

Transcript: Pamela

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Full Transcript

Thank you for calling the benefit ten of hearts. This is Pamela speaking, how may I help you? Hi, I was calling... I, I think today's the last day for open enrollment. I just wanted to make sure and go over what insurance I do have right now. Who do you work for, sir? MAU Workforce. May I have the last four digits of the Social so I can pull up your file? 282-92-3604. And your first and last name? Anthony Brandt. Mr. Brandt, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 108 Foxcroft Court, Easley, South Carolina, 29640. My birthdate's 10-21-87. Thank you for the information. We have a telephone number on file, 513-444-0885, and you emailed your first last name at Yahoo dot com. Yes. All right, so I see that you are enrolled dental, life insurance, vision, and the Stay Healthy Enhanced Plan. So we have dental and vision, correct? Yes, you do. Yes, sir. Okay. Um, are you able to go over the vision? What, um, what that covers, like, for contacts? Sure. Um, you have a twen- uh, \$10 copay for the eye exam once a year, and you have, uh... One second, where did it go? Okay. So you have a \$25 copay for lenses and frames. Uh, copay for contact lenses is, uh, we do not charge for it. And then you have a frame allowance, \$130 that the insurance will- Okay. ... provide. Uh, does it also cover contact lenses for the \$130? Um, it doesn't say it here. Let me double check on that... It, it only says for frame allowance, but I believe you could ask, um, to, um, through MetLife which is your carrier, um, if they will, if you could use the allowance for- Okay. ... contacts. Gotcha. I don't have that information here. Okay. Uh, I appreciate this. Um, if I don't want to change anything, do I just leave it as it is? Yes, sir. It will stay the same. Okay. Awesome. I appreciate it. And you can still use the same ID card. I'm sorry? I say it will stay the same and you can still use the same ID card. Gotcha. Okay, awesome. Thank you. Thank you for giving us a call today and have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling the benefit ten of hearts. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hi, I was calling... I, I think today's the last day for open enrollment. I just wanted to make sure and go over what insurance I do have right now.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: MAU Workforce.

Speaker speaker_0: May I have the last four digits of the Social so I can pull up your file?

Speaker speaker_1: 282-92-3604.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Anthony Brandt.

Speaker speaker_0: Mr. Brandt, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 108 Foxcroft Court, Easley, South Carolina, 29640. My birthdate's 10-21-87.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 513-444-0885, and you emailed your first last name at Yahoo dot com.

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so I see that you are enrolled dental, life insurance, vision, and the Stay Healthy Enhanced Plan.

Speaker speaker_1: So we have dental and vision, correct?

Speaker speaker_0: Yes, you do. Yes, sir.

Speaker speaker_1: Okay. Um, are you able to go over the vision? What, um, what that covers, like, for contacts?

Speaker speaker_0: Sure. Um, you have a twen- uh, \$10 copay for the eye exam once a year, and you have, uh... One second, where did it go? Okay. So you have a \$25 copay for lenses and frames. Uh, copay for contact lenses is, uh, we do not charge for it. And then you have a frame allowance, \$130 that the insurance will-

Speaker speaker_1: Okay.

Speaker speaker_0: ... provide.

Speaker speaker_1: Uh, does it also cover contact lenses for the \$130?

Speaker speaker_0: Um, it doesn't say it here. Let me double check on that... It, it only says for frame allowance, but I believe you could ask, um, to, um, through MetLife which is your carrier, um, if they will, if you could use the allowance for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... contacts.

Speaker speaker_1: Gotcha.

Speaker speaker_0: I don't have that information here.

Speaker speaker_1: Okay. Uh, I appreciate this. Um, if I don't want to change anything, do I just leave it as it is?

Speaker speaker_0: Yes, sir. It will stay the same.

Speaker speaker_1: Okay. Awesome. I appreciate it.

Speaker speaker_0: And you can still use the same ID card.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I say it will stay the same and you can still use the same ID card.

Speaker speaker_1: Gotcha. Okay, awesome. Thank you.

Speaker speaker_0: Thank you for giving us a call today and have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.