

Transcript: VICTORIA

Taylor-5990064953409536-5298648166088704

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Yes, Victoria. I was just on the phone with somebody named Stephanie and got disconnected. Okay. Uh, let me pull your file up. What's the name of your employer? Um, Accuforce. And the last four of your social? 1308. And your first and last name? First name is Ann, last name of Stover. Okay. Do you mind verifying your address and date of birth? Yeah. 292 Ellis Road, Louisville, Tennessee 37617. Date of birth is 5/28/1971. Gotcha. Phone number is 297-6664? Correct. And then email is gonna be your first and last name at Y! Mail. Correct. Okay. How can I help? Uh, my vision insurance isn't working, and I don't understand why. Okay. So I do see that your coverage just became active this Monday, so that could be why. I know it typically takes up to 48 hours, uh, for it to be showing active in their systems, but let me see. You have the ID card for that? Um, yes. They emailed them to me. Okay. And did you go to like a provider and they told you it wasn't working, or what happened? Yes. Yes. I went for an eye doctor's appointment today and they say they can't verify my insurance on any website. They said they'd try to call every number they have, including the one on the card, and got nowhere. Okay. Let me put you on a brief hold and see if I can, uh, verify that for you. I'll be right back. All right. Thank you. Alrighty. Thank you so much for holding. So it does not appear that you're showing in MetLife's system as of yet. Um, so what I'm going to have to do on my end is escalate this so that we can try and get MetLife up to date with your coverage. Um, are you trying to be seen today? I was. I've rescheduled it to tomorrow. Okay. Um, I was just going to say, because I know it can take anywhere from 24 to 48 business hours for a follow-up, um, but I- the best I can do is try and get them up to date and then give you a call back once it's been updated. That'd be great. I'd appreciate that. Yes, ma'am. Um, was there anything else that you might need help with today? Nope. That was it. Okay. I will go ahead and escalate this on my end and then give you a call back as soon as I get word back. Alrighty. Thank you very much. Thank you. You have a wonderful day. Bye-bye. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Yes, Victoria. I was just on the phone with somebody named Stephanie and got disconnected.

Speaker speaker_0: Okay. Uh, let me pull your file up. What's the name of your employer?

Speaker speaker_1: Um, Accuforce.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 1308.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name is Ann, last name of Stover.

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

Speaker speaker_1: Yeah. 292 Ellis Road, Louisville, Tennessee 37617. Date of birth is 5/28/1971.

Speaker speaker_0: Gotcha. Phone number is 297-6664?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be your first and last name at Y! Mail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. How can I help?

Speaker speaker_1: Uh, my vision insurance isn't working, and I don't understand why.

Speaker speaker_0: Okay. So I do see that your coverage just became active this Monday, so that could be why. I know it typically takes up to 48 hours, uh, for it to be showing active in their systems, but let me see. You have the ID card for that?

Speaker speaker_1: Um, yes. They emailed them to me.

Speaker speaker_0: Okay. And did you go to like a provider and they told you it wasn't working, or what happened?

Speaker speaker_1: Yes. Yes. I went for an eye doctor's appointment today and they say they can't verify my insurance on any website. They said they'd try to call every number they have, including the one on the card, and got nowhere.

Speaker speaker_0: Okay. Let me put you on a brief hold and see if I can, uh, verify that for you. I'll be right back.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Alrighty. Thank you so much for holding. So it does not appear that you're showing in MetLife's system as of yet. Um, so what I'm going to have to do on my end is escalate this so that we can try and get MetLife up to date with your coverage. Um, are you trying to be seen today?

Speaker speaker_2: I was. I've rescheduled it to tomorrow.

Speaker speaker_0: Okay. Um, I was just going to say, because I know it can take anywhere from 24 to 48 business hours for a follow-up, um, but I- the best I can do is try and get them

up to date and then give you a call back once it's been updated.

Speaker speaker_2: That'd be great. I'd appreciate that.

Speaker speaker_0: Yes, ma'am. Um, was there anything else that you might need help with today?

Speaker speaker_2: Nope. That was it.

Speaker speaker_0: Okay. I will go ahead and escalate this on my end and then give you a call back as soon as I get word back.

Speaker speaker_2: Alrighty. Thank you very much.

Speaker speaker_0: Thank you. You have a wonderful day.

Speaker speaker_2: Bye-bye. You, too. Bye-bye.