

Transcript: Chris Sofield

(deactivated)-6322207572049920-6641086143873024

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? Yes, my name is Dorothy Harris and I work for On Track Staffing. And you guys gave me... Um, y'all said my benefits was active October 21st of this year and... For the vision. And you guys said that it was VSP, um... What is it? VSP Choice. And I called VSP and they're telling me that I don't have... Uh, nothing is active with them. Mm. So, okay. Um, the... Little bit of clarification with that. The vision coverage is through MetLife using the VSP Choice network. It's not through VSP itself. Okay. 'Cause I went inside of that's, that's who I, uh, uh, I've been with and they said they don't take, uh, the MetLife VS- uh, the VSP as a choice. They say they don't... Uh, don't even have that. But they have VSP, the MetLife. Okay. So- So they... Anyway. Go ahead. All right. So, in this case, um, it sounds like the... All right. So with, with the m- vision coverage, it is through, it is through MetLife, n- not, um, not VSP. It utilizes the VSP Choice network but, given that that's all set up through MetLife, I wouldn't know exactly how that works. The best thing I can tell you is that if you need assistance with locating a provider, I, I can give you a phone number to call that you, that you might be able to get some assistance with. Let me know when you're ready. Okay, I'm ready. 855- Oh. Um, 855- 638- 638- 3931. 3931. Okay, so 855-638-3931? Yes, ma'am. Okay. Thank you so much. You're welcome. Thanks 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: Yes, my name is Dorothy Harris and I work for On Track Staffing. And you guys gave me... Um, y'all said my benefits was active October 21st of this year and... For the vision. And you guys said that it was VSP, um... What is it? VSP Choice. And I called VSP and they're telling me that I don't have... Uh, nothing is active with them.

Speaker speaker_1: Mm. So, okay. Um, the... Little bit of clarification with that. The vision coverage is through MetLife using the VSP Choice network. It's not through VSP itself.

Speaker speaker_2: Okay. 'Cause I went inside of that's, that's who I, uh, uh, I've been with and they said they don't take, uh, the MetLife VS- uh, the VSP as a choice. They say they don't... Uh, don't even have that. But they have VSP, the MetLife.

Speaker speaker_1: Okay. So-

Speaker speaker_2: So they... Anyway. Go ahead.

Speaker speaker_1: All right. So, in this case, um, it sounds like the... All right. So with, with the m- vision coverage, it is through, it is through MetLife, n- not, um, not VSP. It utilizes the VSP Choice network but, given that that's all set up through MetLife, I wouldn't know exactly how that works. The best thing I can tell you is that if you need assistance with locating a provider, I, I can give you a phone number to call that you, that you might be able to get some assistance with. Let me know when you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: 855-

Speaker speaker_2: Oh. Um, 855-

Speaker speaker_1: 638-

Speaker speaker_2: 638-

Speaker speaker_1: 3931.

Speaker speaker_2: 3931. Okay, so 855-638-3931?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.