

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Hood. Who does the social security speaking with? Shaniqua Scott. And how can I assist you? I'm calling 'cause I'm trying to see about my visual insurance. Um, I need to know what's it up under so I can know, um... And I also want to know, do you guys... Do i- EyeMore Express accept my insurance? Okay. So the, the vision coverage is through MetLife. Um, do you have your card? No. I don't have it on me. I'm also need the account number and all that. I don't have it on... I was looking for it for about 30 minutes and I'ma have to go back and look for it, because I'm trying to make it to the eye doctor. And what's the name of the staffing agency you work for? You say the city? Staffing agency. Oh. MAU. And the last four digits of your social? 2965. Okay. Give me one moment. And what is your address and date of birth? 3630 Peacockshire Road, Augusta, Georgia, 30906, apartment 921. Any date of birth? December 8, 1990. Okay. And now your phone number is 803-463-1381? Yes. And I have your email address as shaniqui09@gmail.com? That's it. Okay. I can get you a copy of your benefit card to, to your email if you'd like. That's perfect. Okay. And then on that card, you're gonna... Um, there's gonna be a number called Find a Provider and you'll just give that number a call and they'll be able to confirm if, um... Which, which centers in your area... which provider in your area accept the insurance. Okay. All right. Do you have any questions? Yep. I want to know, um, do they cover, um, contacts and do they cover my lenses and frames? So there is a \$10... Um, a \$25 copay for lens and frames. Um- \$25? I thought it was \$10. \$10 is for the eye exam. For your lenses and frames there's a \$25 copay. Um, for the fittings of your contact lenses there's no copay, and then your allowance for either the frames or lenses... I'm sorry, the frames or contacts is \$130. Okay. And that's for me, 130 for me and 130 for my daughter? Correct. Okay. And a \$25 copay for lenses and frames. And \$10 for the... Hello? It's a \$10 copay for the, the frames and lenses. No, I'm sorry. The \$10 copay is for your annual eye exam. A \$25 copay for your frames and lenses. Fram- frames and lenses. Okay. Thank you. I appreciate it. No problem. Thank you for calling. Have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Hood. Who does the social security speaking with?

Speaker speaker_1: Shaniqua Scott.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling 'cause I'm trying to see about my visual insurance. Um, I need to know what's it up under so I can know, um... And I also want to know, do you guys... Do i- EyeMore Express accept my insurance?

Speaker speaker_0: Okay. So the, the vision coverage is through MetLife. Um, do you have your card?

Speaker speaker_1: No. I don't have it on me. I'm also need the account number and all that. I don't have it on... I was looking for it for about 30 minutes and I'ma have to go back and look for it, because I'm trying to make it to the eye doctor.

Speaker speaker_0: And what's the name of the staffing agency you work for?

Speaker speaker_1: You say the city?

Speaker speaker_0: Staffing agency.

Speaker speaker_1: Oh. MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 2965.

Speaker speaker_0: Okay. Give me one moment. And what is your address and date of birth?

Speaker speaker_1: 3630 Peacockshire Road, Augusta, Georgia, 30906, apartment 921.

Speaker speaker_0: Any date of birth?

Speaker speaker_1: December 8, 1990.

Speaker speaker_0: Okay. And now your phone number is 803-463-1381?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as shaniqui09@gmail.com?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. I can get you a copy of your benefit card to, to your email if you'd like.

Speaker speaker_1: That's perfect.

Speaker speaker_0: Okay. And then on that card, you're gonna... Um, there's gonna be a number called Find a Provider and you'll just give that number a call and they'll be able to confirm if, um... Which, which centers in your area... which provider in your area accept the insurance.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Yep. I want to know, um, do they cover, um, contacts and do they cover my lenses and frames?

Speaker speaker_0: So there is a \$10... Um, a \$25 copay for lens and frames. Um-

Speaker speaker_1: \$25? I thought it was \$10.

Speaker speaker_0: \$10 is for the eye exam. For your lenses and frames there's a \$25 copay. Um, for the fittings of your contact lenses there's no copay, and then your allowance for either the frames or lenses... I'm sorry, the frames or contacts is \$130.

Speaker speaker_1: Okay. And that's for me, 130 for me and 130 for my daughter?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. And a \$25 copay for lenses and frames. And \$10 for the... Hello?

Speaker speaker_0: It's a \$10 copay for the, the frames and lenses. No, I'm sorry. The \$10 copay is for your annual eye exam. A \$25 copay for your frames and lenses. Fram- frames and lenses.

Speaker speaker_1: Okay. Thank you. I appreciate it.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.

Speaker speaker_1: Bye-bye.