

## **Transcript: VICTORIA**

**Taylor-5946937936756736-5975432662401024**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I really hope so, that you can help me. Um, this is my third time calling you today. Um, my company apparently changed to this insurance and it went into effect today. And I have a vision... I have an eye exam appointment on Thursday. And I just spoke to someone, and he sent me over a phone number to call for Met... Oh, let me see here. Um... Well, where did it go? There, let me go back to this. I had to call and get this number... For MetLife, uh, for my vision provider. So when I called MetLife, they put me through to this other person if... They said it's normally Davis & Superior Vision. And when they checked, they said I don't have vision insurance through them, and they don't know where, m- who I have vision insurance through. Okay. What's the name of the agency you worked for? Uh, Global Health. Is that the name of the, uh, staffing agency that you're going through? Oh, it's NorStaff. That's what it is. Okay. Your first and last name? Kim Wright. And do you mind verifying your address and date of birth? Sure. It's March the 7th, 1969. And your mailing address? Uh, 1035 West Main Street, Annville, PA, 17003. Okay. Phone number 717-304-8512? Correct. And then email is dm-o, as in, uh, October, @comcast.net? Yes. Okay. Yeah, so the vision is through MetLife. I'm not sure why they told you Superior Vision, because that's who used to... Um, for some of our clients, that's who used to administer the vision policy, but it's through MetLife, it's not through Superior Vision anymore. Well, sh- when I called her, she said, "Is this through Davis or Superior?" I'm like, "I don't really know." Um, so this is very frustrating, because the company didn't even call us. They all say we're changing insurance. They just did it, and was like, "It's changing on Monday." And so I'm like scrambling, trying to figure this whole thing out. And so when I called them, that's what they asked me, and I said, "I, I really don't know. I don't know any information on what my insurance is, or what it's gonna be." I said, "I just know they said it was through MetLife." And she said, "Okay, hold on. Let me put you through to these people who are, like, MetLife and have... It's through Davis & Superior." I'm like, "Okay." So she put me through to them and they said we... I don't have insurance through them. Okay. What phone number did you, uh, call? I called 1-855-638-3931. Give me one second. Thank you. She doing better? So that's the phone number you called to s- to find like a provider in network. Um- Yes, because I... Well, I... What I said to him was, the, the guy that I called, the same number that I just called you back at. Mm-hmm. Um, I had... When I spoke to him, I said, "I, I have this appointment on Thursday and I need to know, like, are these people part of the program? Because they were part of my old insurance, but I don't know if they are now, and who, you know, who is covered under this insurance?" And then he said, "Yeah, this is the number that you would call, and they'll let you know where you can go." Mm-hmm. Yeah, I see that your coverage just became active today, so that might be causing some of the issues, if you're not showing in their system. Um, I, I don't know how long it typically takes. I

would say anywhere from 24 to 48 business hours for you to show up in their system. But I know the name of the insurance is MetLife, and the name of the network is VSP Choice. Okay. Let me put that down, because maybe if I tell her when I call that it's VSP Choice. Okay. Let me just grab a pen here. Okay. All right. I'll try to give them a call back and maybe, um... Maybe they can help me a little bit easier that I have that VSP Choice. Because, like I said, she was asking me about Davis, and I know there is Davis Vision Insurance, but I'm like, "I, I don't really know if that's what, you know, this is." And that's when she put me through to someone and she said, "No, you don't have insurance with us." But let me see if I see... If, if this VSP will get me through to them. So... All right. Thank you so much for your help. You're welcome. And if you don't mind holding just a few minutes, I can try and verify if you're showing up in MetLife's system. Oh, I would really appreciate that. Yes. Okay. Because that might eliminate one of the issues. So let me just- Yeah. Um, I'm gonna put you on a brief hold and just verify that real quick. Thank you. You're welcome. What are you looking at? I just think there might be a fire pit going. What? I just saw it. Get over to the fire pit, mom. We just got a ring for the fire pit going. What is going on? Why? There's a fire pit going. Okay. Why didn't you grab your walker? What's that? That's her walker there. That's not her. That's not Sarah. Sarah, come here. Get down. Boys, come on. Sarah, come here. Come on. God, how did you come from there? I don't know. You can't come up here. I have asthma, I need air. You're fine. You can come up here. Ahh! Here we go, boy. Come on. Get her up. Come on, let's go, boy. Stay down. Oh my god, I've had enough of stuff today. You can't get out. I can tell you the history. I got a management email on Friday that they're changing insurances. Oh, god. My health, my health insurance can be changed today, and I had to go in and put if I wanted the Elite or if I wanted this other one, and I had to do it by today. And I called in to trade. I don't even remember to them what it is. And then I called the lady's house that said it. Like, "You're changing insurances today." But I finally tracked down this phone number. I have an eye exam appointment on Thursday. They broke my glasses, and now I have to call my insurance to go for my eye exam. And then, I, they have me calling, like, all these different agents, all these different phone numbers you have to call for all kinds of different insurances information. It's, it's a nightmare. Okay. So, it's not a medical emergency, but they're just saying call them up? No, for me to get a family doctor, I have to go to Africa. Okay. Okay. I'm gonna have to say that I can't get you in for now, but I'll definitely follow up with you. Okay. All right. Mom, how long have you been at the house? I've been here all my life. Uh-huh. Do you like, know how many years and how many months, do you know? How many years that I bought it or how many years I've lived there? I don't know. Mom, don't, don't put me on hold please. What's the, what's your Social Security number again? 93... 000. Hold on, I'm checking it. 000-78... Right, okay. What was it? 000-01-08. All righty, thank you so much for holding. So, you're not showing active in the MetLife system, so that very well could be the problem. Um, so what I... I think it typically takes 24 to 48 business hours for them to show you active in their systems, once your coverage becomes active. Um, so what I'm gonna do on my end is just escalate this and make sure that they do get up to date for you. Okay. All right. Um, uh, okay. Yeah, and so then I will only be able to maybe call on Wednesday and see if I, where I can go for my eye exam? I would think so, yeah. I don't know if they, I don't know if they can pull up providers if they're not showing you active in their systems. I don't know- Okay. ... if there's a way around that, unfortunately. Um, but I'll, like I said, I will definitely go ahead and escalate it on my end just to make sure that they do get up to date.

