

Transcript: Estefania

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Full Transcript

Yeah. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Brandi and I am sitting here with Harold Red. He is employed through Ameristaff and he has signed up for the dental, the vision, and the health benefits. He has received a card for all three. Um, when we try to call the vision provider that's on the card they say they have no record of him in the system. So, since he is a policyholder, I do need to speak to him or he needs to give me verbal permission that I can give you information. He's here. Yes, you can... I'll give you permission. Okay. Which staff and agency do you work for? Ameristaff. Okay. And then what are the last four of your social? 4080. Thank you. And your first and last name? And you should be showing under Arco as well. What's your first and last name? Harold Red. Thank you. For security purposes, can you verify your address and date of birth? Address, 104 Garden Drive, Ridgeway, Virginia, 24148. Birthday, April the 17th, 1979. Okay, thank you. And I have... Is it 276-224-6079, your phone number? Yes, ma'am. All right, and then I have your last name, tron@gmail.com. Is that up to date? Yes. Okay. And then, um, you said that your vision, you're not coming up as active? Correct. Give me one second. Okay, so I'm gonna have to call. So you aren't coming up active in my end. Let me call the provider who is MetLife to see if you're showing up active in their end. Okay. But you are coming up active, um, so let me just call them and see if you're coming up as active. I'm gonna put you in a brief hold while I give them a call. Thank you. Hello. Do I still have you on the line? Yes. Okay. So yeah, you're not coming up as active on their end, but you are active. So I'm gonna go ahead and email the main office letting them know that for some reason you're coming up as inactive with MetLife but you currently do have active coverage. So I'm gonna have, go ahead and email them that and then, um, they should be able to take care of that. It typically takes like 24 hours for me to reach back out to you, okay, while they fix all of that situation. But I'm gonna go ahead and send them that email regarding your vision. Okay. So how would you be contacting me? By your phone number, the 276-224-6079. Okay. I may be at work tomorrow when you call. If, if, if you don't answer, I'll leave you a voice message requesting a call back, and then I'm gonna also send you an email if you don't respond- Okay. ... to the call back. Okay. But I'll definitely- All right. ... be leaving you a voice message and following up with these. But I do have to send that, um, email to the main office letting them know that they have to reach out to the carrier. Uh, dental, have you asked about... haven't called about that just vision? Just the vision. So- All right. Yeah. Um- I'm hoping all the rest of them are active, so..... Can... Would you be able to make sure that his, um, vision- He didn't have to- ... um, dental and health- Oh, well. ... is all active. He... If he has his... D- did you ever get your card? He did. Okay. You see, that's the issue with the vision as well, because he has a card, he has a member ID, everything. But it's not showing active. Okay. Well, if he... If it's for some reason not showing up active, you're welcome to give us a

call back. But I know for vision, it's definitely not popping up. Okay. But if you do experience anything with the other plan, you're welcome to give us a call back. But I know for vision, you're definitely not pulling up. Okay. The other one should work for sure because vision typically we have this issue, um, but the other ones should be fine. But like I said, if you do experience it staying inactive, you're welcome to contact us back and I will be sending that email regarding your vision plan. Okay. Okay. So you should be expecting a call back from me. Hopefully it'll be today, um, but it might take 24 hours. Okay. All right. Thank you, Stephanie. You welcome. Have a nice day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie. My name is Brandi and I am sitting here with Harold Red. He is employed through Ameristaff and he has signed up for the dental, the vision, and the health benefits. He has received a card for all three. Um, when we try to call the vision provider that's on the card they say they have no record of him in the system.

Speaker speaker_0: So, since he is a policyholder, I do need to speak to him or he needs to give me verbal permission that I can give you information.

Speaker speaker_1: He's here.

Speaker speaker_2: Yes, you can... I'll give you permission.

Speaker speaker_0: Okay. Which staff and agency do you work for?

Speaker speaker_2: Ameristaff.

