

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Yes. I'm calling to find out why can't nobody find my dental insurance. However, it was elected, and I pay for it too. Okay, and who is it that's saying that they can't find it? Is it your provider office that's stating it's inactive? No, MetLife. Mm-hmm. MetLife? So MetLife is actually vision, ma'am. They don't offer dental coverage. Hmm. So who does the dental? American Public Life. Never got a call for that either. Okay, so... We can take a look into your account. What staffing company do you work with? I work for Global. What are the last three of the social and the last name? 9145 Russell. And for security purposes, please verify your mailing address and date of birth. 47222 Delta Circle, Suite 1373. And what is the city, state and zip code? Uh, Douglasville, Georgia 30135. We have a contact phone number, 205-764-2267? Yes. We have your email down as your first and last name at yahoo.com? Yes. Okay. And you only received one benefit card in the mail? I haven't received any cards in the mail. And what type of information were you providing your providers to locate your insurance in their system? I haven't because I've been waiting on some issue on the card. Okay. But Ms. Russell, I'm a bit confused. Then who was it that was informing you that your insurance wasn't active if you weren't providing that information to anyone? I was calling the wrong place. It just went over to MetLife. That's why they couldn't find the policy, because it wasn't there. However, I did not know that that wasn't the p- I thought that's what I remembered. But you told me it was somebody else just then. I didn't receive a call from them either. So basically what the call is today is to find out where my stuff is so I can go on and make them an appointment. Okay. I don't know who I can see, none of that. So without that information, I can't make an appointment. It's me trying to find out where my money going. That's what the issue was. Is that okay? So can you give me my policy number or a way I can look it up or something so I can go ahead and make an appointment? 'Cause I got a toothache and I, I, I'm kind of frustrated a little this morning because I've been holding out. So can you help me with that? Sure thing, ma'am. I can go ahead and send you digital copies to your email and request a new mail version of them to be sent out. I appreciate that greatly. And is there a website like where I can go and see who our providers... Yes, ma'am. They're gonna be in the email I'm about to send you. Okay. Neither of your current plans have any network restrictions, so you're able to go anywhere as long as they work with your carriers. Okay. Ooh. There we go. All right. So I'll- I'll ahead and send you this email from our office email, which is going to be info@benefitsinacard.com And both of your cards are gonna be attached on it as PDF files. And I have labeled each of them for you so you know which is which. Oh, okay. Now regarding your den- um, not den- dental, sorry. Regarding the vision plan, the phone number that's going to be on this email for you to call to get assistance locating providers in your area is going to be the same phone number that your provider is

going to use to verify your coverage. The reason being the carrier MetLife for the vision plan has major medical insurance and PPO plans. Your staffing company only offers the PPO plans. So you wanna make sure that they are calling that phone number. Otherwise when they call to the major medical insurance department, you're not gonna show up on their system since you're under a PPO plan. Got you. And I bet you that's why I, when I read the little, um, email when I said I, I thought when we were signing up, I saw MetLife. That must be where I thought, I thought everything just went through MetLife. Even if it is through MetLife. Okay. Okay. All right. And then if you like, whenever you get that email, you can let me know so that we can make sure you received it. I'm refreshing now to see. Um, no, I don't see it in my spam. No, I'm not on... Oh, there it went. Just wa- as soon as I got ready to say, "No, I'm not getting it," it popped in. Thank you. Of course. Was there anything else I can assist you with today? Nope. That's it. Thank you so much. My pleasure. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi. Yes. I'm calling to find out why can't nobody find my dental insurance. However, it was elected, and I pay for it too.

Speaker speaker_0: Okay, and who is it that's saying that they can't find it? Is it your provider office that's stating it's inactive?

Speaker speaker_1: No, MetLife.

Speaker speaker_0: Mm-hmm. MetLife? So MetLife is actually vision, ma'am. They don't offer dental coverage.

Speaker speaker_1: Hmm. So who does the dental?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Never got a call for that either. Okay, so...

Speaker speaker_0: We can take a look into your account. What staffing company do you work with?

Speaker speaker_1: I work for Global.

Speaker speaker_0: What are the last three of the social and the last name?

Speaker speaker_1: 9145 Russell.

Speaker speaker_0: And for security purposes, please verify your mailing address and date of birth.

Speaker speaker_1: 47222 Delta Circle, Suite 1373.

Speaker speaker_0: And what is the city, state and zip code?

Speaker speaker_1: Uh, Douglasville, Georgia 30135.

Speaker speaker_0: We have a contact phone number, 205-764-2267?

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email down as your first and last name at yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you only received one benefit card in the mail?

Speaker speaker_1: I haven't received any cards in the mail.

Speaker speaker_0: And what type of information were you providing your providers to locate your insurance in their system?

Speaker speaker_1: I haven't because I've been waiting on some issue on the card.

Speaker speaker_0: Okay. But Ms. Russell, I'm a bit confused. Then who was it that was informing you that your insurance wasn't active if you weren't providing that information to anyone?

Speaker speaker_1: I was calling the wrong place. It just went over to MetLife. That's why they couldn't find the policy, because it wasn't there. However, I did not know that that wasn't the p- I thought that's what I remembered. But you told me it was somebody else just then. I didn't receive a call from them either. So basically what the call is today is to find out where my stuff is so I can go on and make them an appointment.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't know who I can see, none of that. So without that information, I can't make an appointment. It's me trying to find out where my money going. That's what the issue was. Is that okay? So can you give me my policy number or a way I can look it up or something so I can go ahead and make an appointment? 'Cause I got a toothache and I, I, I'm kind of frustrated a little this morning because I've been holding out. So can you help me with that?

Speaker speaker_0: Sure thing, ma'am. I can go ahead and send you digital copies to your email and request a new mail version of them to be sent out.

Speaker speaker_1: I appreciate that greatly. And is there a website like where I can go and see who our providers...

Speaker speaker_0: Yes, ma'am. They're gonna be in the email I'm about to send you.

Speaker speaker_1: Okay.

Speaker speaker_0: Neither of your current plans have any network restrictions, so you're able to go anywhere as long as they work with your carriers.

Speaker speaker_1: Okay.

Speaker speaker_0: Ooh. There we go. All right. So I'll- I'll ahead and send you this email from our office email, which is going to be info@benefitsinacard.com And both of your cards are gonna be attached on it as PDF files. And I have labeled each of them for you so you know which is which.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Now regarding your den- um, not den- dental, sorry. Regarding the vision plan, the phone number that's going to be on this email for you to call to get assistance locating providers in your area is going to be the same phone number that your provider is going to use to verify your coverage. The reason being the carrier MetLife for the vision plan has major medical insurance and PPO plans. Your staffing company only offers the PPO plans. So you wanna make sure that they are calling that phone number. Otherwise when they call to the major medical insurance department, you're not gonna show up on their system since you're under a PPO plan.

Speaker speaker_1: Got you. And I bet you that's why I, when I read the little, um, email when I said I, I thought when we were signing up, I saw MetLife. That must be where I thought, I thought everything just went through MetLife. Even if it is through MetLife. Okay.

Speaker speaker_0: Okay. All right. And then if you like, whenever you get that email, you can let me know so that we can make sure you received it.

Speaker speaker_1: I'm refreshing now to see. Um, no, I don't see it in my spam. No, I'm not on... Oh, there it went. Just wa- as soon as I got ready to say, "No, I'm not getting it," it popped in. Thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: Nope. That's it. Thank you so much.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too.