

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? Hey, my name is Jonathan Buendia. I just called to have my, uh, my, my ID number for my vision coverage. But, uh, I'm here at, at, at the vision, um, office but it looks like my insurance is not working. It's not popping up in, in the system. So I have to check to see, um, what coverage you have. Um... Okay. What type of agency do you work for? On Slack. Okay, and then what are the last four of your Social and your full name, please? Um, my name is Jonathan Buendia and my Social will be 0175. The last four, the last four. Uh-huh. 0175. Okay. Okay. For security purposes, Jonathan, can you please verify your full address and date of birth? My date of birth will be August 30th, 1996. My address will be, um, 14309 O-Oakridge Cycle. Apartment number 1806, Fort Worth, Texas 76155. Oh, 76155. Okay. So I would have to call to see if you're coming up as active. Um, so I'm going to put you in a brief hold while I do that, okay? Okay. Thank you, because I'm here. I'm waiting. I have to work. Okay. Yes, sir. Um, I'll do it real quick. 'Cause I do see that, um, this week is, was the first week that your coverage became active for dental and vision. So on my end you are coming up as active but I'm gonna make sure that you're popping up as active with the carrier. So I'm gonna- Okay. ... wait right there and do that real quick. Thank you. Mm-hmm. Can I help you with something? How can I assist you? Yeah. Yeah. Yeah. Okay. So I did call the carrier and it looks like for some reason on their end, you're not coming up as active. So I would have to reach to the main office to notify them, that they have to reach out to the carrier to notify them that your vision coverage is actually active. So for some reason- So what- ... it's not coming up as active on their end but you are active with us. Um, so I'm gonna send them that email and they can please reach out to them. So it's gonna be quick as possible because I have to prove the paperwork at work because I left earlier today. I'm sorry, can you repeat that for me? I said I needed, I needed the, the proof that my, my, my cover was active because I have to do my prescription and approve it at work tomorrow because I left earlier today. Gotcha. Ooh. Okay. Um, 'cause honestly I wouldn't... Like, like I said, I wouldn't be able to do anything on my end but the main office would have to reach out and I'd, uh- Which, which main office are you talking about? So our main office. Oh. Yes, sir. Like our main office has to reach out to the carrier to notify them that you are actually active. Um, give me one second. I'm gonna put you in a brief hold, okay? Okay. So, if you want, I can check to see if your vision card is ready. Yes. Uh, they sent me already the vision card on, on mail. They did? So, yes. So... Okay. Okay, give me one second then. Okay, sir. So, um, unfortunately somebody would have to reach out from our internal to let, notify the carrier that you are active. Um, I wouldn't be able really to do anything else but send you that card, 'cause like I said, you aren't active. However, I did verify to see if you're coming up as active on their end. For some reason, you're not. So, I would have to reach out to them so that they would be able to fix this issue. But it typically does take like, 24

hours. Hello? Thank you for your hold. Are you still there? Yes, I'm here. Um, so technically, I was gonna notify you that unfortunately somebody from our main office would have to reach out to the carrier and it typically does take like, 24 hours for them to get back to me. Um, I wouldn't- So, what do I need to... What do I, what do I need to do because I have to prove the paperwork tomorrow at work? Um, I wouldn't really be able to help you with that. I'm sorry. So, I can reach out, like I said, to the main office so that they can reach out to the carrier and fix this issue. Um, but regarding that, I wouldn't be able to help you unfortunately. I apologize. I- And like I said, it typically does take 24 hours for them to fix this issue. Okay. But you, you don't... Y'all ain't actually been helped? She's already helping me. So, so I know you're active on our end, but you're not coming up as active in their end. So, that's why I do have to reach out so that somebody internally can reach out to that carrier. But it does take that amount of time. Okay. Um, and then once they do that- So- ... I will be giving you a call, letting you know when it has been done. Okay. Hello? Yes, sir. So, I have a question for you. Mm-hmm. Will you be... So, if I pay out of my pocket, because my eyes is hurting, I have to get a prescription so I can get a new glasses. Mm-hmm. I cannot wait. So, if I pay out of my pocket, will you be able to give me my money back? So, that, that wouldn't be something that I would be able to answer. That would be something that MetLife would have to answer. Um, I only get a certain amount of information- Okay. ... since we're just the healthcare administrators. But if you want, I can transfer you over to MetLife and they would be able to verify that. Okay. Yeah, because they like to, they like to close, they like to close my asthma... in some areas where it's unfortunate but... Okay. But I am gonna be reaching out to the main office so that this issue can be resolved regarding you not showing up as active, but showing up as active on our end 'cause you are active. Okay. But I do have to reach out to the carrier. And then, um, you should be hearing back from me tomorrow. Um, typically it takes like, 24 hours. Okay. Yeah. No problem. Great. Thank you. Have a nice day.

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: Hey, my name is Jonathan Buendia. I just called to have my, uh, my, my ID number for my vision coverage. But, uh, I'm here at, at, at the vision, um, office but it looks like my insurance is not working. It's not popping up in, in the system.

Speaker speaker_0: So I have to check to see, um, what coverage you have. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: What type of agency do you work for?

Speaker speaker_1: On Slack.

Speaker speaker_0: Okay, and then what are the last four of your Social and your full name, please?

Speaker speaker_1: Um, my name is Jonathan Buendia and my Social will be 0175.

Speaker speaker_0: The last four, the last four. Uh-huh.

Speaker speaker_1: 0175.

