

Transcript: Chris Sofield

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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? How you doing, Chris? Um- I'm doing all right, sir. Okay. Yeah, this is James Gray. I was calling, uh, to add my son, because we have an open enrollment at our, at our job. I was trying to add my son to my medical claim-medical card. Okay. Uh, what staffing company do you work with, sir? Excuse me? I work with, uh, MAU. MAU, okay. And last four of your social? Uh, 7026. Thank you. One moment, Mr. Gray. All right. All right. Can you verify your address and your date of birth for me, sir? Yes, I think... I don't know if I had the- the first address I had... There's two addresses. Uh, I don't know... I think I put... Is it... Do y'all have this for 852 5th North West Paris, Texas 75460? Uh, we have one in Paris, Texas, but it's not that one. Okay, so you have the one West Neagle Paris, Texas 75460? Yes, uh, West Neagle Street, yes, sir. Okay. Mm-hmm. Does, uh, does that need to be updated or is that the correct one? No, this is what we want. That's the correct one. Okay. All right then. Um, then let's see here. Can you also verify your date of birth for me? November 19th. I was born in 1969. Thank you. Okay, and then we have a phone number on file. We have 903-495-9023. That- that's correct. All right. All right, and were you looking to add your son to all of your policies or just a couple of them? Uh, just my medical and, uh, vision. And I got a question about my vision too. Add him as... Okay. Add him just to the medical and to the vision. All right. Mm-hmm. Let's go ahead and set up the, uh, the changes first. Um, adding him to the medical and vision will bring your total, uh, weekly deductions up to \$60.59 a week. Do we authorize MAU to make those deductions? Yes, sir. All right. And then let's get him added on here. Um, what- what's, uh... Hold on. He used to be on there the first time. I'm- This is my second time working for the company. His name's Jayshawn Gray. Yeah, I... Yeah, I was about to say, it looks like we already have him on the- on the system as a- as a dependent, so I- so no need to go ahead and gather his information. Yes. All right. Mm-hmm. Uh, so then all that's good- good to go through is just the timeline for everything. It's going to take about one to two weeks for this all to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Um, Monday following that first deduction- Mm-hmm. ... is when the policy should become effective, or the policy should upgrade to include the, um... to include, uh, Jayshawn on there, and about a week or two after that new effective date, you'll receive a new ID card showing that he's on there, okay? Okay. Well, I got another question, Chris. Uh, this is actually Hi. I went to, uh... I went to, uh... My vision part, I went to get me some safety glasses last week and they, the... We called the vision part of it. They don't even have me in my... They don't even... They couldn't even verify me by my social. So, I know I got vision taken out too, but I couldn't even get no safety glass because we called the company and they said I'm nowhere in their system for my vision. Okay. So... Yeah, um, the card that you showed them, uh, was

it... Uh, did it say Superior Vision on it? No. It's just... No, the one I showed them is my, uh, member- my medical card. Yeah, so your- I don't have a car- So- I don't have a card. Okay. Yeah, let's- I don't have a card that says Superior Vision. Okay. Uh, the on- the reason I ask is because your medical card is not going to have anything on your vision, um, because they're... It's- it's handled by a different company entirely, and even if it were handled by the same company, it'd be a different card. Um, so your vision is handled by a different company entirely called MetLife. Um, I can... What I can do is I can send a copy- Yeah, it's on the- it's on the back of this card. Yeah, it's on the back of my card, it says MetLife. But when we call the company- Right. ... they said... Okay, that... So- so they- so they... So when we called, oh, I guess we just called. But so if- if my card got provided Met- Vision MetLife, and we called their 1-800 number so I wouldn't be in no system, they couldn't find me in their system? The- the 800 number that you called, did it end in, um, 1883? Yes, that's it right here. 65151883. Okay, sorry. Um... I'm gonna try to call them again because when we called it and, uh, I gave them my social security number. That was about two or three weeks ago. They say I was not in their system for so- for some reason. I can try to call them again. I haven't called again because I just called medical and they said I was in their system, so I thought... Last time, it wasn't showing in their system neither, but she brought it up for the medical and I was telling about my vision. And so I'm calling- I'm calling that 1883 number again and asking if I'm in the system now. But two weeks ago- Yeah, I- They... Go ahead. Yeah. No, I was going to say, yeah, I'd suggest, like, try to get, try to get in contact with them again and see- and see what they say. If there's still any further issues, just give us a call back and we'll investigate further. Okay, sure will. All right, and- But, uh... So I was supposed to have been having a card... I was supposed to have been having a card say Superior Vision? Th- That... No, the- the reason I asked about the Superior Vision card is because MAU used to have their insurance through- their vision insurance through Superior Vision, and they changed at some point. I didn't... I just wanted to make sure that you weren't trying to show them the old vision card that no longer works. Yeah, I probably did. I probably did. Okay. But yeah, so, uh, I would just, like I said, just double-check with them. Yeah. Get- get in contact with them and see what they say. If there's still any issues, just, again, give us a call back, we'll investigate it further, okay? I sure appreciate it, Chris. I'm fixing to call them right now. All right then. Anything else for right now, Mr. Gray? No, sir. Appreciate it. All right. Yes, sir. Thanks again for calling and have a wonderful day. Okay. You too. Thank you. Bye now. 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 Chris. How can I help you today?

