

Transcript: Chris Sofield

(deactivated)-5139058697486336-6049303458267136

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah. Good morning. My name is David LaCroix. Um, I just started, um, uh, some insurances with you guys through, uh, my employer, uh, Oxford Global. And I was just wondering if I could get some information on the vision insurance that I signed up for. Okay. Um, yeah. So let's see here. Do you mean like a copy of like the ID card or, uh, just like what it'll cover? Yeah, I need to know the name of the insurance company and all that. Um, the name of the insurance company for the vision is MetLife. All right. Now, uh, I was... I, you know, I went to my eye doctor- Right. ... and they, they were, they w- they were wondering is it, is a certain flavor of, um, MetLife, like, uh, I think it's called Davis Engineering or something like that? No, it's just MetLife. MetLife straight up? Yeah, it's, uh, I, I believe it uses the VSP network but it's just MetLife. Oh, VSP network? Um, um... Okay. All right. So... All right. So that gives me an idea of... 'Cause my doctor was in the VSP network, so they probably are in this MetLife, um, uh, network as well. Is, is that a reasonable assumption? Most likely. Um, granted if, uh, there are any questions, um, should be able to get in contact with MetLife directly. Okay. One moment. Let me see if I can pull that number for you. Okay, great. Thanks. Okay. Um... All right. So for... See here. All right. So for, for you, the phone number would be... Let me know when you're ready. Yep. 855- Yep. ... 638- Okay. ... 3931. Okay, good. And now, um, can you give me an idea, um, exactly when that's going to be active, that I can actually use it? Uh, policies are typically effective the mo- the Monday following the first deduction. Have you seen that deduction happen yet? Uh, not yet. No. I think the, the first deduction is, it's been a week or two from when I requested it, which was about a week ago. Right. So- Mm-hmm. Mm-hmm. I can... Let me, let me see... Uh, let me get some information from you, pull up your file and see where we are as far as like the actual enrollment process itself. Great. Yeah. And then from there, I'd be able to tell, I'd be able to give an idea, uh, from there. Uh, let's see. Okay. What's the last four of your social? It's 7257. Okay. Mr. LaCroix, could you verify your address and your date of birth for me? 10 Braemore Woods Road, number 102, Salem, New Hampshire, 30379. And, uh, um, did you say the, um, my home phone number you said? Uh, the date of birth. Oh, date of birth. 9/18/67. All right. We have a phone number on file, 603-458-1698. Is that correct? That's my landline. Yes, that's correct. Okay. We also have 603-327-8564. Is that also correct? That's my cell phone. Correct. Okay. I'm showing we're still in that pending status. Looks like information- Mm-hmm. ... uh, has been sent to Oxford to start deductions. Oh, okay. Uh, so at this point it, the, uh, it is Oxford- Mm-hmm. ... like their, their, uh, payroll team, they'll need to start taking those deductions. Um, we see here, based on the enrollment process itself, the earliest deduction could be this week. However, that's- Mm-hmm. ... up to them. Um, but, so- Yeah. I should know more today. I, I'll, I'll... I get paid today so I should, I should know more today. Yeah. I, I would, I would definitely, uh, check to see if you have, if

you can get a copy of like your pay stub or anything like that. Yeah, yeah. And then, um, yeah, once you look into that and you see that deduction, if you see that deduction off of your paycheck today, then your policy should be effective Monday. The following Monday. Got it. All right. Great. All right. Thanks. I'm gonna go ahead and make an appointment in like a few weeks. I should be, I should be covered for that. So that'll be good. All right. Then anything else? Well, thank you very much. I appreciate that information. You're very welcome. Thanks again for calling and have a wonderful day. You too. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yeah. Good morning. My name is David LaCroix. Um, I just started, um, uh, some insurances with you guys through, uh, my employer, uh, Oxford Global. And I was just wondering if I could get some information on the vision insurance that I signed up for.

Speaker speaker_0: Okay. Um, yeah. So let's see here. Do you mean like a copy of like the ID card or, uh, just like what it'll cover?

Speaker speaker_1: Yeah, I need to know the name of the insurance company and all that.

