

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. This is Daisy Gilbert. I am calling because I recently, um, got insurance through you guys for my, to, for my employer, but it's showing that for my vision that is inactive, and the only employer that they bring up is my old employer. So I was call- calling to figure out what was going on on that, with that part. I said it's ... Wait, say that one more time for me. You said it's showing as you're still employed by your old employer? No, it shows that I'm inactive, my benefits are inactive from, from when I left my old employer. So I have a new employer, and I have insurance with them. So what... So what is... Uh, am I meant to check on your old coverage or I'm checking on your current one? I'm w... I want you to check on my current one 'cause I got my information, um, via email today, and I just went to the eye doctor and they, they saying that it's inactive. But when they checked at- What staffing company do you work for? ... my old job is... I'm sorry? What staffing company you work for? TRC. Last four of your Social? 9023. First name? Daisy. Last name? Gilbert. All right, for security purposes, can you verify your address and date of birth for me? 3720 Steve Reynolds Boulevard, um, 30096 Duluth, Georgia 72580. Thank you. So yeah, your phone number 404-664-9121? Yes. And the email is denisegilbert1017@icloud.com? Yes. You... Right, so it's showing your coverage just became active this past Monday. Right, that's what I was told earlier. So I went to the eye doctor just now and she's like, "It's showing inactive through my old employer which is Office Depot." I'm like, "Well, I'm covered through TRC now." So I, I'm not understanding. I'm, uh, I don't know what information to give them. So you did, you did receive your new ID cards, correct? You just requested them today? Yes, they sent me via email but there's no... She asked me for a member ID number, and I'm not sure what to give her because... What did I give her? The group number is 5374418, and she could... I called MetLife, they couldn't pull that up, so I'm like, "What member ID number was she referring to?" Because I don't have... But the doctor's office said it was in- it was inactive. Because I think that's why it came up when you called them. You say you already spoke with MetLife and they said to you they couldn't find you in the system? Only through Office Depot, correct, not through TRC. Not through Office Depot. If you have VSP, we cannot... S- so they couldn't find you for Office Depot, but they could find you for TRC? No, no, they could not find me for TRC. They couldn't find me for Office Depot because that's inactive. Okay. At least she presented her statement for the building and driving insured- It could be possible that it hadn't been updated with the carrier yet because your coverage did just become active this past Monday. Mm-hmm. So what I can do- So- ... I will email the back office and see if they can investigate that and see why you're showing up inactive. Okay, so would that show for everything else as well, or just V- VSP you think? I wouldn't be able to tell you, ma'am, unfortunately. Okay. So how long do you think I should wait? Maybe a week, a week or so? Mm-hmm. So y- your coverage is

active, it's just a matter of if it's been updated with the carrier or not. Right, that's what I'm saying 'cause, 'cause I can't do anything until it shows i- in, you know, that it's active inside the doctor's office, 'cause currently it doesn't show. Okay. Okay. Well, let me see if I can get that straight for you 'cause I know you said something about getting it straight for us. And if not, I'll have to reach out to our services team. You might have to join a brief hold. That's fine. Thank you. Okay, thank you. Thank you. This recording is being made in the public interest. Are you there, Ms. Gilbert? Yes, I'm here. All right. So I just sent an email through our back office to get an investigation going. Typically, it takes 24 to 48 hours from that time for the investigation. Okay. So once I get an update, I can call you back and be able to provide you with some kind of update on what's going on with that. Okay. Thank you so much, 'cause honey, these calls, I need some eyes. I understand, Ms. Gilbert. I'm, um, I apologize for the inconvenience, but as soon as I get an update, I'll let you know. Okay. Thank you so much. No problem. Was there anything else I can help you with today, Ms. Daisy? No, that was all. You have a good day. You too. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. This is Daisy Gilbert. I am calling because I recently, um, got insurance through you guys for my, to, for my employer, but it's showing that for my vision that is inactive, and the only employer that they bring up is my old employer. So I was calling to figure out what was going on on that, with that part.

Speaker speaker_0: I said it's ... Wait, say that one more time for me. You said it's showing as you're still employed by your old employer?

Speaker speaker_1: No, it shows that I'm inactive, my benefits are inactive from, from when I left my old employer. So I have a new employer, and I have insurance with them.