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

Speaker speaker_1: My date of birth will be August 30th, 1996. My address will be, um, 14309 O-Oakridge Cycle. Apartment number 1806, Fort Worth, Texas 76155.

Speaker speaker_0: Oh, 76155. Okay. So I would have to call to see if you're coming up as active. Um, so I'm going to put you in a brief hold while I do that, okay?

Speaker speaker_1: Okay. Thank you, because I'm here. I'm waiting. I have to work.

Speaker speaker_0: Okay. Yes, sir. Um, I'll do it real quick. 'Cause I do see that, um, this week is, was the first week that your coverage became active for dental and vision. So on my end you are coming up as active but I'm gonna make sure that you're popping up as active with the carrier. So I'm gonna-

Speaker speaker_1: Okay.

Speaker speaker_0: ... wait right there and do that real quick.

Speaker speaker_1: Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Can I help you with something? How can I assist you?

Speaker speaker_1: Yeah. Yeah. Yeah.

Speaker speaker_0: Okay. So I did call the carrier and it looks like for some reason on their end, you're not coming up as active. So I would have to reach to the main office to notify them, that they have to reach out to the carrier to notify them that your vision coverage is actually active. So for some reason-

Speaker speaker_1: So what-

Speaker speaker_0: ... it's not coming up as active on their end but you are active with us. Um, so I'm gonna send them that email and they can please reach out to them.

Speaker speaker_1: So it's gonna be quick as possible because I have to prove the paperwork at work because I left earlier today.

Speaker speaker_0: I'm sorry, can you repeat that for me?

Speaker speaker_1: I said I needed, I needed the, the proof that my, my, my cover was active because I have to do my prescription and approve it at work tomorrow because I left earlier today.

Speaker speaker_0: Gotcha. Ooh. Okay. Um, 'cause honestly I wouldn't... Like, like I said, I wouldn't be able to do anything on my end but the main office would have to reach out and I'd,

uh-

Speaker speaker_1: Which, which main office are you talking about?

Speaker speaker_0: So our main office.

Speaker speaker_1: Oh.

Speaker speaker_0: Yes, sir. Like our main office has to reach out to the carrier to notify them that you are actually active. Um, give me one second. I'm gonna put you in a brief hold, okay?

Speaker speaker_3: Okay.

Speaker speaker_0: So, if you want, I can check to see if your vision card is ready.

Speaker speaker_3: Yes. Uh, they sent me already the vision card on, on mail.

Speaker speaker_0: They did?

Speaker speaker_3: So, yes. So...

Speaker speaker_0: Okay. Okay, give me one second then. Okay, sir. So, um, unfortunately somebody would have to reach out from our internal to let, notify the carrier that you are active. Um, I wouldn't be able really to do anything else but send you that card, 'cause like I said, you aren't active. However, I did verify to see if you're coming up as active on their end. For some reason, you're not. So, I would have to reach out to them so that they would be able to fix this issue. But it typically does take like, 24 hours. Hello? Thank you for your hold. Are you still there?

Speaker speaker_3: Yes, I'm here.

Speaker speaker_0: Um, so technically, I was gonna notify you that unfortunately somebody from our main office would have to reach out to the carrier and it typically does take like, 24 hours for them to get back to me. Um, I wouldn't-

Speaker speaker_3: So, what do I need to... What do I, what do I need to do because I have to prove the paperwork tomorrow at work?

Speaker speaker_0: Um, I wouldn't really be able to help you with that. I'm sorry. So, I can reach out, like I said, to the main office so that they can reach out to the carrier and fix this issue. Um, but regarding that, I wouldn't be able to help you unfortunately. I apologize.

Speaker speaker_3: I-

Speaker speaker_0: And like I said, it typically does take 24 hours for them to fix this issue.

Speaker speaker_3: Okay. But you, you don't... Y'all ain't actually been helped?

Speaker speaker_4: She's already helping me.

Speaker speaker_0: So, so I know you're active on our end, but you're not coming up as active in their end. So, that's why I do have to reach out so that somebody internally can reach out to that carrier. But it does take that amount of time.

Speaker speaker_3: Okay.

Speaker speaker_0: Um, and then once they do that-

Speaker speaker_3: So-

Speaker speaker_0: ... I will be giving you a call, letting you know when it has been done.

Speaker speaker_3: Okay. Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: So, I have a question for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: Will you be... So, if I pay out of my pocket, because my eyes is hurting, I have to get a prescription so I can get a new glasses.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: I cannot wait. So, if I pay out of my pocket, will you be able to give me my money back?

Speaker speaker_0: So, that, that wouldn't be something that I would be able to answer. That would be something that MetLife would have to answer. Um, I only get a certain amount of information-

Speaker speaker_3: Okay.

Speaker speaker_0: ... since we're just the healthcare administrators. But if you want, I can transfer you over to MetLife and they would be able to verify that.

Speaker speaker_3: Okay. Yeah, because they like to, they like to close, they like to close my asthma... in some areas where it's unfortunate but...

Speaker speaker_0: Okay. But I am gonna be reaching out to the main office so that this issue can be resolved regarding you not showing up as active, but showing up as active on our end 'cause you are active.

Speaker speaker_3: Okay.

Speaker speaker_0: But I do have to reach out to the carrier. And then, um, you should be hearing back from me tomorrow. Um, typically it takes like, 24 hours.

Speaker speaker_3: Okay. Yeah. No problem.

Speaker speaker_0: Great. Thank you. Have a nice day.