

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie, a real person. Thank you. Um, I have... I'm with Oxford Consulting, and I have a, a vision plan, MetLife VSP Network. Mm-hmm. And I'm trying to find out what the account... I literally lost my appointment today, because they couldn't find the account number. Okay. I'm thinking- I'm trying to find out what kind of coverage I have for vision that I'm paying for. Okay. Yeah. I can check. Um, what are the last four of your Social? 7634. And the MetLife website is junk. Junk. And they're v- and calling them is... You can't get through. Oh, no. I'm sorry. I mean, I, I enter my phone number. I keep entering my phone number, and it all it keeps on saying, "Enter your phone number. Enter your phone number." I tried three times from the phone number that was on the card. So... Hello? Yes, ma'am. And then what's- Um. ... your first and last name? Leslie Osmira. Okay. Thank you. For security purposes, can you verify your address and date of birth? 1427 Yorkshire Drive, Austin, Texas, 78723. And then that date of birth, please? Oh, sorry, I couldn't remember what else you were saying. 0525-1961. Okay. Thank you. And then I have 978-273-8508 as your phone number? Yes, ma'am. All right. So you do have vision. Let's see. So vision has its co-pay. So co-pay for an eye exam, you would have to pay \$10. Co-pay for lenses and frames would be \$25, and there's a frame allowance of \$130. Um, to find providers, you would have had to contact the number that ends in 3931 or 1883. Which one did you call? Um, on my card, it says "1-855-MET-I-1." Okay. So- And I'm looking for my benefits, and that sort of thing. So if you want- So are you sure? Because I can- ... what I pulled up on the Met, on the Met thing was like a discount card. And that's... I go, "That's not what I'm paying for." So I don't- Yeah, no. Um, if you want, I can send you your card, and then that has your, um, number and stuff to your email. Yeah, because I didn't get a card for the eye. It's just on the back of my like benefits and the card thing. Mm-hmm. But there's no number. Can you give me a...? Yeah. I can send it to your email if you want, and then that same email- Oh, that'd be great. ... I'll write down the number. Um, is your email still your first and last name @earthlink.net? FirstLink. And then it has- Yeah, FirstLink. First Link. Oh, First Link? Not Earthlink? No, Earth. E-A-R-T-H, L as in Leslie, I-N as in Nancy, K. Okay. Thank you. You're too young to know this. That was one of the first ones, next to AOL and Yahoo and, , MSN. Oh, yeah. And then if you want, I can also send it to the Gmail one, 'cause I see you have a secondary as well. Send it to the Gmail one, please. Okay. Um, can I put you in a brief hold while I get that ready? Sure. Did you want me to just send you your vision, or did you want all of your cards? Yeah. You know what? I have, I have a card for dental, and I have this mul, this multi-plan virtual coverage thing for my- Okay. ... medical. That's your preventative. Yeah. Um, that is the one I- So that's actually your preventative. Um, do you have your, um, medical card? That would be the one that says, um, American Public Life, APL, for your actual medical. The one that... You have the preventative

