

## **Transcript: Estefania**

**Acevedo-4800079871918080-6724742898302976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, my name is Veliki Smith. I'm a former employee of TRC, and, um, while I was working for them, um, I went to the eye doctor for my vision. Well, I have a claim that's unpaid, and I called earlier, and the person transferred me to, um, the vision that I had, and they said they can't even find my insurance in their system. They said, apparently, "You all purged it," and, um, they have no way of, of, of paying this claim if I'm not in the system. So I'm calling to see how, what do I need to do, or how can I get this claim paid for? Because I did have insurance at the time of, uh, of this vision. And then what was the vision for? Um, the c- I think it was MetLife. N- Um, like, the service, though. Oh, it was for glasses. Okay. Um, so I have to get in your file. Um, what is the last four of your Social, so that I can look into it? 7- 7674. Okay. And then, could you verify your address and your date of birth? 5166 Weatherford Ct, Suwanee, Georgia 30024. March 5th, 1978. Is your phone number 313-671-9354? Yes. I have vksmith05@Yahoo.com. Is that up-to-date? Yes. And then, uh, I was gonna ask you, w- w- when was your visit? Do you remember the date, of the visit? My visit, it was, it was, uh, July 20th. Um, like, a month before there, I, I went for the eye exam, and I went back to get some glasses on July 20th. Gotcha. Okay, so you did have active coverage for that day. Um, I was gonna tell you that for the vision plan, your frame allowance is- Oh no, sorry. This was contacts. This is for contacts. Okay. I believe they don't cover contacts. Um, I know- It, it was on the card that they cover it. They give you so much money towards it. Gotcha. Um, okay, give me one second 'cause I know you do need to talk to the carrier, who is MetLife, but give me one second. Let me investigate. Can I put you in a brief hold? Okay. Hey, Woody. Woody, can you hear me? Hey. Okay.... somebody out there. What? What is the condition of the site? The breaker out. okay, so I was just- Okay. Well, you know, I was trying to just lean on Andrew and his concern was that this site, it was very hard to crack into. Is that the only one? Yes. It's the very last one they made. And, um- And he was able to go through all of them? Yeah. He saw all the rest of them that they... I mean, he didn't... He didn't have any issues with the rest of them. I don't understand. I mean, how come they're not... How come they're not really asking you about- The test was finished on yesterday. I should be expecting a sign off on today receiving some answers. He just... He said he did not tell the customer about the breaker being the wrong size. He didn't tell him yet. But, so obviously- If they have the breaker, the trip rating, the 600 volts, the 400 amps. If you have that, if that breaker trip and you go all the way to half, which the breaker stays on half, then you can dial it down to 400. Okay. So let's kind of walk me through... I don't know what the engineer is, but who is the engineer on this? Dominique. Yes. The engineer said it was fine, like you said, dial it back to 400 amps. Um, but the engineer kept saying the whole time that this is fixed at the site. So did

