

## Transcript: Francesca

**Baez-4881834332962816-6746485207384064**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hello, Francesca. My name is Jeremy Lowe, and I just became, um, I just received benefits that started yesterday with my new job, and I spoke to somebody at your office earlier and they emailed me my ID card for my optical coverage, and I c- We have an appointment later today so I called ahead and gave them the information. But when they called, they said they called VSP? Um, they were not able to confirm our coverage, so I'm wondering if they're calling the wrong place. I have, uh- Yes, sir. Yeah, can you guide me on that please? Yes, they're calling the wrong place. Um, they're supposed to be verifying your coverage to the automated system due to the fact that the Benefits are through a staffing company. Okay. That system that I call- Mm-hmm. ... is usually used when the MetLife, which is your carrier- Yeah. ... when the MetLife coverage is not PPO limited but is a major medical insurance. That's why you're not showing up on their system. I see. The phone number that your doctor's office should be calling- Mm-hmm. ... should be the one ending in 1883. Okay, 615. Okay. Okay. And then once they get there when it prompts for a provider's number- Mm-hmm. ... I do have a number that you can enter. Let me know when you're ready. Yes, go ahead. It will be 770- Okay. ... 252- Okay. ... 1998. So they enter that number after they get into the automated system? Is that right? Yes, the automated system should prompt them for a provider's number, so that will be the number that they enter once they access them for that provider number. Oh, okay. And then after that they'll press number one to get the information using the member ID number. Mm-hmm. And then they will be entering your Social followed by pound. Okay, member ID, all I show is the group name and the group number. I don't see any other ID on the card. Let's see, which one did I send you? I see. Bear with me one moment, I'ma place in a quick call. I believe they sent you the preventative one. Oh, okay. Yeah, so let me double check that and confirm that. I'll be right back. Thank you. Of course. Please hold. Thank you so much for holding, Mr. Jeremy. Sure. Um, so it's my understanding it's gonna be your same employee ID, the one ending in 3626. I don't... I'm sorry, 3626, what number is that? Um, it's supposed to be your employee ID through your staffing company. I can give you- Oh. Okay. ... the full employee if you'd like. Yes, could you please? Of course. Diaz and David- Mm-hmm. ... 425- Okay. ... 036- Okay. ... 26. ... 26. So they will not need my Social Security, just my employee ID? They're gonna need that 'cause it's an automated system that they will be verifying your process through. So once they press one, it will go to using the information by the member's ID and then it will ask for verification by entering that Social fa- followed by the pound, and then the automated system will confirm the employee's name which will be your name, and then they'll press one if it's correct, two as such if it isn't correct, if they press anything wrong. And then from there they'd be able to go through to verify whether or not there's coverage. I see. Okay, so again they're dialing that number that

ends in 1883. Mm-hmm. Um, they put in the provider number which is a 770 number, um- Mm-hmm. ... then they hit number one, they'll be asked for an employee ID number which is the one you gave me starting in D42. Mm-hmm. Um, and then they'll be asked for my Social Security, I'll give them that, and then that will allow them to confirm coverage. Yes, sir. All right, thank you so much for explaining that. I appreciate it. Of course. Um, that is one of the... Excuse me. That is one of the common issues we have run into 'cause most of the providers call that phone number to provide coverage instead of the automated system. But if- Right. ... they do verify it with the automated system and there's still an issue- Yeah. ... give us a call so that we can look into it for you. Okay, I will. Thanks so much. Have a good day. Of course. Thank you for your patience. I hope you have a wonderful rest of your day as well. You, you too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hello, Francesca. My name is Jeremy Lowe, and I just became, um, I just received benefits that started yesterday with my new job, and I spoke to somebody at your office earlier and they emailed me my ID card for my optical coverage, and I c- We have an appointment later today so I called ahead and gave them the information. But when they called, they said they called VSP? Um, they were not able to confirm our coverage, so I'm wondering if they're calling the wrong place. I have, uh-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yeah, can you guide me on that please?

Speaker speaker\_0: Yes, they're calling the wrong place. Um, they're supposed to be verifying your coverage to the automated system due to the fact that the Benefits are through a staffing company.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That system that I call-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... is usually used when the MetLife, which is your carrier-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... when the MetLife coverage is not PPO limited but is a major medical insurance. That's why you're not showing up on their system.

Speaker speaker\_1: I see.

Speaker speaker\_0: The phone number that your doctor's office should be calling-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... should be the one ending in 1883.

Speaker speaker\_1: Okay, 615. Okay. Okay.

Speaker speaker\_0: And then once they get there when it prompts for a provider's number-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I do have a number that you can enter. Let me know when you're ready.

Speaker speaker\_1: Yes, go ahead.

Speaker speaker\_0: It will be 770-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 252-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 1998.

Speaker speaker\_1: So they enter that number after they get into the automated system? Is that right?

Speaker speaker\_0: Yes, the automated system should prompt them for a provider's number, so that will be the number that they enter once they access them for that provider number.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And then after that they'll press number one to get the information using the member ID number.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then they will be entering your Social followed by pound.

Speaker speaker\_1: Okay, member ID, all I show is the group name and the group number. I don't see any other ID on the card.

Speaker speaker\_0: Let's see, which one did I send you? I see. Bear with me one moment, I'ma place in a quick call. I believe they sent you the preventative one.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah, so let me double check that and confirm that. I'll be right back.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Of course. Please hold. Thank you so much for holding, Mr. Jeremy.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Um, so it's my understanding it's gonna be your same employee ID, the one ending in 3626.

Speaker speaker\_1: I don't... I'm sorry, 3626, what number is that?

Speaker speaker\_0: Um, it's supposed to be your employee ID through your staffing company. I can give you-

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_0: ... the full employee if you'd like.

Speaker speaker\_1: Yes, could you please?

Speaker speaker\_0: Of course. Diaz and David-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 425-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 036-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 26.

Speaker speaker\_1: ... 26. So they will not need my Social Security, just my employee ID?

Speaker speaker\_0: They're gonna need that 'cause it's an automated system that they will be verifying your process through. So once they press one, it will go to using the information by the member's ID and then it will ask for verification by entering that Social fa- followed by the pound, and then the automated system will confirm the employee's name which will be your name, and then they'll press one if it's correct, two as such if it isn't correct, if they press anything wrong. And then from there they'd be able to go through to verify whether or not there's coverage.

Speaker speaker\_1: I see. Okay, so again they're dialing that number that ends in 1883.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, they put in the provider number which is a 770 number, um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... then they hit number one, they'll be asked for an employee ID number which is the one you gave me starting in D42.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, and then they'll be asked for my Social Security, I'll give them that, and then that will allow them to confirm coverage.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right, thank you so much for explaining that. I appreciate it.

Speaker speaker\_0: Of course. Um, that is one of the... Excuse me. That is one of the common issues we have run into 'cause most of the providers call that phone number to provide coverage instead of the automated system. But if-

Speaker speaker\_1: Right.

Speaker speaker\_0: ... they do verify it with the automated system and there's still an issue-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... give us a call so that we can look into it for you.

Speaker speaker\_1: Okay, I will. Thanks so much. Have a good day.

Speaker speaker\_0: Of course. Thank you for your patience. I hope you have a wonderful rest of your day as well.

Speaker speaker\_1: You, you too. Bye-bye.