

Transcript: VICTORIA

Taylor-6613593664700416-4930382979055616

Full Transcript

Thank you for calling Benefits on Accurate. This is Victoria. How can I help you? Um, hi, Victoria. Uh, my name's Glenn Howard and I was calling... Uh, I recently got my benefits card in the mail, my dental and my medical, and I was trying to service... I, I didn't get a vision card. Uh, I'm trying to figure out if they... I'm trying to figure out what, uh, does it cover under my medical card or is it separate because people said they can't verify me. Yeah, you should have a separate ID card from, uh, vision. What's the, um, name of the agency you work for? Um, APL. Is that the name of the staffing agency you work for? Oh, the staffing agency is, uh, MAU. Okay, gotcha. And the last four of your social? 4473. Okay. Um, let's see here. Do you mind verifying your address and date of birth? Uh, address is 907 West Second Round Road, Lancaster, Texas 75146. And date of birth is March 17th, '75. All right. And then phone number 945-994-0966? Yes. Okay. And then email is gonna be gchoward75@gmail.com? Yes. Okay. Give me just a few seconds. I can actually look up the vision ID card, and I'll go ahead and just send you digital copies of the medical and dental to your email too. Okay. I will be right back. Okay. Alrighty. Thank you so much for holding. So I just sent those ID cards to your email. Okay. You sent it to my email. Um, okay. Okay, that's, uh... That is that. So that's the... That's the vision card? Is this that thing here? It's the PDF that's labeled Glenn Howard Vision ID Card, it's the one specifically for your vision. Okay. There should be three different PDF files on there. Okay. I o- see them. The one that's for the vision. Okay. I actually can't see as I don't have my glasses on but I, I see, I do see the email with attachments, so okay. Yes, sir. All right. All righty. Well, that's what I- You need any help, uh, other help? Uh, no. They just told me I needed the insurance card so I can see what my copay is and stuff, so. Okay. Um, yeah, so specifically for vision, I can go ahead and tell you that, um, with the annual eye exam, the copay is \$10. Um, if you're... The copay for lenses and frames would be \$25 and then the insurance will pay \$130 towards the frame. Okay. So then, so if they'll pay \$130 for the frame? Yes, sir. That's the frame allowance. Okay. And then there's just a copay of \$25 for lenses and frame. Okay. All right. That's what I need to know. Yes, sir. All righty. Well- Have a nice day. ... thank you very much. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Accurate. This is Victoria. How can I help you?

Speaker speaker_1: Um, hi, Victoria. Uh, my name's Glenn Howard and I was calling... Uh, I recently got my benefits card in the mail, my dental and my medical, and I was trying to

service... I, I didn't get a vision card. Uh, I'm trying to figure out if they... I'm trying to figure out what, uh, does it cover under my medical card or is it separate because people said they can't verify me.

Speaker speaker_0: Yeah, you should have a separate ID card from, uh, vision. What's the, um, name of the agency you work for?

Speaker speaker_1: Um, APL.

Speaker speaker_0: Is that the name of the staffing agency you work for?

Speaker speaker_1: Oh, the staffing agency is, uh, MAU.

Speaker speaker_0: Okay, gotcha. And the last four of your social?

Speaker speaker_1: 4473.

Speaker speaker_0: Okay. Um, let's see here. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, address is 907 West Second Round Road, Lancaster, Texas 75146. And date of birth is March 17th, '75.

Speaker speaker_0: All right. And then phone number 945-994-0966?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be gchoward75@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just a few seconds. I can actually look up the vision ID card, and I'll go ahead and just send you digital copies of the medical and dental to your email too.

Speaker speaker_1: Okay.

Speaker speaker_0: I will be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Alrighty. Thank you so much for holding. So I just sent those ID cards to your email.

Speaker speaker_1: Okay. You sent it to my email. Um, okay. Okay, that's, uh... That is that. So that's the... That's the vision card? Is this that thing here?

Speaker speaker_0: It's the PDF that's labeled Glenn Howard Vision ID Card, it's the one specifically for your vision.

Speaker speaker_1: Okay.

Speaker speaker_0: There should be three different PDF files on there.

Speaker speaker_1: Okay. I o- see them. The one that's for the vision. Okay. I actually can't see as I don't have my glasses on but I, I see, I do see the email with attachments, so okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. All righty. Well, that's what I-

Speaker speaker_0: You need any help, uh, other help?

Speaker speaker_1: Uh, no. They just told me I needed the insurance card so I can see what my copay is and stuff, so.

Speaker speaker_0: Okay. Um, yeah, so specifically for vision, I can go ahead and tell you that, um, with the annual eye exam, the copay is \$10. Um, if you're... The copay for lenses and frames would be \$25 and then the insurance will pay \$130 towards the frame.

Speaker speaker_1: Okay. So then, so if they'll pay \$130 for the frame?

Speaker speaker_0: Yes, sir. That's the frame allowance.

Speaker speaker_1: Okay.

Speaker speaker_0: And then there's just a copay of \$25 for lenses and frame.

Speaker speaker_1: Okay. All right. That's what I need to know.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All righty. Well-

Speaker speaker_0: Have a nice day.

Speaker speaker_1: ... thank you very much. You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.