

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 1000. My name is Francesca. How can I assist you today?
Good morning, Ms. Francesca. My name is Robin McCray and I was calling, um... I have benefits with you guys through Mega 4 Staffing. Yes, ma'am. And, um... The vision plan, I'm trying to make sure that my provider is in the network. Is there any way you can tell me that? Or how can I find that out? So the vision plans don't have a network requirement as long as your vision doctor does work with a carrier, which is MetLife. If you would like, I can transfer you to their provider line. But the only way to know for cert- Could you do that please? Of course. But the only way to know for certain- Oh, good. ... whether or not the specific office you're trying to go to, you'll be able to get those services covered is by making sure that they approve your carrier which is, um, that MetLife that I'm gonna be transferring you over to. Okay. All right. Bear with me one minute while I go ahead and get you transferred over. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 1000. My name is Francesca. How can I assist you today?

Speaker speaker_1: Good morning, Ms. Francesca. My name is Robin McCray and I was calling, um... I have benefits with you guys through Mega 4 Staffing.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And, um... The vision plan, I'm trying to make sure that my provider is in the network. Is there any way you can tell me that? Or how can I find that out?

Speaker speaker_0: So the vision plans don't have a network requirement as long as your vision doctor does work with a carrier, which is MetLife. If you would like, I can transfer you to their provider line. But the only way to know for cert-

Speaker speaker_1: Could you do that please?

Speaker speaker_0: Of course. But the only way to know for certain-

Speaker speaker_1: Oh, good.

Speaker speaker_0: ... whether or not the specific office you're trying to go to, you'll be able to get those services covered is by making sure that they approve your carrier which is, um, that

MetLife that I'm gonna be transferring you over to.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Bear with me one minute while I go ahead and get you transferred over.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure.