

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hey, Justin. Uh, my name is Justin also. I'm calling about a, um... So, I called earlier and they said my policy won't kick in until Monday the 28th. But I kinda want to know what type of vision insurance I have. Uh, like the company, uh, name and the policy. Yeah. Let me check on that. What's that staffing agency you work for? Uh, Surge. And the last four of your social? 1478. And what was your last name, Justin? Uh, Hardy. H-A-R-D-Y. And for security purposes, can you verify your home address, including city, state and zip code? Uh, 5151 East Guadalupe Road, Phoenix, Arizona 85044, Apartment 1024. And confirm your date of birth. Um, 04/30/90. And a good telephone number you have is 904-808-2085? Uh, yes, sir. And the email I have is justinreedhardy26 at gmail.com? Uh, yes, sir. Okay. Um, so your vision is through MetLife. Um- However, when it comes to vision... Well, let me just write that down. Just 'cause I'm on... Uh, I called, uh, America's Best Eyeglass and they're kind of, uh, giving me... I just wanna be prepared for when it does kick in, so I'm not like, um, you know, uh, running around and stuff. I'd rather just have it all set up with them and then just go in, boom, call and it's active and pay whatever I need to pay. I totally understand. Um, but yes, sir. It's through MetLife. Okay. MetLife? Yes. And do you know what policy it is or, like, the type of policy I'd be paying a \$10 co-pay for my eye exam? Uh, let me check the benefit guide. Let's see here. Uh- Yes. So, your co-pay for an eye exam would be \$10. Um, your co-pay for lenses and frames, \$25. However, they do offer a frames allowance for \$130. So, you can use that benefit to get a new pair of frames. Okay. Uh, frames allowance. And, uh, what is the co-pay for the different types of lenses? Because I have an astigmatism, I probably need high index lenses and, and I know that's probably just for basic lenses for the \$20. Um, no. The only thing I'm seeing a co-pay for contact lens fitting is zero. I'm not seeing anything regarding that. Oh. Well, it probably should be covered just for any type of lens, right? Um, carbon fiber, regular lenses. Correct. Yes, sir. Okay. Um, all righty. Yeah, 'cause I, I do need the high index lenses. Uh, but, uh, all right, uh, I kinda wrote down everything and I'll just go ahead and let the, um, the, uh, the store know when I visit there later. Kinda put together a little budget. Awesome. Well, is there anything else I could assist you with today, Justin? Uh, no. Sir, that's it. You have a good weekend. You do the same, okay? All right. All right. Bye-bye. Thanks. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. Uh, my name is Justin also. I'm calling about a, um... So, I called earlier and they said my policy won't kick in until Monday the 28th. But I kinda want to know what type of vision insurance I have. Uh, like the company, uh, name and the policy.

Speaker speaker_0: Yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1478.

Speaker speaker_0: And what was your last name, Justin?

Speaker speaker_1: Uh, Hardy. H-A-R-D-Y.

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

Speaker speaker_1: Uh, 5151 East Guadalupe Road, Phoenix, Arizona 85044, Apartment 1024.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Um, 04/30/'90.

Speaker speaker_0: And a good telephone number you have is 904-808-2085?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: And the email I have is justinreedhardy26 at gmail.com?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: Okay. Um, so your vision is through MetLife.

Speaker speaker_1: Um-

Speaker speaker_0: However, when it comes to vision...

Speaker speaker_1: Well, let me just write that down. Just 'cause I'm on... Uh, I called, uh, America's Best Eyeglass and they're kind of, uh, giving me... I just wanna be prepared for when it does kick in, so I'm not like, um, you know, uh, running around and stuff. I'd rather just have it all set up with them and then just go in, boom, call and it's active and pay whatever I need to pay.

Speaker speaker_0: I totally understand. Um, but yes, sir. It's through MetLife.

Speaker speaker_1: Okay. MetLife?

Speaker speaker_0: Yes.

Speaker speaker_1: And do you know what policy it is or, like, the type of policy I'd be paying a \$10 co-pay for my eye exam?

Speaker speaker_0: Uh, let me check the benefit guide. Let's see here.

Speaker speaker_1: Uh-

Speaker speaker_0: Yes. So, your co-pay for an eye exam would be \$10. Um, your co-pay for lenses and frames, \$25. However, they do offer a frames allowance for \$130. So, you can use that benefit to get a new pair of frames.

Speaker speaker_1: Okay. Uh, frames allowance. And, uh, what is the co-pay for the different types of lenses? Because I have an astigmatism, I probably need high index lenses and, and I know that's probably just for basic lenses for the \$20.

Speaker speaker_0: Um, no. The only thing I'm seeing a co-pay for contact lens fitting is zero. I'm not seeing anything regarding that.

Speaker speaker_1: Oh. Well, it probably should be covered just for any type of lens, right? Um, carbon fiber, regular lenses.

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. Um, all right. Yeah, 'cause I, I do need the high index lenses. Uh, but, uh, all right, uh, I kinda wrote down everything and I'll just go ahead and let the, um, the, uh, the store know when I visit there later. Kinda put together a little budget.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today, Justin?

Speaker speaker_1: Uh, no. Sir, that's it. You have a good weekend.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: All right.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Thanks. Bye.