Andrew dial it back to 400 amps? He did. Okay. Well, 400 amps. Great. Then I can... Um, but if we're going to do that, then we need to know that... Let me clarify. With, with the five ampere, we almost definitely want IP68. In, in the email this morning, we still had a breaker that was set outside- Yes. And so that was my pushback to, to Kevin. I want to retract my email. So it's... I didn't know that this thing was installed until you just text, chatted with me on this. I didn't know that the trip rating had been resolved by the engineer, Dominique. She said... So, you know- Well, I'm assuming the trip rate, rate is resolved, because, uh, because Dominique told me that- We need to sign off on this though. Okay. We need to do... The meeting. We need to say okay, group. Uh, we need to sign off. We gotta do, evaluate this. Find out what the engineer... Kind of do a clean up on that to make sure. But if there's nothing in the customer's eyes to do of concern from a trip rating or breaker snugness, whatever, then, then we move on. There's nothing to be wrong. That breaker isn't an outlet, some kind of a drawer or pencil drawer. It's gonna be there. It's not gonna happen. I mean, it's not gonna move again. So, um, so anyway, all right. I'm gonna... I'm the one who responds back to Kevin's emails about this. I ain't that aggressive. No one said... I didn't have all the details. So, um, they won't keep listening to me if I cry wolf, walk like that. I'm sorry. So. Well, I'm just saying, that's as far as we need to- Thank you for your hold. Um- Call your chair and be like, "What do we do about this?" Do you want him to call you back? Hold on one second, sorry. Mm-hmm. So anyway, um, all right. I'll let you just finish up the project from the start up standpoint, and I'll resend the chat to Kevin, "It looks like the breaker was installed, and we're all, we're all good." Okay. Tell him that the, the service engineer felt that the breaker was very snug going in, and that's where this message came out. So anyway. All right, Malitha. I appreciate it. Okay. All right. All right, thanks. Mm-hmm. Okay, I'm sorry about that. I'm working too. It's okay. No, you're fine. Okay. I was gonna tell you that probably the reason why they didn't find you is because it looks like we recently transitioned from... Well, last year, we transitioned from Superior Vision, which who the carrier was for this vision plan, to MetLife. So probably your staffing agency was still with them, um, whenever they made those changes. So I'm actually gonna give you the number that you should call, 'cause that's most likely why you weren't found in their system. Okay. But what do I do about this claim if I'm no longer with the insurance? So, at the time of your service, you did have active coverage. Mm-hmm. So they would tell you why it wasn't covered or, um, what they would have to do. 'Cause you did have active coverage for that date of service. Mm-hmm. So they would, um, they would give you a little bit more information since they're the carrier. Okay. Okay? But I have the phone number and if you want, I can also transfer you. Okay. So it's gonna be for Superior Vision, that's S-U-P-E-R-I-O-R, and then the phone number is 800-507-3800 and you did have active coverage for that date of service, but you would have to contact, um, the carrier and they would give you a little bit more information. But if you wish- Wait. I- ... I can transfer your call as well. Okay, before you transfer, I'm just going to ask you another question. Mm-hmm. Like if, if the insurance changed, why wasn't I sent a updated card at that time? 'Cause my card- So the card that you have- ... says I have like... Okay. Yeah, so most likely once they transitioned, they did send, um, those cards out to the members with the new name of the agency, but I'm not really sure why you weren't showing up in their system. You were probably most likely still with, uh, Superior Vision, but I'm not really sure. But I did check to see when we were still with them and at that time, it looks like most likely you were with that, um, carrier. Okay. Yes, ma'am. Okay. You can transfer. Um, but if you want, I can go ahead

and transfer you and if you need any more, like, information or questions or they tell you something that you just don't think is right, you're welcome to give us a call and then, um, we'll look into it as well. Okay. All right? All right. Thank you. Thank you for your time. All right. I'll transfer. Thank you. Mm-hmm. Hey, Andrew. I was trying to find out, um, do we have a sign-off yet? Okay. And for that breaker, did you dial back the rating? For that what? Did you... The rating, you said the rating was at 600, it should've been at 400?

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Stephanie. Um, my name is Veliki Smith. I'm a former employee of TRC, and, um, while I was working for them, um, I went to the eye doctor for my vision. Well, I have a claim that's unpaid, and I called earlier, and the person transferred me to, um, the vision that I had, and they said they can't even find my insurance in their system. They said, apparently, "You all purged it," and, um, they have no way of, of, of paying this claim if I'm not in the system. So I'm calling to see how, what do I need to do, or how can I get this claim paid for? Because I did have insurance at the time of, uh, of this vision.

Speaker speaker\_1: And then what was the vision for?

Speaker speaker\_2: Um, the c- I think it was MetLife.

Speaker speaker\_1: N- Um, like, the service, though.

Speaker speaker\_2: Oh, it was for glasses.

Speaker speaker\_1: Okay. Um, so I have to get in your file. Um, what is the last four of your Social, so that I can look into it?

