

Transcript: VICTORIA

Taylor-5223919414329344-5366500399955968

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, my name's Clarence Brown. Um, I got my, um, my MedLight card from work and, um, I guess this is my vision card or whatever it is. I, I, I don't really understand. Can... I'm trying to get some help with it. Okay. What's the name of the agency you work for? EMI TempStaff. TempStaff? Yes, ma'am. Okay. And the last four of your Social? 9836. And your first and last name? Clarence Brown. Okay. Do you mind verifying your address and date of birth? You mean my, my, uh, living address? Uh, whatever- And my mailing address? ... your mailing address is. Okay then. 102 Ridgeland, R-I-D-G-E-L-A-, L-A-N-D Road. That's in Greenwood, Mississippi 38930? Yes, ma'am. What's your date of birth? July 21st, 1994. And then phone number 662-385-0080? Yes, ma'am. And then email is, uh, clarencebrown905@gmail? Yes, ma'am. Okay. So, you should have a couple different ID cards. Um, one of the ID cards though, the, for the VIP Standard, which is like your non-preventative medical, that is typically emailed versus mailed. Um, but you will get your dental mailed to you. Um, then the ID card for the MEC, which is for your preventative medical, that is also emailed, and you should have one for vision as well. Yes, ma'am. I got the, uh, vision one, and, um, I guess it's two of 'em 'cause it's one side is saying vision and the other side is saying medical. Okay. That... I think that's for your preventative medical ID card, because on the side that says vision it doesn't have any actual policy information for vision. It just has the contact information for the carrier. Is that right? Yeah, it does. It does. Yeah, ma'am- Okay. ... it does. So, let me... I- And on the med- And on the med- And on the medical side it's saying, "No copay, no deductible, no out-of-pocket payment." And I guess this is- Yeah, that's for your preventative medical, so like your yearly physicals, your vaccinations and your preventative screenings. Okay then, okay then. Do you have one for your dental? No, ma'am. I, I, I ain't... Uh, it probably be in my mom's house 'cause she just dr- she just brought me this one. So I don't know the dental came in or not. This what I... This what I really want 'cause I need some work done on my teeth bad. Okay. Let me just do this. I can look up digital copies of all your ID cards, which work the same as the physical copies, um- Yeah, ma'am. ... and I can email them to you. Yeah, ma'am. Give me just a few seconds and I'll be right back. Yeah, ma'am. Oh, my god. Don't forget about you. All right, thank you so much for holding. So I just sent those to your email. Okay. Yes, sir. So what, so what I supposed to do with 'em? Well, that's, that's just what you would hand to your provider. It has all your policy information on it. Oh, okay. So whenever I go to them, I just show them this or something? Yeah, you just show the appropriate ID card to your provider. I labeled each- Okay. ... uh, card in your email so you know which one is which. So, um, uh, it's saying, "Employer or associate," where I put in who I work for? What are you talking about? Ma'am? It's saying, "Type and select your organization." It's saying, "Employer organization" or- Where? ... or, "Association", ma'am. I'm

going to go to- Are you on- ... accessmy... I'm on the, uh, on the website here, ma'am. It's saying, "Access MyBenefits". I'm on the link that you just sent to me. Okay, I sent a couple different links. So are you on multiplan.com or are you on ampublic.com, or are you on metlife.com/mybenefits? MetLife's where my benefits... Okay. Um, let's see. That's specifically for your vision, just to let you know. Okay. Let me pull it up. Yes. It should be under Temp Staff. So then what I put under employer? Yeah, where it says "Type and select your organization"? Yeah, ma'am. Yeah, that's what you would put in there, is Temp Staff. Okay. All righty. It's saying, "The company I entered is not recognized by y'all system," or something. They say I need to provide a more specific name or company name. Okay. Give me one second. I'm just researching that just because we're your benefits administrators, so we're not the actual insurance company. Okay. I'm trying to figure out what you would need to put in that, so give me just a few seconds, if you will. Yeah, ma'am. Okay. So, I may have to follow up with you on that. I'm not getting any response at the moment. Um... Okay. But there is also, if, if you're trying to find a vision provider, there's also a phone number listed in that bottom, uh, of the body of the email with, next to the link that I sent you. Yeah, ma'am. I see it. So, let's try, all right, let's try AM Public for my dental thing, see what I need. It's my dental insurance, what I need. Okay, I'm on there. What I say is, um, it said, "Workforce benefits that work for you." Okay. Give me one second. Yes, ma'am. Okay. So, you're gonna wanna scroll down all the way to the bottom of that website. Okay. You're gonna see two different icons. It's gonna say, "Provider resources." There's gonna be one icon that looks like a laptop, and the other that looks like a magnifying glass, and the, uh- Yeah, ma'am. ... has got, like, a little tooth. That's what you're gonna click- Yeah, ma'am. ... for dental. So I click the, uh, the little magnifying glass? Uh-huh. All righty. And then it's, uh, you scroll down a little bit. You're gonna see a picture of a woman and it says, "Search dental providers." Yes, ma'am. Um... And then it sh- uh, let's see. It's saying, "Provider search," and showing me some steps. Yeah. It's gonna, uh, hit the option to continue to destination and it's probably gonna take you through the process of finding a provider. Yeah, ma'am. The one I'm looking at, the steps? So, I can go ahead and tell you, the dental plan that you have is, is gonna be for basic services. So I would just hit general dentist, um, and then you can fill in- Oh. Okay. ... the city. Okay. I'm going to do all that now, sweetie. And it said 25 providers. Do I put 10 or 25? 'Cause it's saying, "Display closest within 100 miles." I guess that's just how many providers you want to see. Okay, ma'am. So you can choose whatever. I'm going to type up Nicholas Burgess' name. Okay, I see a list of them. All of- Well, great. Most of them, most of them in Grenada and Lexington, but I see most of them. I got you. Yes, sir. All right. Appreciate you, sweetie. That's all. I'm trying to see how, how I do this. How, how I handle, how I handle goin', uh, doing. Okay. And I, let's see. I will try and find out how exactly to work that website for the vision, but if not, um, in the meantime, you can try calling the number that's listed right on the same line for vision. Yeah, ma'am. All righty. Did you need help with anything else? No, ma'am. That'll be all. All righty. You have a wonderful day. Uh, you too. 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: Yes, my name's Clarence Brown. Um, I got my, um, my MedLight card from work and, um, I guess this is my vision card or whatever it is. I, I, I don't really understand. Can... I'm trying to get some help with it.