Speaker speaker_0: Um, the name of the insurance company for the vision is MetLife.

Speaker speaker_1: All right. Now, uh, I was... I, you know, I went to my eye doctor-

Speaker speaker_0: Right.

Speaker speaker_1: ... and they, they were, they w- they were wondering is it, is a certain flavor of, um, MetLife, like, uh, I think it's called Davis Engineering or something like that?

Speaker speaker_0: No, it's just MetLife.

Speaker speaker_1: MetLife straight up?

Speaker speaker_0: Yeah, it's, uh, I, I believe it uses the VSP network but it's just MetLife.

Speaker speaker_1: Oh, VSP network? Um, um... Okay. All right. So... All right. So that gives me an idea of... 'Cause my doctor was in the VSP network, so they probably are in this MetLife, um, uh, network as well. Is, is that a reasonable assumption?

Speaker speaker_0: Most likely. Um, granted if, uh, there are any questions, um, should be able to get in contact with MetLife directly.

Speaker speaker_1: Okay.

Speaker speaker_0: One moment. Let me see if I can pull that number for you.

Speaker speaker_1: Okay, great. Thanks.

Speaker speaker_0: Okay. Um... All right. So for... See here. All right. So for, for you, the phone number would be... Let me know when you're ready.

Speaker speaker_1: Yep.

Speaker speaker_0: 855-

Speaker speaker_1: Yep.

Speaker speaker_0: ... 638-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 3931.

Speaker speaker_1: Okay, good. And now, um, can you give me an idea, um, exactly when that's going to be active, that I can actually use it?

Speaker speaker_0: Uh, policies are typically effective the mo- the Monday following the first deduction. Have you seen that deduction happen yet?

Speaker speaker_1: Uh, not yet. No. I think the, the first deduction is, it's been a week or two from when I requested it, which was about a week ago.

Speaker speaker_0: Right. So-

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: I can... Let me, let me see... Uh, let me get some information from you, pull up your file and see where we are as far as like the actual enrollment process itself.

Speaker speaker_1: Great. Yeah.

Speaker speaker_0: And then from there, I'd be able to tell, I'd be able to give an idea, uh, from there. Uh, let's see.

Speaker speaker_1: Okay.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: It's 7257.

Speaker speaker_0: Okay. Mr. LaCroix, could you verify your address and your date of birth for me?

Speaker speaker_1: 10 Braemore Woods Road, number 102, Salem, New Hampshire, 30379. And, uh, um, did you say the, um, my home phone number you said?

Speaker speaker_0: Uh, the date of birth.

Speaker speaker_1: Oh, date of birth. 9/18/67.

Speaker speaker_0: All right. We have a phone number on file, 603-458-1698. Is that correct?

Speaker speaker_1: That's my landline. Yes, that's correct.

Speaker speaker_0: Okay. We also have 603-327-8564. Is that also correct?

Speaker speaker_1: That's my cell phone. Correct.

Speaker speaker_0: Okay. I'm showing we're still in that pending status. Looks like information-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... uh, has been sent to Oxford to start deductions.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Uh, so at this point it, the, uh, it is Oxford-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like their, their, uh, payroll team, they'll need to start taking those deductions. Um, we see here, based on the enrollment process itself, the earliest deduction could be this week. However, that's-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... up to them. Um, but, so-

Speaker speaker_1: Yeah. I should know more today. I, I'll, I'll... I get paid today so I should, I should know more today.

Speaker speaker_0: Yeah. I, I would, I would definitely, uh, check to see if you have, if you can get a copy of like your pay stub or anything like that.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: And then, um, yeah, once you look into that and you see that deduction, if you see that deduction off of your paycheck today, then your policy should be effective Monday.

Speaker speaker_1: The following Monday. Got it. All right. Great. All right. Thanks. I'm gonna go ahead and make an appointment in like a few weeks. I should be, I should be covered for that. So that'll be good.

Speaker speaker_0: All right. Then anything else?

Speaker speaker_1: Well, thank you very much. I appreciate that information.

Speaker speaker_0: You're very welcome. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye.