

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hello. My name is... Oh, sorry. All right. Back to you, Hello, my name is, uh, Matt... And I called yesterday about, um, enrolling in the benefits. Um, you guys gave me some numbers to call. Um, so I called those numbers. Um, I wasn't able to reach the, uh, dental. Um, they were outta the office, but I'll try to reach them later or tomorrow. Um, but I, I did get in touch with, uh, MetLife. Um, and the... My specific question was about, um, contact lenses and, uh, frame allowances. Mm-hmm. So, uh, with- Mm-hmm. Yes. Oh, yes. So, uh, oh, go ahead. Um, so I would have to get in your file first to give you that information. I believe I, I don't have the information regarding the contact lenses, but the frame allowance I will on the guide. Okay. Um, but let... What, what staffing agency is it that you work for? Yeah. It's, uh, Adept HR. Okay. And then what are the last four of your social? It's, uh, 1610. And your first and last name? You said Matthew. Yeah. Matthew Luke. For security purposes, can you verify your address and date of birth? Uh, the address is 1105 West 86th Street, uh, kan- it's in Kansas City. And then, um, the date of birth is 10/19/1996. 816-977-4850 is your phone number? Yeah. Okay. And then I have your first name, last name34@gmail.com, right? Yep. Okay. So regarding the vision, let's see. So for vision, you would have to, um, have a copay of \$10 if you go for an eye exam. Copay for lenses and frames is \$25, and your frame allowance is \$130. Okay. And, uh, I guess the, the question was 'cause when I talked to the gentleman, he- Mm-hmm. They both, um... Well, I talked to a gentleman, I talked to a, a, a lady. They said that they needed a... Oh, let me see here. They said that they needed a client ID number to, um, go into specific details. But they believed that this also included contact lenses, an option, because right here it says, "Copay for contact lens fitting at zero." And then above it, it says, "Copay for lenses and frames at, uh, 25." So they believe when I explained that to them, that this also included contacts. So normally whenever you have questions like that, who you do need to speak to is a carrier, who would be MetLife. And they wouldn't... Um, 'cause we're just the healthcare administrators. I can only go based off what the guide tells me. Any detailed questions like that, you would have to go through MetLife and they should be able to answer that too. I don't know if they were, whoever you spoke to, if they were new or something. Um, because they never asked for what you just, what you just, uh, mentioned. Client number? They have never asked for that. So I don't know why they even asked you for that. That's weird. Yeah. They said that you did, uh, 'cause I, I, uh, called and this and that... Well, I called both numbers that, uh... Because I, because when I, I talked to somebody yesterday and they, they gave me a number to call. Um, well, when I called them today, they said they needed a client ID number. Both, uh, people said it. So I talked to the gentleman and then they s- uh, sent me over to specifically a MetLife representative. And they both asked for a client ID number, which was an eight-digit number. Okay. Let me ask, but since I have been here, if