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

Speaker speaker_2: 4080.

Speaker speaker_0: Thank you. And your first and last name?

Speaker speaker_1: And you should be showing under Arco as well.

Speaker speaker_0: What's your first and last name?

Speaker speaker_2: Harold Red.

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

Speaker speaker_2: Address, 104 Garden Drive, Ridgeway, Virginia, 24148. Birthday, April the 17th, 1979.

Speaker speaker_0: Okay, thank you. And I have... Is it 276-224-6079, your phone number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: All right, and then I have your last name, tron@gmail.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And then, um, you said that your vision, you're not coming up as active?

Speaker speaker_1: Correct.

Speaker speaker_0: Give me one second. Okay, so I'm gonna have to call. So you aren't coming up active in my end. Let me call the provider who is MetLife to see if you're showing up active in their end.

Speaker speaker_1: Okay.

Speaker speaker_0: But you are coming up active, um, so let me just call them and see if you're coming up as active. I'm gonna put you in a brief hold while I give them a call.

Speaker speaker_1: Thank you.

Speaker speaker_0: Hello. Do I still have you on the line?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So yeah, you're not coming up as active on their end, but you are active. So I'm gonna go ahead and email the main office letting them know that for some reason you're coming up as inactive with MetLife but you currently do have active coverage. So I'm gonna have, go ahead and email them that and then, um, they should be able to take care of that. It typically takes like 24 hours for me to reach back out to you, okay, while they fix all of that situation. But I'm gonna go ahead and send them that email regarding your vision.

Speaker speaker_2: Okay. So how would you be contacting me?

Speaker speaker_0: By your phone number, the 276-224-6079.

Speaker speaker_3: Okay. I may be at work tomorrow when you call.

Speaker speaker_0: If, if, if you don't answer, I'll leave you a voice message requesting a call back, and then I'm gonna also send you an email if you don't respond-

Speaker speaker_3: Okay.

Speaker speaker_0: ... to the call back.

Speaker speaker_3: Okay.

Speaker speaker_0: But I'll definitely-

Speaker speaker_3: All right.

Speaker speaker_0: ... be leaving you a voice message and following up with these. But I do have to send that, um, email to the main office letting them know that they have to reach out to the carrier.

Speaker speaker_4: Uh, dental, have you asked about... haven't called about that just vision?

Speaker speaker_3: Just the vision.

Speaker speaker_0: So-

Speaker speaker_4: All right.

Speaker speaker_0: Yeah. Um-

Speaker speaker_3: I'm hoping all the rest of them are active, so.....

Speaker speaker_0: Can... Would you be able to make sure that his, um, vision-

Speaker speaker_4: He didn't have to-

Speaker speaker_0: ... um, dental and health-

Speaker speaker_3: Oh, well.

Speaker speaker_0: ... is all active. He... If he has his... D- did you ever get your card?

Speaker speaker_4: He did.

Speaker speaker_0: Okay.

Speaker speaker_4: You see, that's the issue with the vision as well, because he has a card, he has a member ID, everything. But it's not showing active.

Speaker speaker_0: Okay. Well, if he... If it's for some reason not showing up active, you're welcome to give us a call back. But I know for vision, it's definitely not popping up.

Speaker speaker_4: Okay.

Speaker speaker_0: But if you do experience anything with the other plan, you're welcome to give us a call back. But I know for vision, you're definitely not pulling up.

Speaker speaker_4: Okay.

Speaker speaker_0: The other one should work for sure because vision typically we have this issue, um, but the other ones should be fine. But like I said, if you do experience it staying inactive, you're welcome to contact us back and I will be sending that email regarding your vision plan.

Speaker speaker_4: Okay.

Speaker speaker_0: Okay. So you should be expecting a call back from me. Hopefully it'll be today, um, but it might take 24 hours.

Speaker speaker_4: Okay. All right. Thank you, Stephanie.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_4: You too. Thank you.