

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Vision Benefit. My name is Francesca. How can I help you today? Yes, actually, I'm calling to see, uh, if, if... 'Cause I don't have my card, my Vision and my Dental, and I don't know what address you sent them to. But I'm just calling to see if what address you have on file so I can get it sent to me. Okay. So I wouldn't be able to advise you what address we have on file. Thank you. I can look for your account and have you verified to see if the one's on it, but the only way that I can voice out the whole address to you without you saying it to me will be by verifying your full social. Full social? Yes, sir. 258-35-0426. Mr. Alexander? Mm-hmm. The address that we have on file is 255 Remington Trail, Ellenwood, Georgia 30294. Uh, that's, that's not how it is. Okay. Did you need me to update it for you? Um, yes, ma'am, but I have to first find my new address. I'm just moving, so I, I, I don't know my address off... I'm looking it up now. Okay. Okay. Yes, the new address is 800 West Marietta Street Northwest. Apartment 707. Atlanta, Georgia 30318. One moment. I'm putting it in. Okay. 800 West Marietta Street, Northwest, Apartment 707, Atlanta, Georgia 30318? Yes. All right. So for the Vision Benefit Card, it's gonna be basically a copy that will be sent to your new address. Mm-hmm. And then I'm gonna send out a request for the Dental one. So you want me to provide you with digital copies of them and send them to the email we have on file which is J-E-M-E-L-L Alexander5@gmail.com? Yes, ma'am. Could you send those to, to that email too? Of course. So let me place in a quick hold and I'll be right back, okay? All right. Thank you. Mr. Alexander, I went ahead and sent you that email, office email, which is going to be info or benefit ten o card. It's going to have two PDF attachments on it which will be your Dental and your Vision Benefit Card. Okay, and I'll be able to use that? Yes, sir. You'll be able to use that. I'm now enrai-One, if you have any issues getting verification for coverage, I will suggest calling the line of, with the automated system. Bear with me one moment, I'm going to verify where that phone number is to verify coverage that way. If the event that your providers have any issues verifying it, that would be the phone number that ends on 39 31, sorry, 3931 on that benefit card. But you're able to call to check for your eligibility that way through the automated system. Okay. All right, and then if anything, if they do still have an issue or you yourself still have an issue, just give us a call and we'll be able to take a look into it and see if we can assist you on our end, or if that's something we have to flag it to the carrier for. Okay. Do you know, uh, who, who, um, I mean, uh, like, who all is in your network? So none of your plans currently require network but they do have network providers. Both their phone numbers as well as their website are going to be on that email I sent you. The carrier- Okay. ... for vision is MetLife, and then your dental is with American Public Life, but they're run with the Carrington network. Okay. All right. Was there anything else we can assist you with today? No, ma'am. That's it. All right. So I have you all set. I did send out the request for the physical

card to be sent out. The modes that go for those benefit cards for vision and dental should take to get to you should be three or four weeks max from today's date. And I did update your address on file as well. All right, thank you so much. Of course, my pleasure. I hope you have a wonderful rest of your day. Thank you for your time in calling today. All right, thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Vision Benefit. My name is Francesca. How can I help you today?

Speaker speaker_2: Yes, actually, I'm calling to see, uh, if, if... 'Cause I don't have my card, my Vision and my Dental, and I don't know what address you sent them to. But I'm just calling to see if what address you have on file so I can get it sent to me.

Speaker speaker_1: Okay. So I wouldn't be able to advise you what address we have on file.

Speaker speaker_2: Thank you.

Speaker speaker_1: I can look for your account and have you verified to see if the one's on it, but the only way that I can voice out the whole address to you without you saying it to me will be by verifying your full social.

Speaker speaker_2: Full social?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 258-35-0426.

Speaker speaker_1: Mr. Alexander?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The address that we have on file is 255 Remington Trail, Ellenwood, Georgia 30294.

Speaker speaker_2: Uh, that's, that's not how it is.

Speaker speaker_1: Okay. Did you need me to update it for you?

Speaker speaker_2: Um, yes, ma'am, but I have to first find my new address. I'm just moving, so I, I, I don't know my address off... I'm looking it up now.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Yes, the new address is 800 West Marietta Street Northwest. Apartment 707. Atlanta, Georgia 30318.

Speaker speaker_1: One moment. I'm putting it in. Okay. 800 West Marietta Street, Northwest, Apartment 707, Atlanta, Georgia 30318?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So for the Vision Benefit Card, it's gonna be basically a copy that will be sent to your new address.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then I'm gonna send out a request for the Dental one. So you want me to provide you with digital copies of them and send them to the email we have on file which is J-E-M-E-L-L Alexander5@gmail.com?

Speaker speaker_2: Yes, ma'am. Could you send those to, to that email too?

Speaker speaker_1: Of course. So let me place in a quick hold and I'll be right back, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Thank you. Mr. Alexander, I went ahead and sent you that email, office email, which is going to be info or benefit ten o card. It's going to have two PDF attachments on it which will be your Dental and your Vision Benefit Card.

Speaker speaker_2: Okay, and I'll be able to use that?

Speaker speaker_1: Yes, sir. You'll be able to use that. I'm now enrai-One, if you have any issues getting verification for coverage, I will suggest calling the line of, with the automated system. Bear with me one moment, I'm going to verify where that phone number is to verify coverage that way. If the event that your providers have any issues verifying it, that would be the phone number that ends on 39 31, sorry, 3931 on that benefit card. But you're able to call to check for your eligibility that way through the automated system.

Speaker speaker_3: Okay.

Speaker speaker_1: All right, and then if anything, if they do still have an issue or you yourself still have an issue, just give us a call and we'll be able to take a look into it and see if we can assist you on our end, or if that's something we have to flag it to the carrier for.

Speaker speaker_3: Okay. Do you know, uh, who, who, um, I mean, uh, like, who all is in your network?

Speaker speaker_1: So none of your plans currently require network but they do have network providers. Both their phone numbers as well as their website are going to be on that email I sent you. The carrier-

Speaker speaker_3: Okay.

Speaker speaker_1: ... for vision is MetLife, and then your dental is with American Public Life, but they're run with the Carrington network.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. Was there anything else we can assist you with today?

Speaker speaker_3: No, ma'am. That's it.

Speaker speaker_1: All right. So I have you all set. I did send out the request for the physical card to be sent out. The modes that go for those benefit cards for vision and dental should take to get to you should be three or four weeks max from today's date. And I did update your address on file as well.

Speaker speaker_3: All right, thank you so much.

Speaker speaker_1: Of course, my pleasure. I hope you have a wonderful rest of your day. Thank you for your time in calling today.

Speaker speaker_3: All right, thanks.