

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Ada, A-D-A, Alberto. And how can I assist you, Ms. Alberto? Um, I have been... I've been paying for insurance for the last year. Uh, since, um... And I'm trying to get my eyes examined because- before the end of the year, but they, they're telling me that my insurance has been terminated. Okay, what's the name of the staff agency you work for? ATC Healthcare. And the last four digits of your social? 3211. Okay, and if you can confirm your address and date of birth. Uh, my date of birth is December 9th, 1980. My address is 515 Glenwood Way, Stockbridge, Georgia. Okay 95 678-462-2862. It changed. So what's your phone number? Um, 706-681-2229. Okay, can I have your phone number... uh, your email address at AAda2907@gmail.com? Yes. Okay, I do have you with active vision coverage. What card are you using? Um, the same one that I pulled out today, and I went... I changed... I, I went online this morning, and I print out a new card, just in case, because, you know, I thought that it might be the problem. And, um, it says... Let me show you what it says. Hold on. Okay, one second. Okay, when I print all the papers, it says, uh, "Family no longer has coverage. This member may, may have multiple coverage plans. For verification of benefits, please contact customer service." Okay, but what does the, um... What does the card say the... as the name? Does it say MetLife? Does it say Superior Vision? What does the card say on it? Okay. Let me check. Let me see. It says Superior Vision. It says Superior Vision. Okay, okay. Superior National, mm-hmm. Okay, so, uh, ATC is act-... They actually changed vision carriers, so what I'm gonna do is I'm gonna send you a copy of your new vision card, and then that's the one you'll use when you go to the eye doctor. What's the name of it? It's called MetLife. Okay. Um, can you... How do I find out if the doctor that I normally go to accept the insurance? There's a, a phone number on the card and on the email, and you'll be able to call and see. Okay, okay, thank you. It's going to come from info@benefitsinacard.com. It should go to the inbox. If you don't see it in your inbox, try your spam or junk folder. Okay, if, if... Okay, you have A as in apple, A as in apple, D, A, 2907@gmail.com, right? Yes, ma'am. Okay, thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: My name is Ada, A-D-A, Alberto.

Speaker speaker_1: And how can I assist you, Ms. Alberto?

Speaker speaker_2: Um, I have been... I've been paying for insurance for the last year. Uh, since, um... And I'm trying to get my eyes examined because- before the end of the year, but they, they're telling me that my insurance has been terminated.

Speaker speaker_1: Okay, what's the name of the staff agency you work for?

Speaker speaker_2: ATC Healthcare. And the last four digits of your social? 3211.

Speaker speaker_1: Okay, and if you can confirm your address and date of birth.

Speaker speaker_2: Uh, my date of birth is December 9th, 1980. My address is 515 Glenwood Way, Stockbridge, Georgia.

Speaker speaker_1: Okay 95 678-462-2862.

Speaker speaker_2: It changed.

Speaker speaker_1: So what's your phone number?

Speaker speaker_2: Um, 706-681-2229.

Speaker speaker_1: Okay, can I have your phone number... uh, your email address at AAda2907@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, I do have you with active vision coverage. What card are you using?

Speaker speaker_2: Um, the same one that I pulled out today, and I went... I changed... I, I went online this morning, and I print out a new card, just in case, because, you know, I thought that it might be the problem. And, um, it says... Let me show you what it says. Hold on. Okay, one second. Okay, when I print all the papers, it says, uh, "Family no longer has coverage. This member may, may have multiple coverage plans. For verification of benefits, please contact customer service."

Speaker speaker_1: Okay, but what does the, um... What does the card say the... as the name? Does it say MetLife? Does it say Superior Vision? What does the card say on it?

Speaker speaker_2: Okay. Let me check. Let me see. It says Superior Vision. It says Superior Vision.

Speaker speaker_1: Okay, okay.

Speaker speaker_2: Superior National, mm-hmm.

Speaker speaker_1: Okay, so, uh, ATC is act-... They actually changed vision carriers, so what I'm gonna do is I'm gonna send you a copy of your new vision card, and then that's the one you'll use when you go to the eye doctor.

Speaker speaker_2: What's the name of it?

Speaker speaker_1: It's called MetLife.

Speaker speaker_2: Okay. Um, can you... How do I find out if the doctor that I normally go to accept the insurance?

Speaker speaker_1: There's a, a phone number on the card and on the email, and you'll be able to call and see.

Speaker speaker_2: Okay, okay, thank you.

Speaker speaker_1: It's going to come from info@benefitsinacard.com. It should go to the inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay, if, if... Okay, you have A as in apple, A as in apple, D, A, 2907@gmail.com, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.