms. Harris, could you verify your address and date of birth for me please?

Speaker speaker_2: 1223922204 Pekindale Drive, Arlington, Texas 76013.

Speaker speaker_1: Thank you. We have a phone on file of 504-0138. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: And an email of harrisdorothy1992@yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. One moment. Just one moment, Ms. Harris. I'm looking into that for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, as far as the vision, looks like it's gonna be through VSP Choice.

Speaker speaker_2: VSP Ch-

Speaker speaker_1: Yes, ma'am. That's the specific network under MetLife.

Speaker speaker_2: Okay. There's something different than a group number or it's just a group number?

Speaker speaker_1: Uh, no, that's, that's the network. That has nothing to do with the group number.

Speaker speaker_2: Okay, so you said it's VSP.

Speaker speaker_1: Yeah, VSP Choice is the network that you should be using.

Speaker speaker_2: VS- VSP Cho- Okay, VSP Choice. Because the oth- the one lady I had spoke to, another number that I called, she, she said, "Oh, you have VSP." But she was like, it was canceled back... She said it was, uh, in... asked me back in January of this year.

Speaker speaker_1: So I wouldn't know anything about that because we see here that, um, your coverage began on October 21st of this year. And there's been nothing previous that we're able to see. So, I wouldn't be able to tell you anything about that. All I can tell you at this moment is that your vision currently is through MetLife under the VSP Choice Network.

Speaker speaker_2: VSP Choice Network. Okay. Thank you so much.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No. No, thank you. That'll be all.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: You too.