Speaker speaker\_2: 7- 7674.

Speaker speaker\_1: Okay. And then, could you verify your address and your date of birth?

Speaker speaker\_2: 5166 Weatherford Ct, Suwanee, Georgia 30024. March 5th, 1978.

Speaker speaker\_1: Is your phone number 313-671-9354?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I have vksmith05@Yahoo.com. Is that up-to-date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then, uh, I was gonna ask you, w- w- when was your visit? Do you remember the date, of the visit?

Speaker speaker\_2: My visit, it was, it was, uh, July 20th. Um, like, a month before there, I, I went for the eye exam, and I went back to get some glasses on July 20th.

Speaker speaker\_1: Gotcha. Okay, so you did have active coverage for that day. Um, I was gonna tell you that for the vision plan, your frame allowance is-

Speaker speaker\_2: Oh no, sorry. This was contacts. This is for contacts.

Speaker speaker\_1: Okay. I believe they don't cover contacts. Um, I know-

Speaker speaker\_2: It, it was on the card that they cover it. They give you so much money towards it.

Speaker speaker\_1: Gotcha. Um, okay, give me one second 'cause I know you do need to talk to the carrier, who is MetLife, but give me one second. Let me investigate. Can I put you in a brief hold?

Speaker speaker\_2: Okay.

Speaker speaker\_3: Hey, Woody. Woody, can you hear me? Hey. Okay.

Speaker speaker\_4: ... somebody out there.

Speaker speaker\_5: What? What is the condition of the site?

Speaker speaker\_4: The breaker out. okay, so I was just-

Speaker speaker\_6: Okay. Well, you know, I was trying to just lean on Andrew and his concern was that this site, it was very hard to crack into.

Speaker speaker\_5: Is that the only one?

Speaker speaker\_6: Yes. It's the very last one they made. And, um-

Speaker speaker\_5: And he was able to go through all of them?

Speaker speaker\_6: Yeah. He saw all the rest of them that they... I mean, he didn't... He didn't have any issues with the rest of them.

Speaker speaker\_5: I don't understand. I mean, how come they're not... How come they're not really asking you about-

Speaker speaker\_6: The test was finished on yesterday. I should be expecting a sign off on today receiving some answers. He just... He said he did not tell the customer about the breaker being the wrong size. He didn't tell him yet. But, so obviously-

Speaker speaker\_5: If they have the breaker, the trip rating, the 600 volts, the 400 amps. If you have that, if that breaker trip and you go all the way to half, which the breaker stays on half, then you can dial it down to 400.

Speaker speaker\_6: Okay.

Speaker speaker\_5: So let's kind of walk me through... I don't know what the engineer is, but who is the engineer on this?

Speaker speaker\_6: Dominique. Yes. The engineer said it was fine, like you said, dial it back to 400 amps. Um, but the engineer kept saying the whole time that this is fixed at the site.

Speaker speaker\_5: So did Andrew dial it back to 400 amps?

Speaker speaker\_6: He did.

Speaker speaker\_5: Okay. Well, 400 amps. Great. Then I can... Um, but if we're going to do that, then we need to know that... Let me clarify. With, with the five ampere, we almost definitely want IP68. In, in the email this morning, we still had a breaker that was set outside-

Speaker speaker\_7: Yes.

Speaker speaker\_5: And so that was my pushback to, to Kevin. I want to retract my email. So it's... I didn't know that this thing was installed until you just text, chatted with me on this. I didn't know that the trip rating had been resolved by the engineer, Dominique. She said... So, you know-

Speaker speaker\_6: Well, I'm assuming the trip rate, rate is resolved, because, uh, because Dominique told me that-

Speaker speaker\_5: We need to sign off on this though.

Speaker speaker\_6: Okay.

