

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? Uh, yes, my name is Linda Crawford, and I'm calling about my enrollment. I enrolled d- and was enrolled, I think, uh, February, um, for vision, my insurance. Do you need any information to pull me up? I'm checking, ma'am. But before that, what were you trying to achieve with this call? Uh, yes, my insurance supposed to be active, and it's not active, my vision. Okay, let's take a look. It could be that maybe they're verifying through the wrong line. What staffing company do you have the benefits with? Um, um, insurance benefit? It's VSP. No, ma'am, the staffing company that you're with. Oh, MAU. What are the last four of your Social? 1590. Okay. To make sure we're in the right account, can you please verify your mailing address and date of birth? Uh, yes. That's 37A, as in Apple, Palmetto Drive, Inman, South Carolina 29349. All right. And the last thing I'm missing is your date of birth, please. Oh, okay. I'm sorry. 03/20/1964. I have the best contact number to reach you down as 864-205-9141, same as the one you called on. Yes. And we have your email down as FirstAndLastName501@gmail.com? Correct. So your policy itself is still active. We received the payment for this week's benefit. Okay, but... Okay, I called VSP and they say it's not active it's not gonna be active until the 1st of April. I'm not understanding. Because that's for VSP Vision Member Services. You're not VSP, ma'am. You're through MetLife with a PPO limited plan. You're supposed to call the number behind it or underneath it which says Provider Services 1-800-615-1883, which will be the same phone number you're gonna give your doctors to verify your coverage through. The reason why I'm saying that is because the carrier specifically that owns your current plan offers two type of services, Major Medical Insurance as well as PPO Limited. Unfortunately, the number that you'll call for the Major Medical Insurance, you're not gonna show active in their system and your information won't be accurate. You need to call the bottom number ending in 1883, which is linked to the PPO services. I did c-... Right. And you're... And I'm not getting... Mm-hmm. It's asking for the ID and then it's saying that the ID is inactive. I can't... It's a recording where, uh, it's no way to, to talk to anyone, you know, to verify. Okay. And the doctor's office al- also, the eye vision, I just left there and they couldn't, you know, get through either. Okay. Bear with me one moment. Let me try myself. I'll be right back. Okay. Thank you. Ms. Crawford? Yes. So, I have a life agent from your carrier, MetLife, on the line, so they can go over your coverage with you, okay? Thank you. Of course. Bear with me one moment while I transfer you to them. Okay. All right, ma'am. This is Ms. Crawford on the line for you. Thank you. Hi, Linda. This is Lori with VSP. How can I assist you today? Yes. Um, I'm trying... I was, uh, trying to use my insurance on my vision and, um, they're saying that it's no, um... They don't have a, a... anything active on my vision. Okay. And, um- All right. ... I was with, uh, MetLife through another company, but this... these are two different companies, two different pays coming out of my account.

Okay. So, I see a, a Honeywell, um, that is active. Right. And then I see a MetLife- MAU, who you just been-

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: Uh, yes, my name is Linda Crawford, and I'm calling about my enrollment. I enrolled d- and was enrolled, I think, uh, February, um, for vision, my insurance. Do you need any information to pull me up?

Speaker speaker_0: I'm checking, ma'am. But before that, what were you trying to achieve with this call?

Speaker speaker_1: Uh, yes, my insurance supposed to be active, and it's not active, my vision.

Speaker speaker_0: Okay, let's take a look. It could be that maybe they're verifying through the wrong line. What staffing company do you have the benefits with?

Speaker speaker_1: Um, um, insurance benefit? It's VSP.

Speaker speaker_0: No, ma'am, the staffing company that you're with.

Speaker speaker_1: Oh, MAU.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 1590.

Speaker speaker_0: Okay. To make sure we're in the right account, can you please verify your mailing address and date of birth?

Speaker speaker_1: Uh, yes. That's 37A, as in Apple, Palmetto Drive, Inman, South Carolina 29349.

Speaker speaker_0: All right. And the last thing I'm missing is your date of birth, please.

Speaker speaker_1: Oh, okay. I'm sorry. 03/20/1964.

Speaker speaker_0: I have the best contact number to reach you down as 864-205-9141, same as the one you called on.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as FirstAndLastName501@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: So your policy itself is still active. We received the payment for this week's benefit.

Speaker speaker_1: Okay, but... Okay, I called VSP and they say it's not ac- it's not gonna be active until the 1st of April. I'm not understanding.

Speaker speaker_0: Because that's for VSP Vision Member Services. You're not VSP, ma'am. You're through MetLife with a PPO limited plan. You're supposed to call the number behind it or underneath it which says Provider Services 1-800-615-1883, which will be the same phone number you're gonna give your doctors to verify your coverage through. The reason why I'm saying that is because the carrier specifically that owns your current plan offers two type of services, Major Medical Insurance as well as PPO Limited. Unfortunately, the number that you'll call for the Major Medical Insurance, you're not gonna show active in their system and your information won't be accurate. You need to call the bottom number ending in 1883, which is linked to the PPO services.

Speaker speaker_1: I did c-... Right. And you're... And I'm not getting...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's asking for the ID and then it's saying that the ID is inactive. I can't... It's a recording where, uh, it's no way to, to talk to anyone, you know, to verify.

Speaker speaker_0: Okay.

Speaker speaker_1: And the doctor's office al- also, the eye vision, I just left there and they couldn't, you know, get through either.

Speaker speaker_0: Okay. Bear with me one moment. Let me try myself. I'll be right back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Ms. Crawford?

Speaker speaker_1: Yes.

Speaker speaker_0: So, I have a life agent from your carrier, MetLife, on the line, so they can go over your coverage with you, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. Bear with me one moment while I transfer you to them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, ma'am. This is Ms. Crawford on the line for you.

Speaker speaker_2: Thank you. Hi, Linda. This is Lori with VSP. How can I assist you today?

Speaker speaker_1: Yes. Um, I'm trying... I was, uh, trying to use my insurance on my vision and, um, they're saying that it's no, um... They don't have a, a... anything active on my vision.

Speaker speaker_2: Okay.

Speaker speaker_1: And, um-

Speaker speaker_2: All right.

Speaker speaker_1: ... I was with, uh, MetLife through another company, but this... these are two different companies, two different pays coming out of my account.

Speaker speaker_2: Okay. So, I see a, a Honeywell, um, that is active.

Speaker speaker_1: Right.

Speaker speaker_2: And then I see a MetLife-

Speaker speaker_1: MAU, who you just been-