

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who can I understand what number I'm speaking with? Hey. This is Leslie Osmara. And how can I assist you? Um, hey, I was just talking to a really nice gal. I, she confirmed that I have MetLife Vision, gave me the phone number. I called them and they say I'm not in their system. She called MetLife and said, oh, it's confirmed it, but they're, I just called, I just called and they said I don't have it. Hmm. And I've been paying since last year. Yes. I, I know on the vision coverage, they don't... There's no policy numbers. They just have like a group number for each staffing agency. Um- Yeah, but I didn't even have that. So I, she sent me... What she sent me was the MetLife, I have the Benefits in a Card, the little one with the blue tabs on it and everything like that, and it says I'm on the network. I had the MetLife VSP network, gave me phone numbers. That phone number didn't work that I get. She gave me the other phone number, I got through, but now she's saying... And she gave me what my benefits are even. Hmm. But I, I, I went to an eye... I went to an eye appointment today and they couldn't get... find it in the system. And then because they took so long, they, they had to cancel my appointment because they said, "Well, you didn't..." I didn't have the information when they asked for it because I didn't have it on the card and I've been trying to get it. So I just went to the appointment and they said, "Well, we can't get a hold of MetLife, so..." And now it's too late. So you have to rebook your appointment. So it took off work to go there. So it took off work... And then, you know, it's just... I'm kind of frustrated. To your eye appointment, you didn't have your card with you yet? I had my, I had my card with me, but it doesn't have a group number or an account number or anything on it for the vision. Because they do, because the cards do have, um, depending on which card- What phone number? Yeah, depending on which card, um, you received, um- It's the Benefits in a Card. It's the little blue, it's the one with the little blue tabs on it that has like your different benefits that you have, that you, that I have. But she did send over to me, like my medical, my APL, um, hospital indemnity card, I guess is what this one... And then I, and then my, um, I had a, a Carrington Dental, APL dental Carrington card. But for the vision she said... sent me the same card that I already have in my wallet. Mm-hmm. So what I'm, but I've been trying to get ahold of MetLife. I know what my benefits are, but I, I can't... They go, "Well, we'll have to look you up in the system," and they can't find me in the system at MetLife, even though they said earlier- And what- ... at Benefits in a Card called MetLife and said, "Yes, I'm in the system." And she says, "Well, you need to call that number." And I said, "Can't you tell me what the group number is or anything?" But they had nothing. Got nothing. I have my ID number. Okay. What's the name of the staffing agency you work for? I work for Oxford Global Resources. Okay. Okay. So let me just make sure I'm understanding. When you- I didn't have the . Huh? So when you went to your eye appointment, you had your card but they said that they couldn't find you in

the system. Mm-hmm. Then when you gave us a call, the lady, the young lady that spoke with you earlier, called MetLife, confirmed that you were in the system- But then I said- ... and then when you tried to call- ... I said I had to call MetLife. ... they couldn't find it. Uh-huh. And I called MetLife and they couldn't find me. Um- She says, "Well, they'll have to send it over to you and over to us." Okay. Let me see. What is the name of the staffing agency you work for? Oxford Global Resources. And the last four digits of your Social? 7634. Right. You can just confirm your address and date of birth. 1427 Yorkshire Drive, Austin, Texas, 78723. Birthday, 5/25/1961. Okay. And your phone number is 978-273-8500? Y- no, 8508. I'm sorry. Yes, 08. Okay, give me one moment. Let me give MetLife a call and see if it gives me good information. If it does find you in the system, um, through the automated system is to find you, I will try to reach out to a, a live rep and see what the issue is. Well, yeah. I got... In the automated system I entered all the data and then I got to a person and she says, "We can't find you." Okay. Um, bear with me- So, okay. One moment. Let me see, because you are active. Thank you. So give me just one moment. Yes, I'm active. . Taking time out of my very busy day. I've got a big project I'm working on, so... Hi, Mrs. Mera? Yeah. Hi, um, sorry about that hold. But I do have MetLife on the line. Um, unfortunately for some reason, she's not able to give me the information, but she is able to- Okay. ... um, help, help with the information with, for you. Okay, great. Thank you. Hi there, this is Emily. Can I get your full name please and date of birth? Hi, it's Leslie Osmira, birthday's 5/25/1961. And can I get the last four of your Social? 7634. Thank you so much. So I do show that you have a vision plan. Yes. And I show that you are, you're, you're eligible for all services. Um, did you try going somewhere- Yeah. ... uh, to use your vision insurance? Yes, and they couldn't get ahold of anybody, and they kept asking me for stuff, information, and-

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who can I understand what number I'm speaking with?

Speaker speaker_1: Hey. This is Leslie Osmara.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, hey, I was just talking to a really nice gal. I, she confirmed that I have MetLife Vision, gave me the phone number. I called them and they say I'm not in their system. She called MetLife and said, oh, it's confirmed it, but they're, I just called, I just called and they said I don't have it.

Speaker speaker_0: Hmm.

Speaker speaker_1: And I've been paying since last year.

Speaker speaker_0: Yes. I, I know on the vision coverage, they don't... There's no policy numbers. They just have like a group number for each staffing agency. Um-

Speaker speaker_1: Yeah, but I didn't even have that. So I, she sent me... What she sent me was the MetLife, I have the Benefits in a Card, the little one with the blue tabs on it and

everything like that, and it says I'm on the network. I had the MetLife VSP network, gave me phone numbers. That phone number didn't work that I get. She gave me the other phone number, I got through, but now she's saying... And she gave me what my benefits are even.

