

Transcript: VICTORIA

Taylor-4943839576637440-5076805137121280

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Deniquia Scott. I was just going to get my daughter some glasses, and it's saying she's not covered under my insurance. Okay, uh- And she is, I was calling to verify her earlier. Okay. What is the name of the agency you work for? MAU. And the last four of your Social? 2965. Okay. And, uh, I'm sorry, your first and last name again? Deniquia Scott. Okay, do you mind verifying your address and date of birth? Um, 3630 Peach Orchard Road, Augusta, Georgia, 30906, Apartment 921. Birthday, 12/08/1990. And then phone number, 803-463-1381? Mm-hmm. Okay, and then I have email is deniquia09@gmail.com. Yeah. Okay. Yeah, so I see that she's listed. So did you call MetLife or was it your vision provider that did and said that she wasn't listed on the policy? I just got off the phone with them maybe two hours ago and they said that she is. But I'm at the eye doctor now and she says she cannot pull her up. So what does she need exactly to pull her up in the system? I mean, your ID card should be enough for them to do that. Um, can I give you the... Um, what's the- the- the number, I'm sorry, the ID number for her? Okay, I don't believe there's an ID. I know there's a group number on the card. Okay, what's the group number? Give me one second. Can I hold anything? Thank you. Okay, so group number should be 5374- 5374. ... four... Uh-huh. And then 418. Okay, is there a member number? Uh, the only thing I see on your ID card is just a group number. Can you say the group number? Yeah. It is 5374-418. Mm-hmm. Hold on one minute, ma'am. Sorry. And she's up under as, um, Hill up under here, right? Ma'am? Hello? I'm sorry? I put her on Hill as on my account, right? Or I put her as Scott? Let me, let me check. Uh, last name Hill. Hill, yeah, I thought so. It didn't work? Well, yes, she has insurance. It's... Her, her name in the system is capital D-E-apostrophe, capital M-I-Y-A? Yes, D-E-apostrophe M-I-Y-A. Yep, that's it. Now I know there's- They... There's... Mm-hmm. You say what? I'm sorry, I'm missing it. Are they looking it? No, you're fine. Are they looking it up in their system and they're just not able to find it? Um, are y'all look- are you looking it up in the system and- and not able to find it or how are you looking it up? It's on VSP. Okay, she's pulling me up on VSP, but she can pull me up but she can't pull my daughter up. Okay. Now there is another way- Now that's what- ... that they can try and verify the coverage. Um, I have a phone number that they can call and then it's gonna... When they call that number, it's gonna ask them to, um, for a provider's number and I have- I can give you all those instructions if you want me to do that? Okay, thank you so much. Can, can she... Um, can you dial this number so she can verify? A provider's number? Okay, I'm about to give her the number now. Thank you so much. Okay. You're welcome. Um, so they wanna call 800- 1-800. Uh-huh. 615- 615. 1883. 1883. And then it's gonna take them through a prompt system and then they're gonna- It'll take them through a prompt system? Yep, and then it's gonna ask, um, for a provider's phone number. Okay. And then have them enter in this phone number.

Okay, what's the number to enter in? 770- 770. 252- 252. 1999. 1999. Okay, she's calling in. Okay. This is... It's crazy. I don't know why she's not coming up next then. Yeah, I'm not sure either. Wow. 2965. Okay. I'm just gonna... Yeah, I think that's it. Okay, great. All right. All right, well, thank you so much. Have a good day. You, too. Bye. Bye-bye. Bye. Okay, we're going to go ahead and get started with our next call. This is going to be from a customer who called in last week. And the name that they're calling from is City of Santa Rosa, California. And we're just going to reiterate what we said last week about how to go about calling us back. So, Scott, I'm going to hand the phone over to you. Sure thing. Okay. Thank you. This is Scott from City of Santa Rosa. I work for the City of Santa Rosa Water Department. And I'd like to thank you for calling in and letting us know about your problem with your water line. We appreciate that. Now, if you could leave us a voicemail, or call back into the future, that would be great. Thank you. Okay. Do you have any questions for City of Santa Rosa? No, I don't. I mean, I could tell you that I'm not able to give you any more information at this time, but I appreciate you calling in and letting us know about your problem. Okay. Well, thank you so much for calling in. We appreciate it. You're welcome. And if you could please leave us a voicemail or call back in the future, that would be great. Thank you. Okay. So we're just going to go ahead and stop recording at this point. Perfect. Okay. Perfect. Awesome. All right. Well, thank you so much for joining us today, City of Santa Rosa. You're welcome. Thanks again. Thank you. Bye-bye. Bye-bye. All right. We're going to go ahead and stop our recording now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, this is Deniquia Scott. I was just going to get my daughter some glasses, and it's saying she's not covered under my insurance.

Speaker speaker_0: Okay, uh-

Speaker speaker_1: And she is, I was calling to verify her earlier.

Speaker speaker_0: Okay. What is the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2965.

Speaker speaker_0: Okay. And, uh, I'm sorry, your first and last name again?

Speaker speaker_1: Deniquia Scott.

Speaker speaker_0: Okay, do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 3630 Peach Orchard Road, Augusta, Georgia, 30906, Apartment 921. Birthday, 12/08/1990.

Speaker speaker_0: And then phone number, 803-463-1381?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, and then I have email is deniquia09@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, so I see that she's listed. So did you call MetLife or was it your vision provider that did and said that she wasn't listed on the policy?

Speaker speaker_1: I just got off the phone with them maybe two hours ago and they said that she is. But I'm at the eye doctor now and she says she cannot pull her up. So what does she need exactly to pull her up in the system?

