

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 10-86 on your card. This is Chris. Yes, sir. Um, I have been calling MetLife Vision to see who is the provider for my area, but I can't never get through to anyone. Okay. Uh, the only- Um. ... other, uh, the only other option I know of to locate providers for vision would be just to go to the website, so metlife.com. I tried. Uh- I tried the website, and it want to know the job. I put my job that I get the insurance through, and it's saying that they can't, uh, it's not being found. So are you going to metlife.com/vision and selecting VSP Choice? I'm going to... let me see what... I believe they told me to go on, on a card. On the card it has me going to, uh... it has me going to metlife.com My Benefits. Okay, try metlife.com/vision. There should be a Find a Provider button there. Once you- Yes. ... click that and then, and then you, uh, it should ask for the network. The network is VSP Choice. Wait, so you said metlife.com/? Vision. Vision. And what you press on? There should be something that says, like, Find a Provider or Locate Provider or something to that effect. Click that. It should ask you for what network. Want, uh, for the network you select VSP Choice. VSP Choice? Yes. Okay. Thank you. You're welcome. Anything else? No, sir. All right. Thanks again for calling and have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling 10-86 on your card. This is Chris.

Speaker speaker_2: Yes, sir. Um, I have been calling MetLife Vision to see who is the provider for my area, but I can't never get through to anyone.

Speaker speaker_1: Okay. Uh, the only-

Speaker speaker_2: Um.

Speaker speaker_1: ... other, uh, the only other option I know of to locate providers for vision would be just to go to the website, so metlife.com.

Speaker speaker_2: I tried.

Speaker speaker_1: Uh-

Speaker speaker_2: I tried the website, and it want to know the job. I put my job that I get the insurance through, and it's saying that they can't, uh, it's not being found.

Speaker speaker_1: So are you going to metlife.com/vision and selecting VSP Choice?

Speaker speaker_2: I'm going to... let me see what... I believe they told me to go on, on a card. On the card it has me going to, uh... it has me going to metlife.com My Benefits.

Speaker speaker_1: Okay, try metlife.com/vision. There should be a Find a Provider button there. Once you-

Speaker speaker_2: Yes.

Speaker speaker_1: ... click that and then, and then you, uh, it should ask for the network. The network is VSP Choice.

Speaker speaker_2: Wait, so you said metlife.com/?

Speaker speaker_1: Vision.

Speaker speaker_2: Vision. And what you press on?

Speaker speaker_1: There should be something that says, like, Find a Provider or Locate Provider or something to that effect. Click that. It should ask you for what network. Want, uh, for the network you select VSP Choice.

Speaker speaker_2: VSP Choice?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, sir.

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