

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. My name is Jeremy Lowe, and I... Could you help me find a optometrist that accepts this coverage in my area? Okay. You're needing a, a provider? This is- Is that right? Yeah. A provider for an eye doctor to do like a vision test. Um, we had an appointment scheduled but they just told us they don't accept the coverage. Okay. So, I personally wouldn't have that information with us just being your administer, but I can give you a website or a phone number to call. Uh, give me just a few seconds. Okay. It's funny, our administrators gave me this number to call for it, so... Yeah. Like I said, we're benefits administrators. We're ju- we just don't have... We're not the actual insurance providers so we don't have that information. Okay. Um, so the insurance is with MetLife. Yes. So you can either go on to [metlife.com/mybenefits](https://www.metlife.com/mybenefits) or you- MetLife... ... can call 855-638-3931. 855-638... I'm sorry, the last four. 3931. 3931. Okay. I will do that. Thank you so much. You're welcome. All right. Bye-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: Hello, Victoria. My name is Jeremy Lowe, and I... Could you help me find a optometrist that accepts this coverage in my area?

Speaker speaker_0: Okay. You're needing a, a provider?

Speaker speaker_1: This is-

Speaker speaker_0: Is that right?

Speaker speaker_1: Yeah. A provider for an eye doctor to do like a vision test. Um, we had an appointment scheduled but they just told us they don't accept the coverage.

Speaker speaker_0: Okay. So, I personally wouldn't have that information with us just being your administer, but I can give you a website or a phone number to call. Uh, give me just a few seconds.

Speaker speaker_1: Okay. It's funny, our administrators gave me this number to call for it, so...

Speaker speaker_0: Yeah. Like I said, we're benefits administrators. We're ju- we just don't have... We're not the actual insurance providers so we don't have that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so the insurance is with MetLife.

Speaker speaker_1: Yes.

Speaker speaker_0: So you can either go on to [metlife.com/mybenefits](https://www.metlife.com/mybenefits) or you-

Speaker speaker_1: MetLife...

Speaker speaker_0: ... can call 855-638-3931.

Speaker speaker_1: 855-638... I'm sorry, the last four.

Speaker speaker_0: 3931.

Speaker speaker_1: 3931. Okay. I will do that. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_0: Bye.