

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I'm calling about medical benefits for a, a claim of one of my wife's eye doctor. They sent information trying to see if we even got benefits. So, go from there. I don't know what to give you to... Okay are you the- Policy and all that stuff. Huh? Are you the policy holder? Yeah. Okay. What's the name of your employer? Uh, MAU, uh, uh, Solutions, somethin' like that. And the last four or three digits? 4168. And your first and last name? Steve Thomas. Okay. Do you mind verifying your address and date of birth? Uh, 527 East 22nd Street, Ogden, Utah 84401, 06271961. And then phone number 801-644-2576? Yeah, that's my phone number. Email is stevethomas4@msn.com. Yeah. Okay. Uh, what is the date of service for the claim? Uh, just, um, um, um... Trying to look. For, uh, uh, here's... The claim number 3578024. Okay. So we're- But I don't know- ... just your administrators. We don't process the claims. I'm just trying to verify that your coverage was even active during the date of service. So we'll look at- Oh, okay. ... the date of service. Uh, uh, 031925. Let's see. So March 1925. Okay. So yeah, it looks like your coverage was active during that time. Now, I know it typically... What I know about claims is that it typically takes about 30 to 45 business days for those to be processed. Um, but you can- Yeah. ... reach out to the actual insurance carrier, MetLife, um, to see if they have any update on that for you. How do I s- uh, send a physical card, you know, for, for the insurance? They got some information. I don't know how I... I think I, uh, uh, had a photo and give them information. Is any, uh... could send a physical, uh, uh, insurance card? Did you never get your ID card? No. Not even like a digital copy? I can't, uh, remember I even have one, digital copy or anything. Okay. Let me look up your ID cards really quickly, so I can email those to you, and then I can also request those to be mailed. Okay. Give me just a few seconds. I'll be right back. Okay. All righty, thank you so much for holding. So I just sent those to your email. And then just to verify, your address is 527 East 22nd Street? Yeah, Ogden, Utah 84401. Okay. I think that's why we... why you haven't gotten the ID cards yet, 'cause we were missing the, uh, East. So, I am going to- Are you serious? Yeah. Yeah, 527 East 22nd Street? Okay. I'm gonna go ahead and update that and then request the ID cards to be mailed to you there. Um, I've just seen in the past where something as small as that can even affect it going through to you, so. Um, but the digital copies I just sent you, you should be able to use just fine until you get the physical copies. Okay. Thank you. Um, do you- Is that, you emailed it already? Digital? Yes, sir. Mm-hmm. Okay. Do you need the phone number from MetLife so you can get more information about the claim? Yeah, I'm just wondering, uh, are there any benefits that could... what cover like, for her vision and all that? I got... I'll probably have to go to the office and get all the numbers of all those. Yeah. I, I'll just write down MetLife, but, but I didn't know which... I thought this was the, um, you know, insurance carrier. MetLife, I guess you guys are the third party? We're the administrators, yeah. So we're not the carriers directly.

For MetLife? Well, this is for all of your benefits through IMU, your medical, dental- Oh, okay, yeah. Well, like I says, I, I used to have a package, you know, what vision and all that covers, you know what I mean? Vision, and, and I got vision and even, uh, some for, uh, uh, death, you know what I mean? From me and my wife. Mm-hmm. So is there anything that, uh, uh, that you guys have all that information? Can they send me a digital benefit thing? Well, I just sent you your medical, your dental and your vision ID cards to your email. Now, for like the group- Okay. ... accident, term life, um, those two policies don't get an ID card, but if you want, I can give you the policy numbers for that. Oh, uh, uh, yeah, I just wanted to... Yeah, what I, what, uh, you know what I mean? What it covers and all that. Usually in the benefit package, it, it, uh, tells you all that, you know what I mean? Death and- Okay. So do you not have a copy of the benefits guide? No, I don't. That's what I'm saying- Okay. ... if you have a digital one. I can send a digital copy there. To our email for all the benefits, you know what I mean? When they did for everything, you know, how much the vision covers. You know what I mean? Uh, for glasses and all that. That's the reason why I got it, 'cause my wife wears glasses. And she does medical, you know, for her, uh, surgeries she had for glaucoma, so they just check her every six months to a year on that to make sure the surgery went right and give her eye drops. But anyway- Okay. So... ... that's medical just the way, uh... Yeah. I mean, I can definitely send you a copy of the benefits guide. Um, now the benefits guide is gonna go over all of the plans being offered through- Yeah. ... um, your employer. So, in the body of the email, I'm gonna include this, the name of the plans that you're specifically enrolled into, so you know what to look at on the guide. Okay. Yeah. I appreciate that. Yeah. So, that... You'll get it send it to my email? Yep. And I have- Or- ... cthomas4@msn.com. Yeah. Yeah. I'll send all that in- And where would it be at? E- email under, under APL? No, sir. This is Benefits in a Card, so it's gonna be coming from info@benefitsinacard.com. Okay. Mm-hmm. I'll look for that. All righty. Did you need help with anything else? That's it. Uh, I'm getting ready to go to the gym. I can take care of myself. Gotcha. Have a great day. 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: Yeah, I'm calling about medical benefits for a, a claim of one of my wife's eye doctor. They sent information trying to see if we even got benefits. So, go from there. I don't know what to give you to...

Speaker speaker_0: Okay are you the-

Speaker speaker_1: Policy and all that stuff. Huh?

Speaker speaker_0: Are you the policy holder?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. What's the name of your employer?

Speaker speaker_1: Uh, MAU, uh, uh, Solutions, somethin' like that.

Speaker speaker_0: And the last four or three digits?

Speaker speaker_1: 4168.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Steve Thomas.