And once they are up to date, I will follow up with you from there to let you know. Okay. Alrighty, thank you so much. You're welcome. You have a wonderful day. Okay, bye-bye. Bye-bye. Okay. Well, it's not showing up in their system, so they don't know. It's probably because I didn't have anything to begin with. I mean, and they, and they keep saying on TV, "And your, and your-" Do you need me to disconnect the call? "... is not going to be covered in my area." What is that?

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: I really hope so, that you can help me. Um, this is my third time calling you today. Um, my company apparently changed to this insurance and it went into effect today. And I have a vision... I have an eye exam appointment on Thursday. And I just spoke to someone, and he sent me over a phone number to call for Met... Oh, let me see here. Um... Well, where did it go? There, let me go back to this. I had to call and get this number... For MetLife, uh, for my vision provider. So when I called MetLife, they put me through to this other person if... They said it's normally Davis & Superior Vision. And when they checked, they said I don't have vision insurance through them, and they don't know where, m- who I have vision insurance through.

Speaker speaker\_0: Okay. What's the name of the agency you worked for?

Speaker speaker\_1: Uh, Global Health.

Speaker speaker\_0: Is that the name of the, uh, staffing agency that you're going through?

Speaker speaker\_1: Oh, it's NorStaff. That's what it is.

Speaker speaker\_0: Okay. Your first and last name?

Speaker speaker\_1: Kim Wright.

Speaker speaker\_0: And do you mind verifying your address and date of birth?

Speaker speaker\_1: Sure. It's March the 7th, 1969.

Speaker speaker\_0: And your mailing address?

Speaker speaker\_1: Uh, 1035 West Main Street, Annville, PA, 17003.

Speaker speaker\_0: Okay. Phone number 717-304-8512?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is dm-o, as in, uh, October, @comcast.net?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah, so the vision is through MetLife. I'm not sure why they told you Superior Vision, because that's who used to... Um, for some of our clients, that's who used to administer the vision policy, but it's through MetLife, it's not through Superior Vision anymore.

Speaker speaker\_1: Well, sh- when I called her, she said, "Is this through Davis or Superior?" I'm like, "I don't really know." Um, so this is very frustrating, because the company didn't even call us. They all say we're changing insurance. They just did it, and was like, "It's changing on Monday." And so I'm like scrambling, trying to figure this whole thing out. And so when I called them, that's what they asked me, and I said, "I, I really don't know. I don't know any information on what my insurance is, or what it's gonna be." I said, "I just know they said it was through MetLife." And she said, "Okay, hold on. Let me put you through to these people who are, like, MetLife and have... It's through Davis & Superior." I'm like, "Okay." So she put me through to them and they said we... I don't have insurance through them.

Speaker speaker\_0: Okay. What phone number did you, uh, call?

Speaker speaker\_1: I called 1-855-638-3931.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: Thank you. She doing better?

Speaker speaker\_0: So that's the phone number you called to s- to find like a provider in network. Um-

Speaker speaker\_1: Yes, because I... Well, I... What I said to him was, the, the guy that I called, the same number that I just called you back at.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, I had... When I spoke to him, I said, "I, I have this appointment on Thursday and I need to know, like, are these people part of the program? Because they were part of my old insurance, but I don't know if they are now, and who, you know, who is covered under this insurance?" And then he said, "Yeah, this is the number that you would call, and they'll let you know where you can go."

Speaker speaker\_0: Mm-hmm. Yeah, I see that your coverage just became active today, so that might be causing some of the issues, if you're not showing in their system. Um, I, I don't know how long it typically takes. I would say anywhere from 24 to 48 business hours for you to show up in their system. But I know the name of the insurance is MetLife, and the name of the network is VSP Choice.