Speaker speaker\_5: We need to do... The meeting. We need to say okay, group. Uh, we need to sign off. We gotta do, evaluate this. Find out what the engineer... Kind of do a clean up on that to make sure. But if there's nothing in the customer's eyes to do of concern from a trip rating or breaker snugness, whatever, then, then we move on. There's nothing to be wrong. That breaker isn't an outlet, some kind of a drawer or pencil drawer. It's gonna be there. It's not gonna happen. I mean, it's not gonna move again. So, um, so anyway, all right. I'm gonna... I'm the one who responds back to Kevin's emails about this. I ain't that aggressive. No one said... I didn't have all the details. So, um, they won't keep listening to me if I cry wolf, walk like that.

Speaker speaker\_6: I'm sorry.

Speaker speaker\_5: So. Well, I'm just saying, that's as far as we need to-

Speaker speaker\_1: Thank you for your hold. Um-

Speaker speaker\_5: Call your chair and be like, "What do we do about this?"

Speaker speaker\_1: Do you want him to call you back?

Speaker speaker\_6: Hold on one second, sorry. Mm-hmm.

Speaker speaker\_5: So anyway, um, all right. I'll let you just finish up the project from the start up standpoint, and I'll resend the chat to Kevin, "It looks like the breaker was installed, and we're all, we're all good."

Speaker speaker\_6: Okay.

Speaker speaker\_5: Tell him that the, the service engineer felt that the breaker was very snug going in, and that's where this message came out. So anyway. All right, Malitha. I appreciate it.

Speaker speaker\_6: Okay. All right.

Speaker speaker\_5: All right, thanks.

Speaker speaker\_6: Mm-hmm. Okay, I'm sorry about that. I'm working too.

Speaker speaker\_1: It's okay. No, you're fine.

Speaker speaker\_6: Okay.

Speaker speaker\_1: I was gonna tell you that probably the reason why they didn't find you is because it looks like we recently transitioned from... Well, last year, we transitioned from Superior Vision, which was the carrier was for this vision plan, to MetLife. So probably your staffing agency was still with them, um, whenever they made those changes. So I'm actually gonna give you the number that you should call, 'cause that's most likely why you weren't found in their system.

Speaker speaker\_2: Okay. But what do I do about this claim if I'm no longer with the insurance?

Speaker speaker\_1: So, at the time of your service, you did have active coverage.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So they would tell you why it wasn't covered or, um, what they would have to do. 'Cause you did have active coverage for that date of service.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So they would, um, they would give you a little bit more information since they're the carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? But I have the phone number and if you want, I can also transfer you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So it's gonna be for Superior Vision, that's S-U-P-E-R-I-O-R, and then the phone number is 800-507-3800 and you did have active coverage for that date of service, but you would have to contact, um, the carrier and they would give you a little bit more information. But if you wish-

Speaker speaker\_2: Wait. I-

Speaker speaker\_1: ... I can transfer your call as well.

Speaker speaker\_2: Okay, before you transfer, I'm just going to ask you another question.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Like if, if the insurance changed, why wasn't I sent a updated card at that time? 'Cause my card-

Speaker speaker\_1: So the card that you have-

Speaker speaker\_2: ... says I have like... Okay.

Speaker speaker\_1: Yeah, so most likely once they transitioned, they did send, um, those cards out to the members with the new name of the agency, but I'm not really sure why you weren't showing up in their system. You were probably most likely still with, uh, Superior Vision, but I'm not really sure. But I did check to see when we were still with them and at that time, it looks like most likely you were with that, um, carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. You can transfer.

Speaker speaker\_1: Um, but if you want, I can go ahead and transfer you and if you need any more, like, information or questions or they tell you something that you just don't think is right, you're welcome to give us a call and then, um, we'll look into it as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Thank you for your time.

Speaker speaker\_2: All right. I'll transfer. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Hey, Andrew. I was trying to find out, um, do we have a sign-off yet? Okay. And for that breaker, did you dial back the rating?

Speaker speaker\_8: For that what?

Speaker speaker\_2: Did you... The rating, you said the rating was at 600, it should've been at 400?