

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling ... card. My name is Pearl. Who am I speaking with? Hi, my name is James Gray. Oh, that's great. Just want to let you know we have your card. How are you doing today? How are you doing, sir? I'm good, and yourself? Okay. No, I'm doing fine. I had two things, two, uh, things I was thinking of, uh, trying to call you about. Uh, first of all, um, I've been with this company for over a year, but I cannot, I cannot find who my vision, uh, provi- uh, insurance is being paid to. Um, and I need... I called yesterday and I added my son to my medical and my vision, but I forgot to add him to my, um, uh, dental plan, and I needed to do that. And I... There's some way I need to try to find out... I found out who my, um... I just called APO and they said they, they just gave... Sent me some cards for medical and, uh, dental, but I, I... First of all, I just need you to... Could you add my son to my dental plan? I can definitely take a look for you. What's the name of the staffing agency you work for? MAU Solutions. The last four digits of your Social? 7026. Repeat your name for me. James Gray. And you said the last four of your Social is 2026? No, I said seven-zero. 7026. Okay. All right. And can you confirm your address and date of birth for me? Birthday is November 19th. I was born in 1969. 70... My address is 7101 Senegal Parish, Texas 75460. All righty. Now your phone number is 903-495-9023? Yes, ma'am. And I have your email address as www.grayj01119@gmail.com. Yes, ma'am. All righty. And you wanted to add your son onto the dental? Yes. Let's see. One moment. Okay, so dental, vision, and your medical all employed plus child. All right, so that brings your weekly deductions up to \$66.38. Yes, ma'am. Okay, it will take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday he become... He, uh, he'll become active. Um, and then I believe you should see... Receive new cards in the mail as far as, um, vision and dental, and the new medical will go to your email. Yes, my question is... Okay, yes. My question is, who is my vision? Because I don't... I called VSP when I was at the store trying to get some safety glasses like three weeks ago, and we called the company and they said I'm nowhere in the system. They couldn't verify me by my Social Security number or nothing. So I used to be with Superior they said, and they said now it's supposed to be with VSP. But VSP... Well, the, the, the, uh... They said they had a Davis and a VSP, and, uh, she say... VSP, we called them and they say I'm nowhere in their system now. Couldn't even verify me by my Social Security number, so we never... And I was online with someone, they were trying to check and see if I still with Superior Davis and the phone clicked off. So I just need to find out who my vision... Who's my m- my money been going to all year so I can try to get some safety glasses? No worries. Your vision car- your vision carrier is MetLife. So... Yes, yes, yes. Vis- it's VSP by MetLife. I've been calling them, but they, they say I'm not... I'm not in the system. So why is they saying I'm not in their system? I can give you a different phone number- Why? Why can't I... Or I can give you a phone number

to, for you to call. Um, but I'm not sure why they would tell you you're not in the system. Please, um... So, um- Please, please. ... whenever you're ready, let me know. I'm ready. It's 855-638-3931. 638- 3931. ... 9... Let me see. Yeah. So is this 1800-METLI- uh, METEYES? I'm sorry, what was that? So, the number you gave me... So is this the number I would be calling if I dial 1-800-METLI- METEYES? I don't know what METEYES is. You... The company is MetLife. Yeah, I guess this number, b- 'cause I... The number I'm talking about, you know, how you... When you dial it, they, they got the number on here is 1-855-METEYES. I guess when I dial them numbers, it... I'm gonna see if it would match up to that 68- 6381, uh, 3931 and so on. I've been trying this number 'cause it's on silent now. You tried the 63839031? Well... Hold on for a second. Two seconds. Yes, yes, that's the number I tried, 'cause I just, I just, um... 'Cause I dia- 'cause they, on the card it's got 1-800, 1-855-MET-EYES, and then when you dial the M-E-T E-Y-E-S, yeah, it, it, it translate to 638-3931. I guess I'll try to call them back, but I tried this number. I tried every number on the card. Okay. And uh, they say they could not find me in their system. Well, um, I'm s- uh, excuse me. When I, uh, when I called this number, I think they asked me for some kind of a telephone number and I don't have no number, so they'll hang up. So I, it's, it's nowhere I can get in their system. 'Cause when I dial that number, it's, it, it'll ask me about some telephone number, and when I dia- when I put my 903495, they say they can't, they say they can't get me through that, like, and then, and then when they ask me for my Social Security number, they say they can't find no parts on me through, through, through my, um, Social Security number. So I know my money going somewhere. Excuse me. Um, it's asking you for a phone number. It's not asking you for maybe a group number? Yeah, whatever... No, it's not asking me for the little, uh, four-digit group number. Well, can- It's a company number, so- Well, it's seven numbers. It may be talk- Huh? The group number is seven numbers. I don't have no number like that. I got a group number that ends in 437 on this- Okay, let me give you the group number up top. Okay. Yeah, um, it's 53744- Yeah, I don't have nothing like that. 5... 53744- ... 18. Okay, so I don't have nothing number like that. Okay, I'll call this number again and, and try to... But, uh, if it doesn't work, are you the, are you guys the only people that I, I can call to try to... How can we get it verified, 'cause I've been dealing with this for like two weeks now. Um, I can't find my vision. Um, if, if the group number, if the group number that I gave you doesn't work, um, just give us a call back and we'll open an investigation to see why, um, you're coming, you're- Okay. ... why you're coming up inactive. Okay. Hello? Can you hear me? Yes. Is there anything else we can assist you with today? Yes. I don't know because, like I say, this company I'm working for, MAU, I worked for the company seven months before. And then I went to the company that's with it, that the company connected to for three months. And then, and then after five months I went back to MAU. I don't know what I... And then I, I had to do, I redid my health. But, uh, like say medical and everything, I just can't find my vision. But we'll take care of this. I'm gonna call that number and try to put this seven-digit number in there, you guys, what you just gave me. If not, we just have to open up investigation because I don't know where my insurance po- my insurance going to. All righty. For my, for my vision. All righty. Thank you so much for calling. Have a good day. I sure appreciate it. No problem. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling ... card. My name is Pearl. Who am I speaking with?