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

Speaker speaker_1: EMI TempStaff.

Speaker speaker_0: TempStaff?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: 9836.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Clarence Brown.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: You mean my, my, uh, living address?

Speaker speaker_0: Uh, whatever-

Speaker speaker_1: And my mailing address?

Speaker speaker_0: ... your mailing address is.

Speaker speaker_1: Okay then. 102 Ridgeland, R-I-D-G-E-L-A-, L-A-N-D Road.

Speaker speaker_0: That's in Greenwood, Mississippi 38930?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What's your date of birth?

Speaker speaker_1: July 21st, 1994.

Speaker speaker_0: And then phone number 662-385-0080?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is, uh, clarencebrown905@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, you should have a couple different ID cards. Um, one of the ID cards though, the, for the VIP Standard, which is like your non-preventative medical, that is typically emailed versus mailed. Um, but you will get your dental mailed to you. Um, then the ID card for the MEC, which is for your preventative medical, that is also emailed, and you should have one for vision as well.

Speaker speaker_1: Yes, ma'am. I got the, uh, vision one, and, um, I guess it's two of 'em 'cause it's one side is saying vision and the other side is saying medical.

Speaker speaker_0: Okay. That... I think that's for your preventative medical ID card, because on the side that says vision it doesn't have any actual policy information for vision. It just has the contact information for the carrier. Is that right?

Speaker speaker_1: Yeah, it does. It does. Yeah, ma'am-

Speaker speaker_0: Okay.

Speaker speaker_1: ... it does.

Speaker speaker_0: So, let me... I-

Speaker speaker_1: And on the med- And on the med- And on the medical side it's saying, "No copay, no deductible, no out-of-pocket payment." And I guess this is-

Speaker speaker_0: Yeah, that's for your preventative medical, so like your yearly physicals, your vaccinations and your preventative screenings.

Speaker speaker_1: Okay then, okay then.

Speaker speaker_0: Do you have one for your dental?

Speaker speaker_1: No, ma'am. I, I, I ain't... Uh, it probably be in my mom's house 'cause she just dr- she just brought me this one. So I don't know the dental came in or not. This what I... This what I really want 'cause I need some work done on my teeth bad.

Speaker speaker_0: Okay. Let me just do this. I can look up digital copies of all your ID cards, whi- which work the same as the physical copies, um-

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: ... and I can email them to you.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_0: Give me just a few seconds and I'll be right back.

Speaker speaker_1: Yeah, ma'am.

Speaker speaker_2: Oh, my god.

Speaker speaker_3: Don't forget about you.

Speaker speaker_0: All right, thank you so much for holding. So I just sent those to your email.

Speaker speaker_4: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_4: So what, so what I supposed to do with 'em?

Speaker speaker_0: Well, that's, that's just what you would hand to your provider. It has all your policy information on it.

Speaker speaker_4: Oh, okay. So whenever I go to them, I just show them this or something?

Speaker speaker_0: Yeah, you just show the appropriate ID card to your provider. I labeled each-

Speaker speaker_4: Okay.

Speaker speaker_0: ... uh, card in your email so you know which one is which.

Speaker speaker_4: So, um, uh, it's saying, "Employer or associate," where I put in who I work for?

Speaker speaker_0: What are you talking about?

Speaker speaker_4: Ma'am? It's saying, "Type and select your organization." It's saying, "Employer organization" or-

Speaker speaker_0: Where?

