

Transcript: VICTORIA

Taylor-5172248234344448-4862045697785856

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, I was just wondering about my eye doctor, uh, insurance. I just went to the eye doctor and had to pay \$260 out of pocket. Okay. What's the- For a new... Uh, Daniel Peugh, P-E-U-G-H. Okay. What's the name of the agency you work for? Oh, uh, WorkSource. All right. And the last four of your Social? 0908. Gotcha. And do you mind verifying your address and date of birth? 195 West Powell Street, Magazine, Arkansas 72943. And what else? Your date of birth? What did you need this? Oh, 9-14-98. Phone number is 479-849-2193. Uh, I need to update that actually. Okay. Is it the same phone number you're calling from? Yes. Okay. And then email is gonna be first and last name 69 at gmail.com. Yes. Okay. Um, so let's see. Now do you have your vision ID card? Uh, yes. One moment and I'll grab it. You don't necessarily need to. I was just making sure you have it. Um... Uh, yes, I got one. Okay. Second question, did you use a provider that's within the network? Uh, yes, I did, uh, Lester's Eye Care. Okay. But you did verify that that's within the, uh, network? Yes. Okay. Um, so I mean, I see that your coverage is currently active. Did you just go today or what day was it? No. It was, uh, last Thursday. So the 3rd. Yeah, it looks like the coverage was active during that time as well. Um, so as far as what I know about the, the vision coverage, I know like if you're going for an annual eye exam the co-pay is \$10. Um, the co-pay for lenses and frames is \$25. And then the insurance will cover \$130 for the frames. Okay. Uh, well see, I don't think it covered anything. That's why I was calling. Because the frames were 260 and I had to pay for that out of pocket. And then, uh, my co-pay on my eye exam was 20. And they done a scan on my eyes for another 40 bucks that w- insurance didn't cover. Okay. You might need to speak with the actual insurance carrier then, 'cause we're just the administers for your coverage. We're not the actual carrier. Um, I mean, I, I don't understand why that would've taken place if you saw someone in-network, so you might just wanna call them to clarify. Um, do you have the phone number for MetLife? I do not. Uh, do you have it? Uh, yes. Give me one second. All right. So it looks like their phone number is 855- Okay. ... 638-3931. All right. Thank you. You're welcome. Did you need help with anything else? Uh, no, that was it. All right. You have a wonderful day. You too. Bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, I was just wondering about my eye doctor, uh, insurance. I just went to the eye doctor and had to pay \$260 out of pocket.

Speaker speaker_0: Okay. What's the-

Speaker speaker_1: For a new... Uh, Daniel Peugh, P-E-U-G-H.

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

Speaker speaker_1: Oh, uh, WorkSource.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 0908.

Speaker speaker_0: Gotcha. And do you mind verifying your address and date of birth?

Speaker speaker_1: 195 West Powell Street, Magazine, Arkansas 72943. And what else?

Speaker speaker_0: Your date of birth?

Speaker speaker_1: What did you need this? Oh, 9-14-98.

Speaker speaker_0: Phone number is 479-849-2193.

Speaker speaker_1: Uh, I need to update that actually.

Speaker speaker_0: Okay. Is it the same phone number you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be first and last name 69 at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see. Now do you have your vision ID card?

Speaker speaker_1: Uh, yes. One moment and I'll grab it.

Speaker speaker_0: You don't necessarily need to. I was just making sure you have it. Um...

Speaker speaker_1: Uh, yes, I got one.

Speaker speaker_0: Okay. Second question, did you use a provider that's within the network?

Speaker speaker_1: Uh, yes, I did, uh, Lester's Eye Care.

Speaker speaker_0: Okay. But you did verify that that's within the, uh, network?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I mean, I see that your coverage is currently active. Did you just go today or what day was it?

Speaker speaker_1: No. It was, uh, last Thursday.

Speaker speaker_0: So the 3rd. Yeah, it looks like the coverage was active during that time as well. Um, so as far as what I know about the, the vision coverage, I know like if you're going for an annual eye exam the co-pay is \$10. Um, the co-pay for lenses and frames is \$25. And then the insurance will cover \$130 for the frames.

Speaker speaker_1: Okay. Uh, well see, I don't think it covered anything. That's why I was calling. Because the frames were 260 and I had to pay for that out of pocket. And then, uh, my co-pay on my eye exam was 20. And they done a scan on my eyes for another 40 bucks that w- insurance didn't cover.

Speaker speaker_0: Okay. You might need to speak with the actual insurance carrier then, 'cause we're just the administers for your coverage. We're not the actual carrier. Um, I mean, I, I don't understand why that would've taken place if you saw someone in-network, so you might just wanna call them to clarify. Um, do you have the phone number for MetLife?

Speaker speaker_1: I do not. Uh, do you have it?

Speaker speaker_0: Uh, yes. Give me one second. All right. So it looks like their phone number is 855-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 638-3931.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Uh, no, that was it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.