Speaker speaker_0: So what... So what is... Uh, am I meant to check on your old coverage or I'm checking on your current one?

Speaker speaker_1: I'm w... I want you to check on my current one 'cause I got my information, um, via email today, and I just went to the eye doctor and they, they saying that it's inactive. But when they checked at-

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: ... my old job is... I'm sorry?

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: TRC.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 9023.

Speaker speaker_0: First name?

Speaker speaker_1: Daisy.

Speaker speaker_0: Last name?

Speaker speaker_1: Gilbert.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 3720 Steve Reynolds Boulevard, um, 30096 Duluth, Georgia 72580.

Speaker speaker_0: Thank you. So yeah, your phone number 404-664-9121?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is denisegilbert1017@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: You... Right, so it's showing your coverage just became active this past Monday.

Speaker speaker_1: Right, that's what I was told earlier. So I went to the eye doctor just now and she's like, "It's showing inactive through my old employer which is Office Depot." I'm like, "Well, I'm covered through TRC now." So I, I'm not understanding. I'm, uh, I don't know what information to give them.

Speaker speaker_0: So you did, you did receive your new ID cards, correct? You just requested them today?

Speaker speaker_1: Yes, they sent me via email but there's no... She asked me for a member ID number, and I'm not sure what to give her because... What did I give her? The group number is 5374418, and she could... I called MetLife, they couldn't pull that up, so I'm like, "What member ID number was she referring to?" Because I don't have... But the doctor's office said it was in- it was inactive.

Speaker speaker_2: Because I think that's why it came up when you called them.

Speaker speaker_0: You say you already spoke with MetLife and they said to you they couldn't find you in the system?

Speaker speaker_1: Only through Office Depot, correct, not through TRC.

Speaker speaker_2: Not through Office Depot. If you have VSP, we cannot...

Speaker speaker_0: S- so they couldn't find you for Office Depot, but they could find you for TRC?

Speaker speaker_1: No, no, they could not find me for TRC. They couldn't find me for Office Depot because that's inactive.

Speaker speaker_2: Okay. At least she presented her statement for the building and driving insured-

Speaker speaker_0: It could be possible that it hadn't been updated with the carrier yet because your coverage did just become active this past Monday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So what I can do-

Speaker speaker_1: So-

Speaker speaker_0: ... I will email the back office and see if they can investigate that and see why you're showing up inactive.

Speaker speaker_1: Okay, so would that show for everything else as well, or just V- VSP you think?

Speaker speaker_0: I wouldn't be able to tell you, ma'am, unfortunately.

Speaker speaker_1: Okay. So how long do you think I should wait? Maybe a week, a week or so?

Speaker speaker_0: Mm-hmm. So y- your coverage is active, it's just a matter of if it's been updated with the carrier or not.

Speaker speaker_1: Right, that's what I'm saying 'cause, 'cause I can't do anything until it shows i- in, you know, that it's active inside the doctor's office, 'cause currently it doesn't show.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay. Well, let me see if I can get that straight for you 'cause I know you said something about getting it straight for us. And if not, I'll have to reach out to our services team.

Speaker speaker_0: You might have to join a brief hold.

Speaker speaker_1: That's fine.

Speaker speaker_0: Thank you.

Speaker speaker_2: Okay, thank you. Thank you. This recording is being made in the public interest.

Speaker speaker_0: Are you there, Ms. Gilbert?

Speaker speaker_3: Yes, I'm here.

Speaker speaker_0: All right. So I just sent an email through our back office to get an investigation going. Typically, it takes 24 to 48 hours from that time for the investigation.

Speaker speaker_3: Okay.

Speaker speaker_0: So once I get an update, I can call you back and be able to provide you with some kind of update on what's going on with that.

Speaker speaker_3: Okay. Thank you so much, 'cause honey, these calls, I need some eyes.

Speaker speaker_0: I understand, Ms. Gilbert. I'm, um, I apologize for the inconvenience, but as soon as I get an update, I'll let you know.

Speaker speaker_3: Okay. Thank you so much.

Speaker speaker_0: No problem. Was there anything else I can help you with today, Ms. Daisy?

Speaker speaker_3: No, that was all. You have a good day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_3: You're welcome. Bye-bye.