Speaker speaker\_1: Okay. Let me put that down, because maybe if I tell her when I call that it's VSP Choice. Okay. Let me just grab a pen here. Okay. All right. I'll try to give them a call back and maybe, um... Maybe they can help me a little bit easier that I have that VSP Choice. Because, like I said, she was asking me about Davis, and I know there is Davis Vision Insurance, but I'm like, "I, I don't really know if that's what, you know, this is." And that's when she put me through to someone and she said, "No, you don't have insurance with us." But let me see if I see... If, if this VSP will get me through to them. So... All right. Thank you so much

for your help.

Speaker speaker\_0: You're welcome. And if you don't mind holding just a few minutes, I can try and verify if you're showing up in MetLife's system.

Speaker speaker\_1: Oh, I would really appreciate that. Yes.

Speaker speaker\_0: Okay. Because that might eliminate one of the issues. So let me just-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, I'm gonna put you on a brief hold and just verify that real quick.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_2: What are you looking at?

Speaker speaker\_3: I just think there might be a fire pit going.

Speaker speaker\_2: What? I just saw it.

Speaker speaker\_3: Get over to the fire pit, mom. We just got a ring for the fire pit going.

Speaker speaker\_2: What is going on? Why?

Speaker speaker\_3: There's a fire pit going.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Why didn't you grab your walker?

Speaker speaker\_2: What's that?

Speaker speaker\_3: That's her walker there.

Speaker speaker\_2: That's not her. That's not Sarah.

Speaker speaker\_0: Sarah, come here.

Speaker speaker\_3: Get down. Boys, come on.

Speaker speaker\_0: Sarah, come here.

Speaker speaker\_3: Come on.

Speaker speaker\_0: God, how did you come from there?

Speaker speaker\_2: I don't know.

Speaker speaker\_0: You can't come up here.

Speaker speaker\_2: I have asthma, I need air.

Speaker speaker\_0: You're fine. You can come up here.

Speaker speaker\_2: Ahh! Here we go, boy.

Speaker speaker\_0: Come on.

Speaker speaker\_2: Get her up. Come on, let's go, boy.

Speaker speaker\_3: Stay down.

Speaker speaker\_2: Oh my god, I've had enough of stuff today.

Speaker speaker\_0: You can't get out.

Speaker speaker\_2: I can tell you the history. I got a management email on Friday that they're changing insurances. Oh, god. My health, my health insurance can be changed today, and I had to go in and put if I wanted the Elite or if I wanted this other one, and I had to do it by today. And I called in to trade. I don't even remember to them what it is. And then I called the lady's house that said it. Like, "You're changing insurances today." But I finally tracked down this phone number. I have an eye exam appointment on Thursday. They broke my glasses, and now I have to call my insurance to go for my eye exam. And then, I, they have me calling, like, all these different agents, all these different phone numbers you have to call for all kinds of different insurances information. It's, it's a nightmare.

Speaker speaker\_0: Okay. So, it's not a medical emergency, but they're just saying call them up?

Speaker speaker\_3: No, for me to get a family doctor, I have to go to Africa.

Speaker speaker\_0: Okay. Okay. I'm gonna have to say that I can't get you in for now, but I'll definitely follow up with you.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_3: Mom, how long have you been at the house?

Speaker speaker\_2: I've been here all my life.

Speaker speaker\_3: Uh-huh. Do you like, know how many years and how many months, do you know?

Speaker speaker\_2: How many years that I bought it or how many years I've lived there?

Speaker speaker\_3: I don't know. Mom, don't, don't put me on hold please. What's the, what's your Social Security number again?

Speaker speaker\_2: 93... 000.

Speaker speaker\_3: Hold on, I'm checking it. 000-78... Right, okay. What was it? 000-01-08.

Speaker speaker\_0: All righty, thank you so much for holding. So, you're not showing active in the MetLife system, so that very well could be the problem. Um, so what I... I think it typically takes 24 to 48 business hours for them to show you active in their systems, once your

coverage becomes active. Um, so what I'm gonna do on my end is just escalate this and make sure that they do get up to date for you.

Speaker speaker\_2: Okay. All right. Um, uh, okay. Yeah, and so then I will only be able to maybe call on Wednesday and see if I, where I can go for my eye exam?

Speaker speaker\_0: I would think so, yeah. I don't know if they, I don't know if they can pull up providers if they're not showing you active in their systems. I don't know-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... if there's a way around that, unfortunately. Um, but I'll, like I said, I will definitely go ahead and escalate it on my end just to make sure that they do get up to date. And once they are up to date, I will follow up with you from there to let you know.

Speaker speaker\_2: Okay. Alrighty, thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_2: Okay, bye-bye.

Speaker speaker\_0: Bye-bye. Okay.

Speaker speaker\_3: Well, it's not showing up in their system, so they don't know.

Speaker speaker\_2: It's probably because I didn't have anything to begin with. I mean, and they, and they keep saying on TV, "And your, and your-"

Speaker speaker\_3: Do you need me to disconnect the call?

Speaker speaker\_2: "... is not going to be covered in my area." What is that?