one by the sounds of it, so that's the one that would cover like a physical, some vaccines, some STD and cancer screen. But that card that you have doesn't cover your doctor visits, let's say, urgent care, emergency room, nor surgeries. Oh. Okay. So, so if you want- Yeah. I don't have that. I only want- ... then go ahead and- ... have is a dent- I... Hold on. Let me, let me go look here. I have a, I know I have a DentalPL dental. And then dental's gonna say Carrington on it. Carrington. Yes. It does. Yeah. That one on- So you have the dental one, and then you have the preventative one which says 90 degrees. Okay. So what I have, I got was the APL Carrington. Mm-hmm. That's dental. And that's the only one I got. Okay. So I'll just go ahead and send them. Um, send you your medical card, your vision, and then did you wanna, want me to send your preventatives? I think that's the one you have also, or you don't- That's the one preventive. ... have the preventive. Benefits in a card. It says benefits... Let's see what it says here. Um, up there. Oh, One Card Benefits in a Card All In One. Um, what I have is like that little blue, it says, "Member Pharmacy Medical," and then on the back it says, "Provider Vision" on the back, the little, like a blue tab, and it says, "Vision MetLife VSP Network." So- Okay. So I'll just send them all. Um, I was gonna tell you that for your Ensure+ Basics, they normally don't mail that card out, which is your medical card. If you do want a physical one, I would have to request it. Okay. Can you... Can... For the vision, can you give me like my ID number for that? Yes. Okay. And then I'll send it to your email as well. Um. That'd be great. Can I, can I put you on hold? Sure. And then I'll get you to verify that you've received this stuff? Okay, great. Thank you. Mm-hmm. Thank you for your hold. I went ahead and emailed you your cards. I just went ahead and emailed them all. Um, so the first one is gonna be your preventative card and your vision. Oh, thank you. Some information is on there as well. Mm-hmm. And then, the other one's gonna say Carrington. That's for dental. It's gonna say APL 'cause that's the, uh, carrier, but the network is Carrington. So the one that- Yeah. ... says Carrington is for dental. And then, the one- Mm-hmm. ... that says American Public Life, APL, that one's your actual medical card. The one that you would take to the doctor if you get sick or urgent care, emergency room and surgeries. Um, so the one that's- Okay. ... just preventative is with your vision, okay? Okay. So you're sending me- And you- ... that card, right? Yeah. I went ahead and sent it to you. Um, I don't know if you can verify that you received it. Yeah. Hold on. This is Becc. Hold on. Let me... And then, it should come from an email that says info@benefitsinacard.com, as well as I listed the numbers for the- Okay. I got it. ... providers. Here. Okay. That was one. Let's see which one would I be here. And then, the one that says member ops for employee ID, employee member medical coverage, that one is gonna be your preventative and your vision card. Okay, so this one says... This one says APL Medical Benefits Certification Customer Service. Okay. Let me just print that one out I have that card. The first one there that's got all the little blue tabs on it? Mm-hmm. Yes, ma'am. That one, yeah, that one I didn't need. But see, it says MetLife, but it doesn't have a number there. Let me see. You gave me three cards, but I don't have the, the, still don't have the vision. The vision is with the preventative, which is the blue little tabs. Um, did you press it? 'Cause I have yours open right now. Yeah, I have the, I have that card, but there's, I can't get my ID information. My, the, the, when I go to the eye... I went to the eye doctor today. Mm-hmm. She was like, "Well, we can't get your number. We can't get your num- we can't get a hold of MetLife to get your number and you're not insured." And they wouldn't... So let me call MetLife to make sure that you're like in their system, because I do see your, your card right here. I pay for it. Yeah, yeah. And, and I do see that you're active and stuff. So let me call

just to make sure that you are popping up in their system. Um, you did call that number that's in that email, right? For the, um... Um, let me see which one I've called here. Hold on. I don't know. I can't see it while I'm on the phone with you, I think. Hold on. Let me see here. ... let's see here. Done. Okay. Yeah. No, I don't. I have to- I have to hang up and look at it and see what- Okay. ... the number is. Um, it's, I know it's the one to find the list of vision providers. It would be the one that ends in 3931. Yeah, I think that's the one I've called, but I will try to call them one more time. Okay. Um, did you- Let me see. See if that's the one on here. Okay. That's fine. No, that's not the one. Okay. I'll, let me see if that was the one I saved. Hold on here. Let's see here. It's kind of a slowish thing. No, and that's not the, the phone number on the website either. So I will call that number. Okay, so that- That, that is a new number I haven't seen before. Oh, yeah. And it's, it's definitely that one. Um, so I would call that number. And it's not on my, and it's not on my card either. And it's... Oh, that's weird. Yeah. Yeah, so I would call that number. If I look up this benefits in the card, because the number on the card is... Yeah, the MetLife, which isn't the right number. The card is wrong. That, that blue tab card? Mm-hmm. No. Not, not that, not the right number. Not the number you've just given me. So, it should be... Give me one second. It should be 855-638-3931. Right. Yeah, but with that number, it's not on the website, and it's not on the card that you sent me. So, I'm just saying. I will... So, I will... Mm-hmm. Can you give me the account ID number for that, for my vision? Are you Yeah. I have an em-, I have an employee ID, um. I have that one. D as in dog, 433-01519. Mm-hmm. Yeah. That's on the blue card. Did you want, did you wanna hold while they verify that you aren't, like, popping up in their system? Because you should be pulling up, if I'm honest, because I did see that- Yeah. ... you have coverage. Yeah. I don't know if you want me to call real quick, just to verify? If you could, that would be very helpful. I appreciate that. Okay. I'll be right back. Okay. I'm gonna put you in a brief hold. 202 Yes, thank you. Okay, thank you so much for your hold. Yeah, so you're definitely showing up as- Yeah. ... active on their system. So, I would definitely call that number that I provided in the email that I sent you, um, because you're definitely active- Okay. ... in our system, and you're definitely showing up active in MetLife as well. Okay. That's great. Thank you so much. Mm-hmm. I really appreciate that. You're welcome. And if you have trouble still, I would call us back. Um, but I did call the carrier who is MetLife, and you are definitely in there, so there shouldn't be a reason why they're not finding you. Good. Okay? Okay. I appreciate that very much. Thank you so much. You're welcome. Have a nice day. We're open from 8:00 AM up until 8:00 PM Eastern Time. Okay. That's great. Thank you so much. Appreciate it. Okay. Take care. Have a nice day. You too. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie, a real person. Thank you. Um, I have... I'm with Oxford Consulting, and I have a, a vision plan, MetLife VSP Network.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I'm trying to find out what the account... I literally lost my appointment today, because they couldn't find the account number.