Speaker speaker_2: How you doing, Chris? Um-

Speaker speaker_1: I'm doing all right, sir.

Speaker speaker_2: Okay. Yeah, this is James Gray. I was calling, uh, to add my son, because we have an open enrollment at our, at our job. I was trying to add my son to my medical claim- medical card.

Speaker speaker_1: Okay. Uh, what staffing company do you work with, sir?

Speaker speaker_2: Excuse me? I work with, uh, MAU.

Speaker speaker_1: MAU, okay. And last four of your social?

Speaker speaker_2: Uh, 7026.

Speaker speaker_1: Thank you. One moment, Mr. Gray.

Speaker speaker_3: All right.

Speaker speaker_1: All right. Can you verify your address and your date of birth for me, sir?

Speaker speaker_2: Yes, I think... I don't know if I had the- the first address I had... There's two addresses. Uh, I don't know... I think I put... Is it... Do y'all have this for 852 5th North West Paris, Texas 75460?

Speaker speaker_1: Uh, we have one in Paris, Texas, but it's not that one.

Speaker speaker_2: Okay, so you have the one West Neagle Paris, Texas 75460?

Speaker speaker_1: Yes, uh, West Neagle Street, yes, sir.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: Does, uh, does that need to be updated or is that the correct one?

Speaker speaker_2: No, this is what we want. That's the correct one.

Speaker speaker_1: Okay. All right then. Um, then let's see here. Can you also verify your date of birth for me?

Speaker speaker_2: November 19th. I was born in 1969.

Speaker speaker_1: Thank you. Okay, and then we have a phone number on file. We have 903-495-9023.

Speaker speaker_2: That- that's correct.

Speaker speaker_1: All right. All right, and were you looking to add your son to all of your policies or just a couple of them?

Speaker speaker_2: Uh, just my medical and, uh, vision. And I got a question about my vision too.

Speaker speaker_1: Add him as... Okay. Add him just to the medical and to the vision. All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Let's go ahead and set up the, uh, the changes first. Um, adding him to the medical and vision will bring your total, uh, weekly deductions up to \$60.59 a week. Do we authorize MAU to make those deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. And then let's get him added on here. Um, what- what's, uh... Hold on.

Speaker speaker_2: He used to be on there the first time. I'm- This is my second time working for the company. His name's Jayshawn Gray.

Speaker speaker_1: Yeah, I... Yeah, I was about to say, it looks like we already have him on the- on the system as a- as a dependent, so I- so no need to go ahead and gather his information.

Speaker speaker_2: Yes.

Speaker speaker_1: All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, so then all that's good- good to go through is just the timeline for everything. It's going to take about one to two weeks for this all to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Um, Monday following that first deduction-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is when the policy should become effective, or the policy should upgrade to include the, um... to include, uh, Jayshawn on there, and about a week or two after that new effective date, you'll receive a new ID card showing that he's on there, okay?

