

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. This is Mr. Booker. I talked to somebody yesterday. I have insurance with them. I haven't had my insurance card or my insurance is, is ready to be used, but they said they'll give me an ID number to get to the... my address. Okay. What's the name of the agency you work for? Uh, MetLife. What's the name of- The agency- ... staffing agency that you're working through? Oh, oh, I'm sorry. Surge. You said Surge? Yes, Surge Specialists. Okay. What's the last four of your Social? 65482. And, uh, your first and last name again. Russell Booker. Okay. Do you mind verifying your address and date of birth? Okay. 17620, 900, uh, 22714. My birthday is 7/21. Phone number of 540-219-4794? Yes. And then email is rbooker011@gmail.com? Yes. Okay. So the issue is, is your just... Your coverage just became active yesterday. Um, so the policy information and ID cards are not made until the coverage is active. So it will take some time. Typically, it takes us at least 72 business hours to have access to the policy information and the ID cards. Um, so- Yeah. I talked to somebody yesterday and she said, I told her I had a doctor's appointment today at one o'clock. And she said call today and give, give me the ID number to get to my, uh, my eye doctor. Okay. Is it just the vision card that you're needing? Yes, vision. I'm sorry, the phone's breaking up. Can you repeat that? Yes. Vision. Okay. Let me see if I can pull your vision ID card. Give me just a few seconds. Okay. All right. Thank you so much for holding. So I was able to send information to your email. Um, it looks like... Give me one second. I'm seeing if the medical or the dental is available. Yeah, the medical and the dental are not yet ready. Um, but I did send the vision to your email. Oh, okay. Can I write this down? I need to review this before I can accept or not accept it. So there's not an actual ID number on the card. There's just a group number. Are you ready for that? Yes, yes. Okay. The group number is 53744- Oh, okay. ... 18. 48. 53744... 18. Yeah, the phone's still breaking up so I'm just gonna repeat it because I didn't hear all of that. 73... Sorry. Okay. 53744- Uh-huh. ... 18. Yeah, I got it. Okay. And then you do want to make sure that your provider, uh, is in with net- in the network. So you can either go onto, uh, the website metlife.com/mybenefits. Metlife. Metlife.com/ So metlife.com/mybenefits. My... Yeah. Or you can call- I have a phone number that you can call. Okay. Uh-huh. Uh, to verify if your provider's in network. The phone number is 855- 8... 6... Okay. 638- 6... 38. 3931. 3931. Okay. Got it. All righty. Do you need help with anything else? If I need anything, yeah, I'll give you a call. Okay? All righty. You have a wonderful day. Okay. Okay, thank you. 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: Hi, Victoria. This is Mr. Booker. I talked to somebody yesterday. I have insurance with them. I haven't had my insurance card or my insurance is, is ready to be used, but they said they'll give me an ID number to get to the... my address.

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

Speaker speaker_1: Uh, MetLife.

Speaker speaker_0: What's the name of-

Speaker speaker_1: The agency-

Speaker speaker_0: ... staffing agency that you're working through?

Speaker speaker_1: Oh, oh, I'm sorry. Surge.

Speaker speaker_0: You said Surge?

Speaker speaker_1: Yes, Surge Specialists.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 65482.

Speaker speaker_0: And, uh, your first and last name again.

Speaker speaker_1: Russell Booker.

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

Speaker speaker_1: Okay. 17620, 900, uh, 22714. My birthday is 7/21.

Speaker speaker_0: Phone number of 540-219-4794?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is rbooker011@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So the issue is, is your just... Your coverage just became active yesterday. Um, so the policy information and ID cards are not made until the coverage is active. So it will take some time. Typically, it takes us at least 72 business hours to have access to the policy information and the ID cards. Um, so-

Speaker speaker_1: Yeah. I talked to somebody yesterday and she said, I told her I had a doctor's appointment today at one o'clock. And she said call today and give, give me the ID number to get to my, uh, my eye doctor.

Speaker speaker_0: Okay. Is it just the vision card that you're needing?

Speaker speaker_1: Yes, vision.

Speaker speaker_0: I'm sorry, the phone's breaking up. Can you repeat that?

Speaker speaker_1: Yes. Vision.

Speaker speaker_0: Okay. Let me see if I can pull your vision ID card. Give me just a few seconds.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for holding. So I was able to send information to your email. Um, it looks like... Give me one second. I'm seeing if the medical or the dental is available. Yeah, the medical and the dental are not yet ready. Um, but I did send the vision to your email.

Speaker speaker_2: Oh, okay. Can I write this down? I need to review this before I can accept or not accept it.

Speaker speaker_0: So there's not an actual ID number on the card. There's just a group number. Are you ready for that?

Speaker speaker_2: Yes, yes.

Speaker speaker_0: Okay. The group number is 53744-

Speaker speaker_2: Oh, okay.

Speaker speaker_0: ... 18.

Speaker speaker_2: 48. 53744... 18.

Speaker speaker_0: Yeah, the phone's still breaking up so I'm just gonna repeat it because I didn't hear all of that. 73... Sorry.

Speaker speaker_2: Okay.

Speaker speaker_0: 53744-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... 18.

Speaker speaker_2: Yeah, I got it.

Speaker speaker_0: Okay. And then you do want to make sure that your provider, uh, is in with net- in the network. So you can either go onto, uh, the website metlife.com/mybenefits.

Speaker speaker_2: Metlife. Metlife.com/ So metlife.com/mybenefits. My... Yeah.

Speaker speaker_0: Or you can ca- I have a phone number that you can call.

Speaker speaker_2: Okay. Uh-huh.

Speaker speaker_0: Uh, to verify if your provider's in network. The phone number is 855-

Speaker speaker_2: 8...

Speaker speaker_0: 6...

Speaker speaker_2: Okay.

Speaker speaker_0: 638-

Speaker speaker_2: 6... 38.

Speaker speaker_0: 3931.

Speaker speaker_2: 3931. Okay. Got it.

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

Speaker speaker_2: If I need anything, yeah, I'll give you a call. Okay?

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

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_0: Thank you. Bye-bye.