Speaker speaker_0: Hmm.

Speaker speaker_1: But I, I, I went to an eye... I went to an eye appointment today and they couldn't get... find it in the system. And then because they took so long, they, they had to cancel my appointment because they said, "Well, you didn't..." I didn't have the information when they asked for it because I didn't have it on the card and I've been trying to get it. So I just went to the appointment and they said, "Well, we can't get a hold of MetLife, so..." And now it's too late. So you have to rebook your appointment. So it took off work to go there.

Speaker speaker_0: So it took off work...

Speaker speaker_1: And then, you know, it's just... I'm kind of frustrated.

Speaker speaker_0: To your eye appointment, you didn't have your card with you yet?

Speaker speaker_1: I had my, I had my card with me, but it doesn't have a group number or an account number or anything on it for the vision.

Speaker speaker_0: Because they do, because the cards do have, um, depending on which card-

Speaker speaker_1: What phone number?

Speaker speaker_0: Yeah, depending on which card, um, you received, um-

Speaker speaker_1: It's the Benefits in a Card. It's the little blue, it's the one with the little blue tabs on it that has like your different benefits that you have, that you, that I have. But she did send over to me, like my medical, my APL, um, hospital indemnity card, I guess is what this one... And then I, and then my, um, I had a, a Carrington Dental, APL dental Carrington card. But for the vision she said... sent me the same card that I already have in my wallet.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So what I'm, but I've been trying to get ahold of MetLife. I know what my benefits are, but I, I can't... They go, "Well, we'll have to look you up in the system," and they can't find me in the system at MetLife, even though they said earlier-

Speaker speaker_0: And what-

Speaker speaker_1: ... at Benefits in a Card called MetLife and said, "Yes, I'm in the system." And she says, "Well, you need to call that number." And I said, "Can't you tell me what the group number is or anything?" But they had nothing. Got nothing. I have my ID number.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: I work for Oxford Global Resources.

Speaker speaker_0: Okay. Okay. So let me just make sure I'm understanding. When you-

Speaker speaker_1: I didn't have the . Huh?

Speaker speaker_0: So when you went to your eye appointment, you had your card but they said that they couldn't find you in the system.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Then when you gave us a call, the lady, the young lady that spoke with you earlier, called MetLife, confirmed that you were in the system-

Speaker speaker_1: But then I said-

Speaker speaker_0: ... and then when you tried to call-

Speaker speaker_1: ... I said I had to call MetLife.

Speaker speaker_0: ... they couldn't find it. Uh-huh.

Speaker speaker_1: And I called MetLife and they couldn't find me.

Speaker speaker_0: Um-

Speaker speaker_1: She says, "Well, they'll have to send it over to you and over to us."

Speaker speaker_0: Okay. Let me see. What is the name of the staffing agency you work for?

Speaker speaker_1: Oxford Global Resources.

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

Speaker speaker_1: 7634.

Speaker speaker_0: Right. You can just confirm your address and date of birth.

Speaker speaker_1: 1427 Yorkshire Drive, Austin, Texas, 78723. Birthday, 5/25/1961.

Speaker speaker_0: Okay. And your phone number is 978-273-8500?

Speaker speaker_1: Y- no, 8508.

Speaker speaker_0: I'm sorry. Yes, 08. Okay, give me one moment. Let me give MetLife a call and see if it gives me good information. If it does find you in the system, um, through the automated system is to find you, I will try to reach out to a, a live rep and see what the issue is.

Speaker speaker_1: Well, yeah. I got... In the automated system I entered all the data and then I got to a person and she says, "We can't find you."

Speaker speaker_0: Okay. Um, bear with me-

Speaker speaker_1: So, okay.

Speaker speaker_0: One moment. Let me see, because you are active.

Speaker speaker_1: Thank you.

Speaker speaker_0: So give me just one moment.

Speaker speaker_1: Yes, I'm active.

Speaker speaker_0: .

Speaker speaker_1: Taking time out of my very busy day. I've got a big project I'm working on, so...

Speaker speaker_2: Hi, Mrs. Mera?

Speaker speaker_3: Yeah.

Speaker speaker_2: Hi, um, sorry about that hold. But I do have MetLife on the line. Um, unfortunately for some reason, she's not able to give me the information, but she is able to-

Speaker speaker_3: Okay.

Speaker speaker_2: ... um, help, help with the information with, for you.

Speaker speaker_3: Okay, great. Thank you.

Speaker speaker_4: Hi there, this is Emily. Can I get your full name please and date of birth?

Speaker speaker_3: Hi, it's Leslie Osmira, birthday's 5/25/1961.

Speaker speaker_4: And can I get the last four of your Social?

Speaker speaker_3: 7634.

Speaker speaker_4: Thank you so much. So I do show that you have a vision plan.

Speaker speaker_3: Yes.

Speaker speaker_4: And I show that you are, you're, you're eligible for all services. Um, did you try going somewhere-

Speaker speaker_3: Yeah.

Speaker speaker_4: ... uh, to use your vision insurance?

Speaker speaker_3: Yes, and they couldn't get ahold of anybody, and they kept asking me for stuff, information, and-