

## **Transcript: VICTORIA**

**Taylor-4917158596493312-5629528750866432**

### **Full Transcript**

Your call has been forwarded to voicemail. Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Hey, this message is for Jonathan. This is Victoria with Benefits on a Card. We administer the medical insurance, um, or I'm sorry, the dental and vision coverage that you have with OnTrack Staffing. I was just following up with you to see if you were able to be seen, um, for your, uh, appointment that you had the other day. Um, actually yesterday. Uh, we are still actively investigating what's going on with your vision coverage through MetLife. Um, I just had a couple questions for you. Um, I wanted to verify the phone number that your provider was calling, um, and then also just, uh, wanted to verify if you were... if you paid out of pocket for that appointment or if you rescheduled that. Um, so if you will just give us a call back, our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.

### **Conversation Format**

Speaker speaker\_0: Your call has been forwarded to voicemail.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Hey, this message is for Jonathan. This is Victoria with Benefits on a Card. We administer the medical insurance, um, or I'm sorry, the dental and vision coverage that you have with OnTrack Staffing. I was just following up with you to see if you were able to be seen, um, for your, uh, appointment that you had the other day. Um, actually yesterday. Uh, we are still actively investigating what's going on with your vision coverage through MetLife. Um, I just had a couple questions for you. Um, I wanted to verify the phone number that your provider was calling, um, and then also just, uh, wanted to verify if you were... if you paid out of pocket for that appointment or if you rescheduled that. Um, so if you will just give us a call back, our phone number is 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Thank you and have a wonderful day.