Transcript: Estefania Acevedo-5338788526505984-6117241953665024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. My name is, uh, Ross Taylor. Um, is this MetLife? No, sir, but I can connect you to them if you wish, and I could provide their phone number as well. Um, is it a 615 number? B- because I have a number that I've been calling off the card, just the number that my employee gave me- So- ... to call. ... this is Benefits in a Card. Um, we're the ones that enroll you into the benefit, but if you need to speak to, like, a provider, I would have to transfer you to them. And it actually ends in 1883. It's a... Oh, so it's not the number on the back of the card? It's, um, uh, VSP Network? No. It's actually 800-615-1883. Yeah. I got the 18... It's 615-1883. Mm-hmm. So- Just a number that, uh, th- the provi- and it asking me for my, this phone number and when I type it in, it just hangs up. Mm-hmm. So y- so if you do need- Uh- ... to find, like, providers, you would have to contact that number, because we're just the healthcare administrators for the staff and agencies. Okay. Is there any way for you to patch me into it? Yes, sir. I can. Okay. Give me- But you- ... give me one second. Okay. Let me go ahead and transfer your call. Yes, ma'am. Hello, ma'am? Yes. Give me one second. I'm transferring you. Oh, okay. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. My name is, uh, Ross Taylor. Um, is this MetLife?

Speaker speaker_0: No, sir, but I can connect you to them if you wish, and I could provide their phone number as well.

Speaker speaker_1: Um, is it a 615 number? B- because I have a number that I've been calling off the card, just the number that my employee gave me-

Speaker speaker_0: So-

Speaker speaker_1: ... to call.

Speaker speaker_0: ... this is Benefits in a Card. Um, we're the ones that enroll you into the benefit, but if you need to speak to, like, a provider, I would have to transfer you to them. And it actually ends in 1883.

Speaker speaker_1: It's a... Oh, so it's not the number on the back of the card? It's, um, uh, VSP Network?

Speaker speaker_0: No. It's actually 800-615-1883.

Speaker speaker_1: Yeah. I got the 18... It's 615-1883.

Speaker speaker_0: Mm-hmm. So-

Speaker speaker_1: Just a number that, uh, th- the provi- and it asking me for my, this phone number and when I type it in, it just hangs up.

Speaker speaker_0: Mm-hmm. So y- so if you do need-

Speaker speaker_1: Uh-

Speaker speaker_0: ... to find, like, providers, you would have to contact that number, because we're just the healthcare administrators for the staff and agencies.

Speaker speaker_1: Okay. Is there any way for you to patch me into it?

Speaker speaker_0: Yes, sir. I can.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me-

Speaker speaker_1: But you-

Speaker speaker_0: ... give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me go ahead and transfer your call.

Speaker speaker_1: Yes, ma'am. Hello, ma'am?

Speaker speaker_0: Yes. Give me one second. I'm transferring you.

Speaker speaker_1: Oh, okay. Okay.