Speaker speaker_0: I mean, your ID card should be en- enough for them to do that.

Speaker speaker_1: Um, can I give you the... Um, what's the- the- the number, I'm sorry, the ID number for her?

Speaker speaker_0: Okay, I don't believe there's an ID. I know there's a group number on the card.

Speaker speaker_1: Okay, what's the group number?

Speaker speaker_0: Give me one second.

Speaker speaker_1: Can I hold anything? Thank you.

Speaker speaker_0: Okay, so group number should be 5374-

Speaker speaker_1: 5374.

Speaker speaker_0: ... four... Uh-huh. And then 418.

Speaker speaker_1: Okay, is there a member number?

Speaker speaker_0: Uh, the only thing I see on your ID card is just a group number.

Speaker speaker_1: Can you say the group number?

Speaker speaker_0: Yeah.

Speaker speaker_1: It is 5374-418. Mm-hmm. Hold on one minute, ma'am. Sorry. And she's up under as, um, Hill up under here, right? Ma'am? Hello?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I put her on Hill as on my account, right? Or I put her as Scott?

Speaker speaker_0: Let me, let me check. Uh, last name Hill.

Speaker speaker_1: Hill, yeah, I thought so. It didn't work? Well, yes, she has insurance. It's... Her, her name in the system is capital D-E-apostrophe, capital M-I-Y-A?

Speaker speaker_0: Yes, D-E-apostrophe M-I-Y-A.

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: Now I know there's-

Speaker speaker_1: They...

Speaker speaker_0: There's...

Speaker speaker_1: Mm-hmm. You say what? I'm sorry, I'm missing it.

Speaker speaker_0: Are they looking it? No, you're fine. Are they looking it up in their system and they're just not able to find it?

Speaker speaker_1: Um, are y'all look- are you looking it up in the system and- and not able to find it or how are you looking it up? It's on VSP. Okay, she's pulling me up on VSP, but she can pull me up but she can't pull my daughter up.

Speaker speaker_0: Okay. Now there is another way-

Speaker speaker_1: Now that's what-

Speaker speaker_0: ... that they can try and verify the coverage. Um, I have a phone number that they can call and then it's gonna... When they call that number, it's gonna ask them to, um, for a provider's number and I have- I can give you all those instructions if you want me to do that?

Speaker speaker_1: Okay, thank you so much. Can, can she... Um, can you dial this number so she can verify? A provider's number? Okay, I'm about to give her the number now. Thank you so much.

Speaker speaker_0: Okay. You're welcome. Um, so they wanna call 800-

Speaker speaker_1: 1-800.

Speaker speaker_0: Uh-huh. 615-

Speaker speaker_1: 615.

Speaker speaker_0: 1883.

Speaker speaker_1: 1883.

Speaker speaker_0: And then it's gonna take them through a prompt system and then they're gonna-

Speaker speaker_1: It'll take them through a prompt system?

Speaker speaker_0: Yep, and then it's gonna ask, um, for a provider's phone number.

Speaker speaker_1: Okay.

Speaker speaker_0: And then have them enter in this phone number.

Speaker speaker_1: Okay, what's the number to enter in?

Speaker speaker_0: 770-

Speaker speaker_1: 770.

Speaker speaker_0: 252-

Speaker speaker_1: 252.

Speaker speaker_0: 1999.

Speaker speaker_1: 1999. Okay, she's calling in.

Speaker speaker_0: Okay.

Speaker speaker_1: This is... It's crazy. I don't know why she's not coming up next then.

Speaker speaker_0: Yeah, I'm not sure either.

Speaker speaker_1: Wow. 2965.

Speaker speaker_2: Okay. I'm just gonna...

Speaker speaker_3: Yeah, I think that's it. Okay, great. All right.

Speaker speaker_2: All right, well, thank you so much. Have a good day.

Speaker speaker_3: You, too. Bye.

Speaker speaker_2: Bye-bye.

Speaker speaker_3: Bye.

Speaker speaker_4: Okay, we're going to go ahead and get started with our next call. This is going to be from a customer who called in last week. And the name that they're calling from is City of Santa Rosa, California. And we're just going to reiterate what we said last week about how to go about calling us back. So, Scott, I'm going to hand the phone over to you.

Speaker speaker_5: Sure thing.

Speaker speaker_4: Okay. Thank you.

Speaker speaker_5: This is Scott from City of Santa Rosa. I work for the City of Santa Rosa Water Department. And I'd like to thank you for calling in and letting us know about your problem with your water line. We appreciate that. Now, if you could leave us a voicemail, or call back into the future, that would be great. Thank you.

Speaker speaker_4: Okay. Do you have any questions for City of Santa Rosa?

Speaker speaker_5: No, I don't. I mean, I could tell you that I'm not able to give you any more information at this time, but I appreciate you calling in and letting us know about your problem.

Speaker speaker_4: Okay. Well, thank you so much for calling in. We appreciate it.

Speaker speaker_5: You're welcome.

Speaker speaker_4: And if you could please leave us a voicemail or call back in the future, that would be great. Thank you.

Speaker speaker_3: Okay. So we're just going to go ahead and stop recording at this point.

Speaker speaker_4: Perfect.

Speaker speaker_3: Okay. Perfect.

Speaker speaker_4: Awesome.

Speaker speaker_3: All right. Well, thank you so much for joining us today, City of Santa Rosa.

Speaker speaker_5: You're welcome.

Speaker speaker_4: Thanks again.

Speaker speaker_3: Thank you.

Speaker speaker_4: Bye-bye.

Speaker speaker_3: Bye-bye.

Speaker speaker_4: All right. We're going to go ahead and stop our recording now.