Speaker speaker_4: ... or, "Association", ma'am. I'm going to go to-

Speaker speaker_0: Are you on-

Speaker speaker_4: ... accessmy... I'm on the, uh, on the website here, ma'am. It's saying, "Access MyBenefits". I'm on the link that you just sent to me.

Speaker speaker_0: Okay, I sent a couple different links. So are you on multiplan.com or are you on ampublic.com, or are you on metlife.com/mybenefits?

Speaker speaker_4: MetLife's where my benefits...

Speaker speaker_0: Okay. Um, let's see. That's specifically for your vision, just to let you know.

Speaker speaker_4: Okay.

Speaker speaker_0: Let me pull it up. Yes. It should be under Temp Staff.

Speaker speaker_4: So then what I put under employer?

Speaker speaker_0: Yeah, where it says "Type and select your organization"?

Speaker speaker_4: Yeah, ma'am.

Speaker speaker_0: Yeah, that's what you would put in there, is Temp Staff.

Speaker speaker_4: Okay. All righty. It's saying, "The company I entered is not recognized by y'all system," or something. They say I need to provide a more specific name or company name.

Speaker speaker_0: Okay. Give me one second. I'm just researching that just because we're your benefits administrators, so we're not the actual insurance company.

Speaker speaker_4: Okay.

Speaker speaker_0: I'm trying to figure out what you would need to put in that, so give me just a few seconds, if you will.

Speaker speaker_4: Yeah, ma'am.

Speaker speaker_0: Okay. So, I may have to follow up with you on that. I'm not getting any response at the moment. Um...

Speaker speaker_4: Okay.

Speaker speaker_0: But there is also, if, if you're trying to find a vision provider, there's also a phone number listed in that bott- uh, of the body of the email with, next to the link that I sent you.

Speaker speaker_4: Yeah, ma'am. I see it. So, let's try, all right, let's try AM Public for my dental thing, see what I need. It's my dental insurance, what I need. Okay, I'm on there. What I say is, um, it said, "Workforce benefits that work for you."

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_4: Yes, ma'am.

Speaker speaker_0: Okay. So, you're gonna wanna scroll down all the way to the bottom of that website.

Speaker speaker_4: Okay.

Speaker speaker_0: You're gonna see two different icons. It's gonna say, "Provider resources." There's gonna be one icon that looks like a laptop, and the other that looks like a magnifying li- glass, and the, uh-

Speaker speaker_4: Yeah, ma'am.

Speaker speaker_0: ... has got, like, a little tooth. That's what you're gonna click-

Speaker speaker_4: Yeah, ma'am.

Speaker speaker_0: ... for dental.

Speaker speaker_4: So I click the, uh, the little magnifying glass?

Speaker speaker_0: Uh-huh.

Speaker speaker_4: All righty.

Speaker speaker_0: And then it's, uh, you scroll down a little bit. You're gonna see a picture of a woman and it says, "Search dental providers."

Speaker speaker_4: Yes, ma'am.

Speaker speaker_0: Um... And then it sh- uh, let's see.

Speaker speaker_4: It's saying, "Provider search," and showing me some steps.

Speaker speaker_0: Yeah. It's gonna, uh, hit the option to continue to destination and it's probably gonna take you through the process of finding a provider.

Speaker speaker_4: Yeah, ma'am. The one I'm looking at, the steps?

Speaker speaker_0: So, I can go ahead and tell you, the dental plan that you have is, is gonna be for basic services. So I would just hit general dentist, um, and then you can fill in-

Speaker speaker_4: Oh. Okay.

Speaker speaker_0: ... the city.

Speaker speaker_4: Okay. I'm going to do all that now, sweetie. And it said 25 providers. Do I put 10 or 25? 'Cause it's saying, "Display closest within 100 miles."

Speaker speaker_0: I guess that's just how many providers you want to see.

Speaker speaker_4: Okay, ma'am.

Speaker speaker_0: So you can choose whatever.

Speaker speaker_4: I'm going to type up Nicholas Burgess' name. Okay, I see a list of them. All of-

Speaker speaker_0: Well, great.

Speaker speaker_4: Most of them, most of them in Grenada and Lexington, but I see most of them. I got you.

Speaker speaker_0: Yes, sir.

Speaker speaker_4: All right. Appreciate you, sweetie. That's all. I'm trying to see how, how I do this. How, how I handle, how I handle goin', uh, doing.

Speaker speaker_0: Okay. And I, let's see. I will try and find out how exactly to work that website for the vision, but if not, um, in the meantime, you can try calling the number that's listed right on the same line for vision.

Speaker speaker_4: Yeah, ma'am.

Speaker speaker_0: All righty. Did you need help with anything else?

Speaker speaker_4: No, ma'am. That'll be all.

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

Speaker speaker_4: Uh, you too.

Speaker speaker_0: Thank you. Bye-bye.