Speaker speaker_2: Okay. Well, I got another question, Chris. Uh, this is actually

Speaker speaker_4: Hi.

Speaker speaker_2: I went to, uh... I went to, uh... My vision part, I went to get me some safety glasses last week and they, the... We called the vision part of it. They don't even have me in my... They don't even... They couldn't even verify me by my social. So, I know I got vision taken out too, but I couldn't even get no safety glass because we called the company and they said I'm nowhere in their system for my vision.

Speaker speaker_1: Okay.

Speaker speaker_2: So...

Speaker speaker_1: Yeah, um, the card that you showed them, uh, was it... Uh, did it say Superior Vision on it?

Speaker speaker_2: No. It's just... No, the one I showed them is my, uh, member- my medical card.

Speaker speaker_1: Yeah, so your-

Speaker speaker_2: I don't have a car-

Speaker speaker_1: So-

Speaker speaker_2: I don't have a card.

Speaker speaker_1: Okay. Yeah, let's-

Speaker speaker_2: I don't have a card that says Superior Vision.

Speaker speaker_1: Okay. Uh, the on- the reason I ask is because your medical card is not going to have anything on your vision, um, because they're... It's- it's handled by a different company entirely, and even if it were handled by the same company, it'd be a different card. Um, so your vision is handled by a different company entirely called MetLife. Um, I can... What I can do is I can send a copy-

Speaker speaker_2: Yeah, it's on the- it's on the back of this card. Yeah, it's on the back of my card, it says MetLife. But when we call the company-

Speaker speaker_1: Right.

Speaker speaker_2: ... they said... Okay, that... So- so they- so they... So when we called, oh, I guess we just called. But so if- if my card got provided Met- Vision MetLife, and we called their 1-800 number so I wouldn't be in no system, they couldn't find me in their system?

Speaker speaker_1: The- the 800 number that you called, did it end in, um, 1883?

Speaker speaker_2: Yes, that's it right here. 65151883.

Speaker speaker_1: Okay, sorry. Um...

Speaker speaker_2: I'm gonna try to call them again because when we called it and, uh, I gave them my social security number. That was about two or three weeks ago. They say I was not in their system for so- for some reason. I can try to call them again. I haven't called again because I just called medical and they said I was in their system, so I thought... Last time, it wasn't showing in their system neither, but she brought it up for the medical and I was telling about my vision. And so I'm calling- I'm calling that 1883 number again and asking if I'm in the system now. But two weeks ago-

Speaker speaker_1: Yeah, I-

Speaker speaker_2: They... Go ahead.

Speaker speaker_1: Yeah. No, I was going to say, yeah, I'd suggest, like, try to get, try to get in contact with them again and see- and see what they say. If there's still any further issues, just give us a call back and we'll investigate further.

Speaker speaker_2: Okay, sure will.

Speaker speaker_1: All right, and-

Speaker speaker_2: But, uh... So I was supposed to have been having a card... I was supposed to have been having a card say Superior Vision?

Speaker speaker_1: Th- That... No, the- the reason I asked about the Superior Vision card is because MAU used to have their insurance through- their vision insurance through Superior Vision, and they changed at some point. I didn't... I just wanted to make sure that you weren't trying to show them the old vision card that no longer works.

Speaker speaker_2: Yeah, I probably did. I probably did.

Speaker speaker_1: Okay. But yeah, so, uh, I would just, like I said, just double-check with them.

Speaker speaker_2: Yeah.

Speaker speaker_1: Get- get in contact with them and see what they say. If there's still any issues, just, again, give us a call back, we'll investigate it further, okay?

Speaker speaker_2: I sure appreciate it, Chris. I'm fixing to call them right now.

Speaker speaker_1: All right then. Anything else for right now, Mr. Gray?

Speaker speaker_2: No, sir. Appreciate it.

Speaker speaker_1: All right. Yes, sir. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Okay. You too. Thank you.

Speaker speaker_1: Bye now.

Speaker speaker_2: Bye bye.