Transcript: Justin Mills-4847311551512576-5234950268043264

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Oh, Jesse. Okay, here's my problem. My name's Bernard Barnes. Um, I work for ISS Solutions. I was court-ordered to pay, uh, insurance on my daughter. She has to have medical insurance coverage. Okay? So, I've been paying it since January and I got the cards in the mail, but my daughter went to go use the card and her name is not on the coverage. It's just mine. And I'm not understanding that, because if the order was for her, I don't know why her name is not on the coverage. Because I denied insurance when I signed up for, uh, ISS, because I have a medical card. So I didn't need it, but I was court-ordered for my daughter, but here we go, I got cards and her name is not on them. Okay. Um, now does the ID card say, "Employee plus child"? Yes. It says- Okay. ... employee and children. Okay. So the child is listed as a dependent, if you take that ID card to a provider and they type in that information in their system. She took it. She took it and, uh... But you can a- Marion Eye Clinic said they found me, but they didn't see my daughter in it. I see here. Well, let me try pulling your file and see what's going on. Okay. Thank you. What's the ISS... What's the last four of your Social? 7965. ... 965. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Bernard? Uh, 1304 North Sycamore, Petronia, Illinois, 62801. And confirm your date of birth? 10/26/79. And a good telephone number, have a 335-7227? Yes, sir. Email, I have as bernardbarnes79 at gmail? Yes, sir. Okay, so let's see here. Sorry, I'm just checking note history and see what's going on. Okay. 615. Just that. Okay. Do... When you called earlier, you reached out or you were provided MetLife's telephone number. Did you reach out to them yet? Did I what? Did you reach out to MetLife by any chance? 'Cause it looks like you were provided- I don't even... ... a 800 number. I don't even know who MetLife is. So MetLife is the insurance carrier for the vision. Um... Okay. Checking note his- Yeah. So checking note history, it was provided numbers to verify coverage, which was the MetLife number. So were you given that number by any chance or no? No. No? Okay. Um, so let me provide that to you. Um, your daughter is listed as a dependent on the coverage. Um, you are currently active. So I honestly- Yeah. ... don't know why the, the dependent's not showing up- Yeah. ... on their system. Um... Okay. So what I'm going to do, I'm going to provide you with this telephone number for MetLife, uh, so- Okay. ... they can verify if she is on the coverage with you. Um... Right. And then if anything else, I can reach out to my back office, have them reach out to the, uh, carrier specifically, um- Okay. ... if anything, if, if she's not listed on there when you do reach out to them. Okay. Okay. Okay, so just let me know whenever you're ready. I'm ready. Okay. Um, so MetLife, their telephone number is 800- Yeah. ... 615- Yeah. ... 1883. 1883. Okay, I got it. That's the number on the back of the card that I'm having trouble with, in getting in touch with them. Okay, so I got the- You're just verifi- having trouble getting in touch with them? Yeah, because it's, it's telling me to, uh, type in all these numbers and

information, and I'm typing it in, and then they saying it's wrong and they keep hanging up. Okay. Uh, there should be an option- Yeah, they not taking me straight, they not taking me straight to a human person to talk to. Totally understand. Let me try to see if I can get somebody on the phone and then I can just transfer you over, but just bear with me one second. Okay. Thank you. Yes, sir. Okay. .

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Oh, Jesse. Okay, here's my problem. My name's Bernard Barnes. Um, I work for ISS Solutions. I was court-ordered to pay, uh, insurance on my daughter. She has to have medical insurance coverage. Okay? So, I've been paying it since January and I got the cards in the mail, but my daughter went to go use the card and her name is not on the coverage. It's just mine. And I'm not understanding that, because if the order was for her, I don't know why her name is not on the coverage. Because I denied insurance when I signed up for, uh, ISS, because I have a medical card. So I didn't need it, but I was court-ordered for my daughter, but here we go, I got cards and her name is not on them.

Speaker speaker_0: Okay. Um, now does the ID card say, "Employee plus child"?

Speaker speaker_1: Yes. It says-

Speaker speaker_0: Okay.

Speaker speaker_1: ... employee and children.

Speaker speaker_0: Okay. So the child is listed as a dependent, if you take that ID card to a provider and they type in that information in their system.

Speaker speaker_1: She took it. She took it and, uh...

Speaker speaker_0: But you can a-

Speaker speaker_1: Marion Eye Clinic said they found me, but they didn't see my daughter in it.

Speaker speaker_0: I see here. Well, let me try pulling your file and see what's going on.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: What's the ISS... What's the last four of your Social?

Speaker speaker_1: 7965.

Speaker speaker_0: ... 965. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Bernard?

Speaker speaker_1: Uh, 1304 North Sycamore, Petronia, Illinois, 62801.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 10/26/79.

Speaker speaker_0: And a good telephone number, have a 335-7227?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Email, I have as bernardbarnes79 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. Sorry, I'm just checking note history and see what's going on.

Speaker speaker_1: Okay.

Speaker speaker_0: 615. Just that. Okay. Do... When you called earlier, you reached out or you were provided MetLife's telephone number. Did you reach out to them yet?

Speaker speaker_1: Did I what?

Speaker speaker_0: Did you reach out to MetLife by any chance? 'Cause it looks like you were provided-

Speaker speaker_1: I don't even...

Speaker speaker_0: ... a 800 number.

Speaker speaker_1: I don't even know who MetLife is.

Speaker speaker_0: So MetLife is the insurance carrier for the vision. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Checking note his- Yeah. So checking note history, it was provided numbers to verify coverage, which was the MetLife number. So were you given that number by any chance or no?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay. Um, so let me provide that to you. Um, your daughter is listed as a dependent on the coverage. Um, you are currently active. So I honestly-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... don't know why the, the dependent's not showing up-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... on their system. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: So what I'm going to do, I'm going to provide you with this telephone number for MetLife, uh, so-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they can verify if she is on the coverage with you. Um...

Speaker speaker_1: Right.

Speaker speaker_0: And then if anything else, I can reach out to my back office, have them reach out to the, uh, carrier specifically, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if anything, if, if she's not listed on there when you do reach out to them.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay, so just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay. Um, so MetLife, their telephone number is 800-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 615-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 1883.

Speaker speaker_1: 1883. Okay, I got it. That's the number on the back of the card that I'm having trouble with, in getting in touch with them. Okay, so I got the-

Speaker speaker_0: You're just verifi- having trouble getting in touch with them?

Speaker speaker_1: Yeah, because it's, it's telling me to, uh, type in all these numbers and information, and I'm typing it in, and then they saying it's wrong and they keep hanging up.

Speaker speaker_0: Okay. Uh, there should be an option-

Speaker speaker_1: Yeah, they not taking me straight, they not taking me straight to a human person to talk to.

Speaker speaker_0: Totally understand. Let me try to see if I can get somebody on the phone and then I can just transfer you over, but just bear with me one second.

Speaker speaker_1: Okay. Thank you. Yes, sir.

Speaker speaker_0: Okay.

Speaker speaker_2: .