

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi. I was calling... I have a question about the benefits I selected. Okay. What's the staffing agency you work for? Um, I ha- Uh, NOR. And the last four of your social? 0264. And what was your first and last name? Goldie McMullen. All right. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Goldie? Uh, 2041 County Highway 14, Winfield, Alabama, 35594. And confirm your date of birth? January 6th, 1972. And a good telephone number have a 678-663-1823? Yes. And the email I have is romanandsofia@gmail.com? Yes. Okay. How can I help you today? Yeah, for the virtual primary care, I only wanted it for myself. Um, did they, uh, did they go ahead and select, uh, family? No. Um, I'm seeing m- I'm seeing virtual primary care for employee only and then vision for employee plus child. Oh, okay. Yeah. 'Cause I received a email to set the other kid's name, um, to my email to activate their account. Does the activation include vision or is vision, uh, separate from this? So visions would be separate from the virtual primary care. Um, so you would only gain access to your account since it's only for employee only. However, vision, uh, does come with a vision ID card, um, that says employee plus child coverage on it. Oh, okay. Is, is there a website to see what doctors are covered or I'll, I'll get that in the mail or email? Um, so you will receive all of that information in the mail. However, I do have MetLife's telephone number to where if you provide them with your zip code, they can give you a list of those vision providers for you. Okay, I'm ready for that number. Okay, so MetLife's telephone number is 800-615-1883. Okay. And when will, will it be effective? Um, so let's see here. Yeah. So you became active in the coverage as of yesterday, so physical ID cards should be received within early next week actually. Okay. All right. Um, I think that's all the questions I had. Thank you and have a good day. You do the same, okay? Thanks. Bye.

Conversation Format

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

Speaker speaker_1: Hi. I was calling... I have a question about the benefits I selected.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, I ha- Uh, NOR.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0264.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Goldie McMullen.

Speaker speaker_0: All right. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Goldie?

Speaker speaker_1: Uh, 2041 County Highway 14, Winfield, Alabama, 35594.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: January 6th, 1972.

Speaker speaker_0: And a good telephone number have a 678-663-1823?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is romanandsofia@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Yeah, for the virtual primary care, I only wanted it for myself. Um, did they, uh, did they go ahead and select, uh, family?

Speaker speaker_2: No.

Speaker speaker_0: Um, I'm seeing m- I'm seeing virtual primary care for employee only and then vision for employee plus child.

Speaker speaker_1: Oh, okay. Yeah. 'Cause I received a email to set the other kid's name, um, to my email to activate their account. Does the activation include vision or is vision, uh, separate from this?

Speaker speaker_0: So visions would be separate from the virtual primary care. Um, so you would only gain access to your account since it's only for employee only. However, vision, uh, does come with a vision ID card, um, that says employee plus child coverage on it.

Speaker speaker_1: Oh, okay. Is, is there a website to see what doctors are covered or I'll, I'll get that in the mail or email?

Speaker speaker_0: Um, so you will receive all of that information in the mail. However, I do have MetLife's telephone number to where if you provide them with your zip code, they can give you a list of those vision providers for you.

Speaker speaker_1: Okay, I'm ready for that number.

Speaker speaker_0: Okay, so MetLife's telephone number is 800-615-1883.

Speaker speaker_1: Okay. And when will, will it be effective?

Speaker speaker_0: Um, so let's see here.

Speaker speaker_1: Yeah.

Speaker speaker_0: So you became active in the coverage as of yesterday, so physical ID cards should be received within early next week actually.

Speaker speaker_1: Okay. All right. Um, I think that's all the questions I had. Thank you and have a good day.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: Thanks. Bye.