you have questions regarding like, like the ones you do, we just connect them to the providers. Um, I never have had anybody call back asking for a client ID number. Okay. Um, but give me one second. Let me ask. But from my understanding, you don't even need that. I don't know- Oh. ... why they're asking you for that. But give me one second to just make sure. And that was... For them to give you specific questions like the ones regarding the contacts, that's what they told you? Well, they said that when I, when I said, uh, 'cause I think... Well, they first they asked for the, the agency and I said it was Adept HR. Mm-hmm. And so I said it was Adept HR and they were not able to pull it up. They couldn't find it as a specific client. Um, then I said... Then, then they started asking for the client ID number and, uh, I didn't have that. So, uh, then I, I just... They were like, "Well, what does the pamphlet say?" And I started explaining the benefits like the vision because, uh, at first, well, I think, um, because I... Yesterday when I was talking, uh, to the, uh, lady, um, she didn't believe- Yeah. She did not believe that this included contact lenses, but she wasn't sure. And that's when you called this number, right? Because I do see that you spoke with one of our reps. Yeah. And they wrote down what you wanted to be enrolled into, which was vision, dental, and then the VIP standard plan. Yeah, yeah, yeah. She wasn't sure. I think she wasn't sure. Um- Exactly. Yeah, because we're only the administrators. Who actually needs to give you that information is MetLife, because they're the, the carrier for vision. Yeah. Which is really weird that they, um, uh... Give me one second. Let me ask, because like I said, every time something like this happens, we just connect you with a carrier. I don't know if you spoke to somebody that's new or... 'Cause that's weird. I don't think they knew what they were talking about. Um, but give me one second. I have never heard about a client number. But give me one second. I'm a put you in a brief hold, okay? All righty. Okay, sir. So, yes, so you definitely do need to speak to MetLife but I can provide you a group number. I'm not sure, they might be asking regarding the group number. One, two, three, four, five, six, seven. Okay. It's seven numbers, though. It's not eight, it's seven. Um, okay. I mean, I'll, uh, see if it works. Okay, 'cause who, like I said, who has to give you that information is them, and I'm not sure if because you're- you're not even active or have, um, coverage, that's why they might not be able to give you that information. But I believe they still should be able to. Um, but I'm just gonna give you this just in case this is what they're asking. Um, we don't call it a client number but it is a group number and it's associated with, um, the staffing agency that you're working for. So, hopefully with this they're able to answer your questions before you enroll. Um, let me know when you're ready though. Uh, I'm ready. It's gonna be 5374418. Again, 5374418. Okay, I appreciate it. Okay, and then hopefully that works. And then just keep in mind that we do have, um, that little window that you have to call in before you can't enroll anymore, okay? Yep, yep. Gotcha, gotcha. All right. Well, I hope you have a great day and I hope they're able to help you. Alrighty, appreciate it. Have a nice day. Yes. Yes, thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. My name is... Oh, sorry.

Speaker speaker_0: All right. Back to you, Hello, my name is, uh, Matt... And I called yesterday about, um, enrolling in the benefits. Um, you guys gave me some numbers to call. Um, so I called those numbers. Um, I wasn't able to reach the, uh, dental. Um, they were outta the office, but I'll try to reach them later or tomorrow. Um, but I, I did get in touch with, uh, MetLife. Um, and the... My specific question was about, um, contact lenses and, uh, frame allowances. Mm-hmm.

Speaker speaker_1: So, uh, with-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes. Oh, yes. So, uh, oh, go ahead.

Speaker speaker_0: Um, so I would have to get in your file first to give you that information. I believe I, I don't have the information regarding the contact lenses, but the frame allowance I will on the guide.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but let... What, what staffing agency is it that you work for?

Speaker speaker_1: Yeah. It's, uh, Adept HR.

Speaker speaker_0: Okay. And then what are the last four of your social?

Speaker speaker_1: It's, uh, 1610.

Speaker speaker_0: And your first and last name? You said Matthew.

Speaker speaker_1: Yeah. Matthew Luke.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, the address is 1105 West 86th Street, uh, kan- it's in Kansas City. And then, um, the date of birth is 10/19/1996.

Speaker speaker_0: 816-977-4850 is your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then I have your first name, last name34@gmail.com, right?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So regarding the vision, let's see. So for vision, you would have to, um, have a copay of \$10 if you go for an eye exam. Copay for lenses and frames is \$25, and your frame allowance is \$130.

Speaker speaker_1: Okay. And, uh, I guess the, the question was 'cause when I talked to the gentleman, he-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: They both, um... Well, I talked to a gentleman, I talked to a, a, a lady. They said that they needed a... Oh, let me see here. They said that they needed a client ID number to, um, go into specific details. But they believed that this also included contact lenses, an option, because right here it says, "Copay for contact lens fitting at zero." And then above it, it says, "Copay for lenses and frames at, uh, 25." So they believe when I explained that to them, that this also included contacts.

Speaker speaker_0: So normally whenever you have questions like that, who you do need to speak to is a carrier, who would be MetLife. And they wouldn't... Um, 'cause we're just the healthcare administrators. I can only go based off what the guide tells me. Any detailed questions like that, you would have to go through MetLife and they should be able to answer that too. I don't know if they were, whoever you spoke to, if they were new or something. Um, because they never asked for what you just, what you just, uh, mentioned. Client number? They have never asked for that. So I don't know why they even asked you for that. That's weird.