Speaker speaker_0: Okay. I'm thinking-

Speaker speaker_1: I'm trying to find out what kind of coverage I have for vision that I'm paying for.

Speaker speaker_0: Okay. Yeah. I can check. Um, what are the last four of your Social?

Speaker speaker_1: 7634. And the MetLife website is junk. Junk. And they're v- and calling them is... You can't get through.

Speaker speaker_0: Oh, no. I'm sorry.

Speaker speaker_1: I mean, I, I enter my phone number. I keep entering my phone number, and it all it keeps on saying, "Enter your phone number. Enter your phone number." I tried three times from the phone number that was on the card. So... Hello?

Speaker speaker_0: Yes, ma'am. And then what's-

Speaker speaker_1: Um.

Speaker speaker_0: ... your first and last name?

Speaker speaker_1: Leslie Osmira.

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

Speaker speaker_1: 1427 Yorkshire Drive, Austin, Texas, 78723.

Speaker speaker_0: And then that date of birth, please?

Speaker speaker_1: Oh, sorry, I couldn't remember what else you were saying. 0525-1961.

Speaker speaker_0: Okay. Thank you. And then I have 978-273-8508 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So you do have vision. Let's see. So vision has its co-pay. So co-pay for an eye exam, you would have to pay \$10. Co-pay for lenses and frames would be \$25, and there's a frame allowance of \$130. Um, to find providers, you would have had to contact the number that ends in 3931 or 1883. Which one did you call?

Speaker speaker_1: Um, on my card, it says "1-855-MET-I-1."

Speaker speaker_0: Okay. So-

Speaker speaker_1: And I'm looking for my benefits, and that sort of thing. So if you want-

Speaker speaker_0: So are you sure? Because I can-

Speaker speaker_1: ... what I pulled up on the Met, on the Met thing was like a discount card. And that's... I go, "That's not what I'm paying for." So I don't-

Speaker speaker_0: Yeah, no. Um, if you want, I can send you your card, and then that has your, um, number and stuff to your email.

Speaker speaker_1: Yeah, because I didn't get a card for the eye. It's just on the back of my like benefits and the card thing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But there's no number. Can you give me a...?

Speaker speaker_0: Yeah. I can send it to your email if you want, and then that same email-

Speaker speaker_1: Oh, that'd be great.

Speaker speaker_0: ... I'll write down the number. Um, is your email still your first and last name @earthlink.net?

Speaker speaker_1: FirstLink.

Speaker speaker_0: And then it has-

Speaker speaker_1: Yeah, FirstLink.

Speaker speaker_0: First Link. Oh, First Link? Not Earthlink?

Speaker speaker_1: No, Earth. E-A-R-T-H, L as in Leslie, I-N as in Nancy, K.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: You're too young to know this. That was one of the first ones, next to AOL and Yahoo and, , MSN.

Speaker speaker_0: Oh, yeah. And then if you want, I can also send it to the Gmail one, 'cause I see you have a secondary as well.

Speaker speaker_1: Send it to the Gmail one, please.

Speaker speaker_0: Okay. Um, can I put you in a brief hold while I get that ready?

Speaker speaker_1: Sure.

Speaker speaker_0: Did you want me to just send you your vision, or did you want all of your cards?

Speaker speaker_1: Yeah. You know what? I have, I have a card for dental, and I have this mul, this multi-plan virtual coverage thing for my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... medical.

