

Transcript: VICTORIA

Taylor-5928102648037376-5653422578024448

Full Transcript

Your call may be monitored or recorded... Thank you for calling VSP. ... for quality assurance purposes. To continue, you'll need to provide the member's ID number, the last four digits of their Social Security number, and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Please enter your office phone number, area code first. Okay. We were able to locate your office. To access information by a member ID, press 1. By the last four digits of a Social... Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. If you are calling about claims, press 1. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement. Due to high call volumes, you may experience longer than normal hold times. All of our service representatives are assisting customers right now. Please hold and we'll transfer your call as soon as a representative is available. Sorry, our service representatives are still busy assisting customers. Thanks for holding and we'll transfer your call as soon as a representative is available. All representatives are still busy. If you would like to request a callback and we will call you back when a representative becomes available, press 1 now. Or you can remain on the line and your call will be answered in the order it was received. All representatives are still busy. If you would like to request a callback and we will call you back when a representative becomes available, press 1 now. Or you can remain on the line and your call will be answered in the order it was received. Hi, this is Melissa. Who do I have the pleasure of speaking with? Hey, this is Victoria with Benefits on a Card. I'm actually calling on behalf of a member. Um, we're shown in our systems that they should have active coverage with you guys. Um, but they were told that they are not showing active in your systems. Okay. So I... Bear with me just a moment, Victoria. You're calling from the provider's office? No, ma'am. We're the Benefits Administrators. And it's called Benefits With A Card? Benefits and A Card. Okay. Bear with me just a moment. Who's the member? Uh, should be Dorothy Harris. Date of birth? Looks like 12/23/92. Bear with me just a moment. Are these originally through an employer? Yes. It's, uh, Ontrack Staffing. Dorothy go by any other name? Uh, not that I'm aware of. Dorothy L. Harris is what she's showing in our system. And the client is Ontrack what? Ontrack Staffing. Ontrack being one word. I'm not finding Ontrack. And... You being the third-party administer, are you the... You're the name that would appear as the client? That I don't know. Um, I would assume I would think it would be the employer, but I'm, I'm not too sure. Um... I'm not finding anything. Okay. So- I'm not finding Ontrack. I'm not finding her- I know sometimes- Go ahead. Sometimes they come up as LARK, LLC. Maybe that's it- L-A-R-K? Yeah. Mm-hmm. I'm not finding LARK LLC. Okay. And... Do you have a client ID? I do not. Okay. I'm, I'm not finding any in- information on either the client or the member. Okay. Um, I

guess I will just try to figure out what's going on internally and reach out to one of our account managers. Thank you, though. Oh, all right. My pleasure. Was I able to resolve the reason for your call by providing that information? Uh, yeah. Was I able to locate? All right. Thank you. You have a good day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded...

Speaker speaker_1: Thank you for calling VSP.

Speaker speaker_0: ... for quality assurance purposes.

Speaker speaker_1: To continue, you'll need to provide the member's ID number, the last four digits of their Social Security number, and date of birth or the authorization number. If you don't have this information, just give us a call when you have it. Please enter your office phone number, area code first. Okay. We were able to locate your office. To access information by a member ID, press 1. By the last four digits of a Social... Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. If you are calling about claims, press 1. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement. Due to high call volumes, you may experience longer than normal hold times. All of our service representatives are assisting customers right now. Please hold and we'll transfer your call as soon as a representative is available. Sorry, our service representatives are still busy assisting customers. Thanks for holding and we'll transfer your call as soon as a representative is available. All representatives are still busy. If you would like to request a callback and we will call you back when a representative becomes available, press 1 now. Or you can remain on the line and your call will be answered in the order it was received. All representatives are still busy. If you would like to request a callback and we will call you back when a representative becomes available, press 1 now. Or you can remain on the line and your call will be answered in the order it was received.

Speaker speaker_2: Hi, this is Melissa. Who do I have the pleasure of speaking with?

Speaker speaker_3: Hey, this is Victoria with Benefits on a Card. I'm actually calling on behalf of a member. Um, we're shown in our systems that they should have active coverage with you guys. Um, but they were told that they are not showing active in your systems.

Speaker speaker_2: Okay. So I... Bear with me just a moment, Victoria. You're calling from the provider's office?

Speaker speaker_3: No, ma'am. We're the Benefits Administrators.

Speaker speaker_2: And it's called Benefits With A Card?

Speaker speaker_3: Benefits and A Card.

Speaker speaker_2: Okay. Bear with me just a moment. Who's the member?

Speaker speaker_3: Uh, should be Dorothy Harris.

Speaker speaker_2: Date of birth?

Speaker speaker_3: Looks like 12/23/92.

Speaker speaker_2: Bear with me just a moment. Are these originally through an employer?

Speaker speaker_3: Yes. It's, uh, Ontrack Staffing.

Speaker speaker_2: Dorothy go by any other name?

Speaker speaker_3: Uh, not that I'm aware of. Dorothy L. Harris is what she's showing in our system.

Speaker speaker_2: And the client is Ontrack what?

Speaker speaker_3: Ontrack Staffing. Ontrack being one word.

Speaker speaker_2: I'm not finding Ontrack. And... You being the third-party administer, are you the... You're the name that would appear as the client?

Speaker speaker_3: That I don't know. Um, I would ass- I would think it would be the employer, but I'm, I'm not too sure. Um...

Speaker speaker_2: I'm not finding anything.

Speaker speaker_3: Okay. So-

Speaker speaker_2: I'm not finding Ontrack. I'm not finding her-

Speaker speaker_3: I know sometimes-

Speaker speaker_2: Go ahead.

Speaker speaker_3: Sometimes they come up as LARK, LLC. Maybe that's it-

Speaker speaker_2: L-A-R-K?

Speaker speaker_3: Yeah. Mm-hmm.

Speaker speaker_2: I'm not finding LARK LLC.

Speaker speaker_3: Okay.

Speaker speaker_2: And... Do you have a client ID?

Speaker speaker_3: I do not.

Speaker speaker_2: Okay. I'm, I'm not finding any in- information on either the client or the member.

Speaker speaker_3: Okay. Um, I guess I will just try to figure out what's going on internally and reach out to one of our account managers. Thank you, though.

Speaker speaker_2: Oh, all right. My pleasure. Was I able to resolve the reason for your call by providing that information?

Speaker speaker_3: Uh, yeah.

Speaker speaker_2: Was I able to locate? All right. Thank you. You have a good day.

Speaker speaker_3: Thank you. Bye-bye.

Speaker speaker_2: Bye.