Speaker speaker_1: Yeah. They said that you did, uh, 'cause I, I, uh, called and this and that... Well, I called both numbers that, uh... Because I, because when I, I talked to somebody yesterday and they, they gave me a number to call. Um, well, when I called them today, they said they needed a client ID number. Both, uh, people said it. So I talked to the gentleman and then they s- uh, sent me over to specifically a MetLife representative. And they both asked for a client ID number, which was an eight-digit number.

Speaker speaker_0: Okay. Let me ask, but since I have been here, if you have questions regarding like, like the ones you do, we just connect them to the providers. Um, I never have had anybody call back asking for a client ID number.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but give me one second. Let me ask. But from my understanding, you don't even need that. I don't know-

Speaker speaker_1: Oh.

Speaker speaker_0: ... why they're asking you for that. But give me one second to just make sure. And that was... For them to give you specific questions like the ones regarding the contacts, that's what they told you?

Speaker speaker_1: Well, they said that when I, when I said, uh, 'cause I think... Well, they first they asked for the, the agency and I said it was Adept HR.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And so I said it was Adept HR and they were not able to pull it up. They couldn't find it as a specific client. Um, then I said... Then, then they started asking for the client ID number and, uh, I didn't have that. So, uh, then I, I just... They were like, "Well, what does the pamphlet say?" And I started explaining the benefits like the vision because, uh, at first, well, I think, um, because I... Yesterday when I was talking, uh, to the, uh, lady, um, she didn't believe-

Speaker speaker_0: Yeah.

Speaker speaker_1: She did not believe that this included contact lenses, but she wasn't sure.

Speaker speaker_0: And that's when you called this number, right? Because I do see that you spoke with one of our reps.

Speaker speaker_1: Yeah.

Speaker speaker_0: And they wrote down what you wanted to be enrolled into, which was vision, dental, and then the VIP standard plan.

Speaker speaker_1: Yeah, yeah, yeah. She wasn't sure. I think she wasn't sure. Um-

Speaker speaker_0: Exactly. Yeah, because we're only the administrators. Who actually needs to give you that information is MetLife, because they're the, the carrier for vision.

Speaker speaker_1: Yeah.

Speaker speaker_0: Which is really weird that they, um, uh... Give me one second. Let me ask, because like I said, every time something like this happens, we just connect you with a carrier. I don't know if you spoke to somebody that's new or... 'Cause that's weird. I don't think they knew what they were talking about. Um, but give me one second.

Speaker speaker_2: I have never heard about a client number. But give me one second. I'm a put you in a brief hold, okay?

Speaker speaker_3: All righty.

Speaker speaker_0: Okay, sir. So, yes, so you definitely do need to speak to MetLife but I can provide you a group number. I'm not sure, they might be asking regarding the group number. One, two, three, four, five, six, seven.

Speaker speaker_4: Okay.

Speaker speaker_0: It's seven numbers, though. It's not eight, it's seven.

Speaker speaker_4: Um, okay. I mean, I'll, uh, see if it works.

Speaker speaker_0: Okay, 'cause who, like I said, who has to give you that information is them, and I'm not sure if because you're- you're not even active or have, um, coverage, that's why they might not be able to give you that information. But I believe they still should be able to. Um, but I'm just gonna give you this just in case this is what they're asking. Um, we don't call it a client number but it is a group number and it's associated with, um, the staffing agency that you're working for. So, hopefully with this they're able to answer your questions before you enroll. Um, let me know when you're ready though.

Speaker speaker_4: Uh, I'm ready.

Speaker speaker_0: It's gonna be 5374418. Again, 5374418.

Speaker speaker_4: Okay, I appreciate it.

Speaker speaker_0: Okay, and then hopefully that works. And then just keep in mind that we do have, um, that little window that you have to call in before you can't enroll anymore, okay?

Speaker speaker_4: Yep, yep. Gotcha, gotcha.

Speaker speaker_0: All right. Well, I hope you have a great day and I hope they're able to help you.

Speaker speaker_4: Alrighty, appreciate it.

Speaker speaker_0: Have a nice day.

Speaker speaker_4: Yes. Yes, thanks. Bye.