Speaker speaker_2: Hi, my name is James Gray.

Speaker speaker_1: Oh, that's great. Just want to let you know we have your card.

Speaker speaker_2: How are you doing today?

Speaker speaker_1: How are you doing, sir? I'm good, and yourself?

Speaker speaker_2: Okay. No, I'm doing fine. I had two things, two, uh, things I was thinking of, uh, trying to call you about. Uh, first of all, um, I've been with this company for over a year, but I cannot, I cannot find who my vision, uh, provi- uh, insurance is being paid to. Um, and I need... I called yesterday and I added my son to my medical and my vision, but I forgot to add him to my, um, uh, dental plan, and I needed to do that. And I... There's some way I need to try to find out... I found out who my, um... I just called APO and they said they, they just gave... Sent me some cards for medical and, uh, dental, but I, I... First of all, I just need you to... Could you add my son to my dental plan?

Speaker speaker_1: I can definitely take a look for you. What's the name of the staffing agency you work for?

Speaker speaker_2: MAU Solutions.

Speaker speaker_1: The last four digits of your Social?

Speaker speaker_2: 7026.

Speaker speaker_1: Repeat your name for me.

Speaker speaker_2: James Gray.

Speaker speaker_1: And you said the last four of your Social is 2026?

Speaker speaker_2: No, I said seven-zero. 7026.

Speaker speaker_1: Okay. All right. And can you confirm your address and date of birth for me?

Speaker speaker_2: Birthday is November 19th. I was born in 1969. 70... My address is 7101 Senegal Parish, Texas 75460.

Speaker speaker_1: All righty. Now your phone number is 903-495-9023?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as www.grayj01119@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. And you wanted to add your son onto the dental?

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see. One moment. Okay, so dental, vision, and your medical all employed plus child. All right, so that brings your weekly deductions up to \$66.38.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, it will take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday he become... He, uh, he'll become active. Um, and then I believe you should see... Receive new cards in the mail as far as, um, vision and dental, and the new medical will go to your email.

Speaker speaker_2: Yes, my question is... Okay, yes. My question is, who is my vision? Because I don't... I called VSP when I was at the store trying to get some safety glasses like three weeks ago, and we called the company and they said I'm nowhere in the system. They couldn't verify me by my Social Security number or nothing. So I used to be with Superior they said, and they said now it's supposed to be with VSP. But VSP... Well, the, the, the, uh... They said they had a Davis and a VSP, and, uh, she say... VSP, we called them and they say I'm nowhere in their system now. Couldn't even verify me by my Social Security number, so we never... And I was online with someone, they were trying to check and see if I still with Superior Davis and the phone clicked off. So I just need to find out who my vision... Who's my m- my money been going to all year so I can try to get some safety glasses?

Speaker speaker_1: No worries. Your vision car- your vision carrier is MetLife.

Speaker speaker_2: So... Yes, yes, yes. Vis- it's VSP by MetLife. I've been calling them, but they, they say I'm not... I'm not in the system. So why is they saying I'm not in their system?

