

## **Transcript: Franchesca**

**Baez-5464267943526400-5196634002243584**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Welcome to MetLife Vision. Para Espanol, presione el numero nueve. If you're a MetLife Vision provider, press one. Now, tell me briefly what you're calling about. Coverage verification. Please say or enter the employee's date of birth. For example, say May 13th, 19... What's the phone number on file? I didn't quite catch that. Please... I didn't quite catch that. Please say or enter your 10-digit phone number again. And what's the employee's ZIP code? I'll find someone to help you, but first, please say or enter your phone number, starting with the area code. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement. Hi. Thank you for calling. This is Maria. I have the pleasure of speaking to... Yes. Hello, Maria. My name is Francesca. I'm calling with benefit turnout card to verify coverage for a member. Thank you, Francesca. And can I get the patient's first and last name and date of birth, please? It is Tracy, T as in Thomas, R as in Ryan. A as in alpha, C as in Charlie. E as in echo, Y as in yo-yo. Last name Willis. W as in Williams, I as in India, L as in lima, L as in lima. S as in Sam. And date of birth. October 22nd, 1986. All right. And do you happen to have the last four of her social? Yes, ma'am. 2785. I don't see anything pulling up in our system for her. Okay. I was just double-checking. I know someone put in a ticket already for it. I just wasn't sure if they tried to verify it this way. Okay. All right. Well, thank you so much for your assistance today. Thank you. Same to you. Have a good one. Same to you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Welcome to MetLife Vision.

Speaker speaker\_2: Para Espanol, presione el numero nueve.

Speaker speaker\_1: If you're a MetLife Vision provider, press one. Now, tell me briefly what you're calling about.

Speaker speaker\_3: Coverage verification.

Speaker speaker\_1: Please say or enter the employee's date of birth. For example, say May 13th, 19... What's the phone number on file? I didn't quite catch that. Please... I didn't quite catch that. Please say or enter your 10-digit phone number again. And what's the employee's ZIP code? I'll find someone to help you, but first, please say or enter your phone number,

starting with the area code. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement.

Speaker speaker\_4: Hi. Thank you for calling. This is Maria. I have the pleasure of speaking to...

Speaker speaker\_3: Yes. Hello, Maria. My name is Francesca. I'm calling with benefit turnout card to verify coverage for a member.

Speaker speaker\_4: Thank you, Francesca. And can I get the patient's first and last name and date of birth, please?

Speaker speaker\_3: It is Tracy, T as in Thomas, R as in Ryan. A as in alpha, C as in Charlie. E as in echo, Y as in yo-yo. Last name Willis. W as in Williams, I as in India, L as in lima, L as in lima. S as in Sam.

Speaker speaker\_4: And date of birth.

Speaker speaker\_3: October 22nd, 1986.

Speaker speaker\_4: All right. And do you happen to have the last four of her social?

Speaker speaker\_3: Yes, ma'am. 2785.

Speaker speaker\_4: I don't see anything pulling up in our system for her.

Speaker speaker\_3: Okay. I was just double-checking. I know someone put in a ticket already for it. I just wasn't sure if they tried to verify it this way.

Speaker speaker\_4: Okay.

Speaker speaker\_3: All right. Well, thank you so much for your assistance today.

Speaker speaker\_4: Thank you. Same to you.

Speaker speaker\_3: Have a good one.

Speaker speaker\_4: Same to you. Thank you.