

Transcript: VICTORIA

Taylor-4962252080234496-6261736781332480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes. Uh, um, I, I do have a, uh... I have a question. Um, I wanna know what kind of insurance do I have, if my insurance is HMO or PPO or POS, or what kind of insurance is that? Okay. What's the name of the agency you work for? BTSS. And the last four of your Social? 0383. 0383? Yes, sounds correct. And your first and last name? Isela Tero. Okay. Um, let's see. And do you mind verifying your address and date of birth? Yes. Uh, it's 32769 and 6125 North Morgan Street, Alexandria, Virginia 22312. Phone number is 703-946-5061? Mm-hmm. That's correct. And then email's gonna be, uh, first name dot last name @gmail.com? Yes. Yes. Okay. Give me just one second. So it looks like you have the VIP Classic, which is PPO under the MultiPlan network. Okay. Is that the same as, uh, POS? Not that I'm aware of. Oh, okay. Hmm. Yeah. Because I'm, I'm trying to go to... I make an appointment to go to the eye doctor on Monday, but they tell the... They only have, like, three options. One optu- one option's HMO, second option is POS, third option is them paying out of my pocket. So I don't wanna... I can't... I don't know which one I choose, and, uh, and it doesn't let me go to the next screen, so, uh, I feel that I'm just stuck, you know? Now that was specifically for medical. For vision, I'm not sure what that would fall under, but I know that you would have to see someone that accepts the, uh, MetLife Vision coverage. So I have to call them? I have to call them? Uh, yes, ma'am. Give me one second. Let me pull up the number. Yeah, so I have a phone number that you can call or y- I have a website that you can go onto to find a provider. No, I already have a provider. I called. I just need to know which one is open. Do you have the phone number for MetLife? Sure. Um, so it's 1-855-638-3931. Okay, so 855-638-3931? Yes. And they can verify if your provider's in network or not. Oh, okay. Oh, okay. Okay. Are they... Oh, okay. Let me see. Let me find out if they're open right now. Okay. Okay. Do you need help with anything else? No, it's okay. No, I don't need anything from you guys. Um, no, I'm fine. Um, yeah, the other thing I wanted to ask is like, uh, uh, it's, it's, uh, possible that I'm gonna be getting a second insurance, uh, starting January? Um, I might not be using you guys if I get it. Um, w- can I just gonna keep it there and not touch it while I use the other one? Yeah, I'm not a- aware of any restrictions a- against that. Okay. Yeah, 'cause I do need to really make, uh, make some [REDACTED] and some stuff, and unfortunately, I cannot do it with you guys because I supposed to add them myself and because I didn't add them myself, so now I feel that I'm stuck, you know? So that's why I need to get a second insurance and I think I'm gonna wait until August of next year. That's way too long. But okay, I just wanted to know. Okay? But anyway, thank you so much for everything. Yes, ma'am. You have a wonderful day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes. Uh, um, I, I do have a, uh... I have a question. Um, I wanna know what kind of insurance do I have, if my insurance is HMO or PPO or POS, or what kind of insurance is that?

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: BTSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0383.

Speaker speaker_1: 0383?

Speaker speaker_2: Yes, sounds correct.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Isela Tero.

Speaker speaker_1: Okay. Um, let's see. And do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. Uh, it's 32769 and 6125 North Morgan Street, Alexandria, Virginia 22312.

Speaker speaker_1: Phone number is 703-946-5061?

Speaker speaker_2: Mm-hmm. That's correct.

Speaker speaker_1: And then email's gonna be, uh, first name dot last name @gmail.com?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay. Give me just one second. So it looks like you have the VIP Classic, which is PPO under the MultiPlan network.

Speaker speaker_2: Okay. Is that the same as, uh, POS?

Speaker speaker_1: Not that I'm aware of.

Speaker speaker_2: Oh, okay. Hmm.

Speaker speaker_1: Yeah.

Speaker speaker_2: Because I'm, I'm trying to go to... I make an appointment to go to the eye doctor on Monday, but they tell the... They only have, like, three options. One optu- one

