

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? Uh, yes. Uh, my benefits is not... I'm trying to use my benefit card. Uh, it's not... It's still in- inactive. So I'm trying to see what's going on. Okay. What staffing company do you work with? Partners Personal. And the last four of your Social? 3081. Your first and last name? D'Angelo Watley. Can you verify your address and date of birth for me please? 203 Oak Circle, Stockbridge, Georgia 30281. June 24th, 1997. Thank you. Phone on file, I'm sure was 469-781-3760? Yes. Okay. Uh. Hmm. Your coverage is active. I'm not sure why you're being told it's not. Yeah. Uh, so it looks like your dental and vision coverage are both effective as of this Monday. So yeah, there should not be any sort of issue with that. If, if there's any confusion on what exactly your coverage is, then the only thing I can suggest is the provider needs to get in contact with the insurance carrier. Uh, for dental they would need to get in contact with American Life. If it's for vision, they would need to get in contact with MetLife. Yeah, it's MetLife. MetLife, uh, they don't see me in the system. Hmm. One moment. Okay. Do you mind holding on the line for me for just a moment? Yes. I don't mind. Thank you. I'll be right back with you. All right. Hello, Mr. Watley? Yes, I'm here. Okay, thanks for holding. I appreciate your patience. I was attempting to get, uh, to check with MetLife Systems to see if, uh, if they could confirm that you were active over there even though we are showing that your policy should be effective at this time. And, um, there seems to be an- They said- There seems to be an issue with you showing active on their side. I'm going to email... I'm going to send an email to my back office team to, uh, to see if they can reach out to MetLife to get this corrected. As soon as I hear back from them, uh, I can give you a call back, okay? Okay, I appreciate it. No problem. Anything else? No, that's it. All right. Thanks for calling and have a good day. All right. 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: Uh, yes. Uh, my benefits is not... I'm trying to use my benefit card. Uh, it's not... It's still in- inactive. So I'm trying to see what's going on.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Partners Personal.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3081.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: D'Angelo Watley.

Speaker speaker_1: Can you verify your address and date of birth for me please?

Speaker speaker_2: 203 Oak Circle, Stockbridge, Georgia 30281. June 24th, 1997.

Speaker speaker_1: Thank you. Phone on file, I'm sure was 469-781-3760?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh. Hmm. Your coverage is active. I'm not sure why you're being told it's not.

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, so it looks like your dental and vision coverage are both effective as of this Monday. So yeah, there should not be any sort of issue with that. If, if there's any confusion on what exactly your coverage is, then the only thing I can suggest is the provider needs to get in contact with the insurance carrier. Uh, for dental they would need to get in contact with American Life. If it's for vision, they would need to get in contact with MetLife.

Speaker speaker_2: Yeah, it's MetLife. MetLife, uh, they don't see me in the system.

Speaker speaker_1: Hmm. One moment.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you mind holding on the line for me for just a moment?

Speaker speaker_2: Yes. I don't mind.

Speaker speaker_1: Thank you. I'll be right back with you.

Speaker speaker_2: All right.

Speaker speaker_0: Hello, Mr. Watley?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Okay, thanks for holding. I appreciate your patience. I was attempting to get, uh, to check with MetLife Systems to see if, uh, if they could confirm that you were active over there even though we are showing that your policy should be effective at this time. And, um, there seems to be an-

Speaker speaker_2: They said-

Speaker speaker_1: There seems to be an issue with you showing active on their side. I'm going to email... I'm going to send an email to my back office team to, uh, to see if they can

reach out to MetLife to get this corrected. As soon as I hear back from them, uh, I can give you a call back, okay?

Speaker speaker_2: Okay, I appreciate it.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: All right. You too.