Speaker speaker_0: That's your preventative.

Speaker speaker_1: Yeah. Um, that is the one I-

Speaker speaker_0: So that's actually your preventative. Um, do you have your, um, medical card? That would be the one that says, um, American Public Life, APL, for your actual medical. The one that... You have the preventative one by the sounds of it, so that's the one that would cover like a physical, some vaccines, some STD and cancer screen. But that card that you have doesn't cover your doctor visits, let's say, urgent care, emergency room, nor surgeries.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: So, so if you want-

Speaker speaker_1: Yeah. I don't have that. I only want-

Speaker speaker_0: ... then go ahead and-

Speaker speaker_1: ... have is a dent- I... Hold on. Let me, let me go look here. I have a, I know I have a DentalPL dental.

Speaker speaker_0: And then dental's gonna say Carington on it.

Speaker speaker_1: Carington. Yes. It does. Yeah. That one on-

Speaker speaker_0: So you have the dental one, and then you have the preventative one which says 90 degrees.

Speaker speaker_1: Okay. So what I have, I got was the APL Carington.

Speaker speaker_0: Mm-hmm. That's dental.

Speaker speaker_1: And that's the only one I got.

Speaker speaker_0: Okay. So I'll just go ahead and send them. Um, send you your medical card, your vision, and then did you wanna, want me to send your preventatives? I think that's the one you have also, or you don't-

Speaker speaker_1: That's the one preventive.

Speaker speaker_0: ... have the preventive.

Speaker speaker_1: Benefits in a card. It says benefits... Let's see what it says here. Um, up there. Oh, One Card Benefits in a Card All In One. Um, what I have is like that little blue, it says, "Member Pharmacy Medical," and then on the back it says, "Provider Vision" on the back, the little, like a blue tab, and it says, "Vision MetLife VSP Network." So-

Speaker speaker_0: Okay. So I'll just send them all. Um, I was gonna tell you that for your Ensure+ Basics, they normally don't mail that card out, which is your medical card. If you do want a physical one, I would have to request it.

Speaker speaker_1: Okay. Can you... Can... For the vision, can you give me like my ID number for that?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay.

Speaker speaker_3: And then I'll send it to your email as well. Um.

Speaker speaker_2: That'd be great.

Speaker speaker_3: Can I, can I put you on hold?

Speaker speaker_2: Sure.

Speaker speaker_3: And then I'll get you to verify that you've received this stuff?

Speaker speaker_2: Okay, great. Thank you.

Speaker speaker_3: Mm-hmm.

Speaker speaker_4: Thank you for your hold. I went ahead and emailed you your cards. I just went ahead and emailed them all. Um, so the first one is gonna be your preventative card and your vision.

Speaker speaker_1: Oh, thank you.

Speaker speaker_4: Some information is on there as well.

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: And then, the other one's gonna say Carrington. That's for dental. It's gonna say APL 'cause that's the, uh, carrier, but the network is Carrington. So the one that-

Speaker speaker_1: Yeah.

Speaker speaker_4: ... says Carrington is for dental. And then, the one-

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: ... that says American Public Life, APL, that one's your actual medical card. The one that you would take to the doctor if you get sick or urgent care, emergency room and surgeries. Um, so the one that's-

Speaker speaker_1: Okay.

Speaker speaker_4: ... just preventative is with your vision, okay?

Speaker speaker_1: Okay. So you're sending me-

Speaker speaker_4: And you-

Speaker speaker_1: ... that card, right?

Speaker speaker_4: Yeah. I went ahead and sent it to you. Um, I don't know if you can verify that you received it.

Speaker speaker_1: Yeah. Hold on. This is Becc. Hold on. Let me...

Speaker speaker_4: And then, it should come from an email that says info@benefitsinacard.com, as well as I listed the numbers for the-

Speaker speaker_1: Okay. I got it.

Speaker speaker_4: ... providers.

Speaker speaker_1: Here. Okay. That was one. Let's see which one would I be here.

Speaker speaker_4: And then, the one that says member ops for employee ID, employee member medical coverage, that one is gonna be your preventative and your vision card.

Speaker speaker_1: Okay, so this one says... This one says APL Medical Benefits Certification Customer Service. Okay. Let me just print that one out I have that card. The first one there that's got all the little blue tabs on it?