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

Speaker speaker_1: Uh, 527 East 22nd Street, Ogden, Utah 84401, 06271961.

Speaker speaker_0: And then phone number 801-644-2576?

Speaker speaker_1: Yeah, that's my phone number.

Speaker speaker_0: Email is stevethomas4@msn.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Uh, what is the date of service for the claim?

Speaker speaker_1: Uh, just, um, um, um... Trying to look. For, uh, uh, here's... The claim number 3578024.

Speaker speaker_0: Okay. So we're-

Speaker speaker_1: But I don't know-

Speaker speaker_0: ... just your administrators. We don't process the claims. I'm just trying to verify that your coverage was even active during the date of service. So we'll look at-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... the date of service.

Speaker speaker_1: Uh, uh, 031925.

Speaker speaker_0: Let's see. So March 1925. Okay. So yeah, it looks like your coverage was active during that time. Now, I know it typically... What I know about claims is that it typically takes about 30 to 45 business days for those to be processed. Um, but you can-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... reach out to the actual insurance carrier, MetLife, um, to see if they have any update on that for you.

Speaker speaker_1: How do I s- uh, send a physical card, you know, for, for the insurance? They got some information. I don't know how I... I think I, uh, uh, had a photo and give them information. Is any, uh... could send a physical, uh, uh, insurance card?

Speaker speaker_0: Did you never get your ID card?

Speaker speaker_1: No.

Speaker speaker_0: Not even like a digital copy?

Speaker speaker_1: I can't, uh, remember I even have one, digital copy or anything.

Speaker speaker_0: Okay. Let me look up your ID cards really quickly, so I can email those to you, and then I can also request those to be mailed.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Okay.

Speaker speaker_0: All righty, thank you so much for holding. So I just sent those to your email. And then just to verify, your address is 527 East 22nd Street?

Speaker speaker_1: Yeah, Ogden, Utah 84401.

Speaker speaker_0: Okay. I think that's why we... why you haven't gotten the ID cards yet, 'cause we were missing the, uh, East. So, I am going to-

Speaker speaker_1: Are you serious?

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, 527 East 22nd Street?

Speaker speaker_0: Okay. I'm gonna go ahead and update that and then request the ID cards to be mailed to you there. Um, I've just seen in the past where something as small as that can even affect it going through to you, so. Um, but the digital copies I just sent you, you should be able to use just fine until you get the physical copies.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Um, do you-

Speaker speaker_1: Is that, you emailed it already? Digital?

Speaker speaker_0: Yes, sir. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need the phone number from MetLife so you can get more information about the claim?

Speaker speaker_1: Yeah, I'm just wondering, uh, are there any benefits that could... what cover like, for her vision and all that? I got... I'll probably have to go to the office and get all the numbers of all those. Yeah. I, I'll just write down MetLife, but, but I didn't know which... I thought this was the, um, you know, insurance carrier. MetLife, I guess you guys are the third party?

Speaker speaker_0: We're the administrators, yeah. So we're not the carriers directly.

Speaker speaker_1: For MetLife?

Speaker speaker_0: Well, this is for all of your benefits through IMU, your medical, dental-

Speaker speaker_1: Oh, okay, yeah. Well, like I says, I, I used to have a package, you know, what vision and all that covers, you know what I mean? Vision, and, and I got vision and even, uh, some for, uh, uh, death, you know what I mean? From me and my wife.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So is there anything that, uh, uh, that you guys have all that information? Can they send me a digital benefit thing?

Speaker speaker_0: Well, I just sent you your medical, your dental and your vision ID cards to your email. Now, for like the group-

Speaker speaker_1: Okay.

Speaker speaker_0: ... accident, term life, um, those two policies don't get an ID card, but if you want, I can give you the policy numbers for that.

Speaker speaker_1: Oh, uh, uh, yeah, I just wanted to... Yeah, what I, what, uh, you know what I mean? What it covers and all that. Usually in the benefit package, it, it, uh, tells you all that, you know what I mean? Death and-

Speaker speaker_0: Okay. So do you not have a copy of the benefits guide?

Speaker speaker_1: No, I don't. That's what I'm saying-

Speaker speaker_0: Okay.

Speaker speaker_1: ... if you have a digital one.

Speaker speaker_0: I can send a digital copy there.

Speaker speaker_1: To our email for all the benefits, you know what I mean? When they did for everything, you know, how much the vision covers. You know what I mean? Uh, for glasses and all that. That's the reason why I got it, 'cause my wife wears glasses. And she does medical, you know, for her, uh, surgeries she had for glaucoma, so they just check her every six months to a year on that to make sure the surgery went right and give her eye drops. But anyway-

Speaker speaker_0: Okay. So...

Speaker speaker_1: ... that's medical just the way, uh...

Speaker speaker_0: Yeah. I mean, I can definitely send you a copy of the benefits guide. Um, now the benefits guide is gonna go over all of the plans being offered through-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... um, your employer. So, in the body of the email, I'm gonna include this, the name of the plans that you're specifically enrolled into, so you know what to look at on the guide.

Speaker speaker_1: Okay. Yeah. I appreciate that. Yeah. So, that... You'll get it send it to my email?

Speaker speaker_0: Yep. And I have-

Speaker speaker_1: Or-

Speaker speaker_0: ... cthomas4@msn.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah. I'll send all that in-

Speaker speaker_1: And where would it be at? E- email under, under APL?

Speaker speaker_0: No, sir. This is Benefits in a Card, so it's gonna be coming from info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'll look for that.

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

Speaker speaker_1: That's it. Uh, I'm getting ready to go to the gym. I can take care of myself.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Have a great day.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.