Speaker speaker_1: I can give you a different phone number-

Speaker speaker_2: Why? Why can't I...

Speaker speaker_1: Or I can give you a phone number to, for you to call. Um, but I'm not sure why they would tell you you're not in the system.

Speaker speaker_2: Please, um...

Speaker speaker_1: So, um-

Speaker speaker_2: Please, please.

Speaker speaker_1: ... whenever you're ready, let me know.

Speaker speaker_2: I'm ready.

Speaker speaker_1: It's 855-638-3931.

Speaker speaker_2: 638-

Speaker speaker_3: 3931.

Speaker speaker_2: ... 9... Let me see. Yeah. So is this 1800-METLI- uh, METEYES?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_2: So, the number you gave me... So is this the number I would be calling if I dial 1-800-METLI- METEYES?

Speaker speaker_1: I don't know what METEYES is. You... The company is MetLife.

Speaker speaker_2: Yeah, I guess this number, b- 'cause I... The number I'm talking about, you know, how you... When you dial it, they, they got the number on here is 1-855-METEYES. I guess when I dial them numbers, it... I'm gonna see if it would match up to that 68- 6381, uh, 3931 and so on. I've been trying this number 'cause it's on silent now.

Speaker speaker_1: You tried the 63839031?

Speaker speaker_2: Well... Hold on for a second. Two seconds. Yes, yes, that's the number I tried, 'cause I just, I just, um... 'Cause I dia- 'cause they, on the card it's got 1-800, 1-855-MET-EYES, and then when you dial the M-E-T E-Y-E-S, yeah, it, it, it translate to 638-3931. I guess I'll try to call them back, but I tried this number. I tried every number on the card.

Speaker speaker_1: Okay.

Speaker speaker_2: And uh, they say they could not find me in their system. Well, um, I'm s- uh, excuse me. When I, uh, when I called this number, I think they asked me for some kind of a telephone number and I don't have no number, so they'll hang up. So I, it's, it's nowhere I can get in their system. 'Cause when I dial that number, it's, it, it'll ask me about some telephone number, and when I dia- when I put my 903495, they say they can't, they say they can't get me through that, like, and then, and then when they ask me for my Social Security number, they say they can't find no parts on me through, through, through my, um, Social Security number. So I know my money going somewhere.

Speaker speaker_1: Excuse me. Um, it's asking you for a phone number. It's not asking you for maybe a group number?

Speaker speaker_2: Yeah, whatever... No, it's not asking me for the little, uh, four-digit group number.

Speaker speaker_1: Well, can-

Speaker speaker_2: It's a company number, so-

Speaker speaker_1: Well, it's seven numbers.

Speaker speaker_2: It may be talk- Huh?

Speaker speaker_1: The group number is seven numbers.

Speaker speaker_2: I don't have no number like that. I got a group number that ends in 437 on this-

Speaker speaker_1: Okay, let me give you the group number up top.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, um, it's 53744-

Speaker speaker_2: Yeah, I don't have nothing like that. 5... 53744-

Speaker speaker_1: ... 18.

Speaker speaker_2: Okay, so I don't have nothing number like that. Okay, I'll call this number again and, and try to... But, uh, if it doesn't work, are you the, are you guys the only people that I, I can call to try to... How can we get it verified, 'cause I've been dealing with this for like two weeks now. Um, I can't find my vision.

Speaker speaker_1: Um, if, if the group number, if the group number that I gave you doesn't work, um, just give us a call back and we'll open an investigation to see why, um, you're coming, you're-

Speaker speaker_2: Okay.

Speaker speaker_1: ... why you're coming up inactive.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello?

Speaker speaker_2: Can you hear me?

Speaker speaker_1: Yes. Is there anything else we can assist you with today?

Speaker speaker_2: Yes. I don't know because, like I say, this company I'm working for, MAU, I worked for the company seven months before. And then I went to the company that's with it, that the company connected to for three months. And then, and then after five months I went back to MAU. I don't know what I... And then I, I had to do, I redid my health. But, uh, like say medical and everything, I just can't find my vision. But we'll take care of this. I'm gonna call that number and try to put this seven-digit number in there, you guys, what you just gave me. If not, we just have to open up investigation because I don't know where my insurance po- my insurance going to.

Speaker speaker_1: All righty.

Speaker speaker_2: For my, for my vision.

Speaker speaker_1: All righty. Thank you so much for calling. Have a good day.

Speaker speaker_2: I sure appreciate it.

Speaker speaker_1: No problem.

Speaker speaker_2: You, too.