Speaker speaker_4: Mm-hmm. Yes, ma'am.

Speaker speaker_1: That one, yeah, that one I didn't need. But see, it says MetLife, but it doesn't have a number there. Let me see. You gave me three cards, but I don't have the, the, still don't have the vision.

Speaker speaker_4: The vision is with the preventative, which is the blue little tabs. Um, did you press it? 'Cause I have yours open right now.

Speaker speaker_1: Yeah, I have the, I have that card, but there's, I can't get my ID information. My, the, the, when I go to the eye... I went to the eye doctor today.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: She was like, "Well, we can't get your number. We can't get your num- we can't get a hold of MetLife to get your number and you're not insured." And they wouldn't...

Speaker speaker_4: So let me call MetLife to make sure that you're like in their system, because I do see your, your card right here.

Speaker speaker_1: I pay for it. Yeah, yeah.

Speaker speaker_4: And, and I do see that you're active and stuff. So let me call just to make sure that you are popping up in their system. Um, you did call that number that's in that email, right? For the, um...

Speaker speaker_1: Um, let me see which one I've called here. Hold on. I don't know. I can't see it while I'm on the phone with you, I think. Hold on. Let me see here. ... let's see here. Done. Okay. Yeah. No, I don't. I have to- I have to hang up and look at it and see what-

Speaker speaker_4: Okay.

Speaker speaker_1: ... the number is.

Speaker speaker_4: Um, it's, I know it's the one to find the list of vision providers. It would be the one that ends in 3931.

Speaker speaker_1: Yeah, I think that's the one I've called, but I will try to call them one more time.

Speaker speaker_4: Okay. Um, did you-

Speaker speaker_1: Let me see. See if that's the one on here.

Speaker speaker_4: Okay. That's fine.

Speaker speaker_1: No, that's not the one. Okay. I'll, let me see if that was the one I saved. Hold on here. Let's see here. It's kind of a slowish thing. No, and that's not the, the phone number on the website either. So I will call that number.

Speaker speaker_4: Okay, so that-

Speaker speaker_1: That, that is a new number I haven't seen before.

Speaker speaker_0: Oh, yeah. And it's, it's definitely that one. Um, so I would call that number.

Speaker speaker_1: And it's not on my, and it's not on my card either.

Speaker speaker_0: And it's... Oh, that's weird.

Speaker speaker_1: Yeah. Yeah, so I would call that number. If I look up this benefits in the card, because the number on the card is... Yeah, the Meti1, which isn't the right number. The card is wrong. That, that blue tab card?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: No. Not, not that, not the right number. Not the number you've just given me.

Speaker speaker_0: So, it should be... Give me one second. It should be 855-638-3931.

Speaker speaker_1: Right. Yeah, but with that number, it's not on the website, and it's not on the card that you sent me. So, I'm just saying. I will... So, I will...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Can you give me the account ID number for that, for my vision? Are you Yeah. I have an em-, I have an employee ID, um. I have that one. D as in dog, 433-01519.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. That's on the blue card.

Speaker speaker_0: Did you want, did you wanna hold while they verify that you aren't, like, popping up in their system? Because you should be pulling up, if I'm honest, because I did see that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you have coverage.

Speaker speaker_1: Yeah.

Speaker speaker_0: I don't know if you want me to call real quick, just to verify?

Speaker speaker_1: If you could, that would be very helpful. I appreciate that.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm gonna put you in a brief hold.

Speaker speaker_1: 202 Yes, thank you.

Speaker speaker_0: Okay, thank you so much for your hold. Yeah, so you're definitely showing up as-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... active on their system. So, I would definitely call that number that I provided in the email that I sent you, um, because you're definitely active-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in our system, and you're definitely showing up active in MetLife as well.

Speaker speaker_1: Okay. That's great. Thank you so much.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I really appreciate that.

Speaker speaker_0: You're welcome. And if you have trouble still, I would call us back. Um, but I did call the carrier who is MetLife, and you are definitely in there, so there shouldn't be a reason why they're not finding you.

Speaker speaker_1: Good.

Speaker speaker_0: Okay?

Speaker speaker_1: Okay. I appreciate that very much. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day. We're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_1: Okay. That's great. Thank you so much. Appreciate it. Okay.

Speaker speaker_0: Take care.

Speaker speaker_1: Have a nice day. You too.

Speaker speaker_0: You too. Bye.