

## **Transcript: Chris Sofield (deactivated)-6461480520433664-5540730196246528**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling VSP. 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 one. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press . Our records show this member is Barnard Barnes. If that's correct, press one. If not, press two. If services are for the member, press one. Spouse, press two. Dependent child or other relation, press three. To go back to the menu, press star. For the VSP Choice Plan, this patient is currently eligible for exam, lenses, frame, or contact lenses instead of glasses and contacts-

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling VSP. 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 one. Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press . Our records show this member is Barnard Barnes. If that's correct, press one. If not, press two. If services are for the member, press one. Spouse, press two. Dependent child or other relation, press three. To go back to the menu, press star. For the VSP Choice Plan, this patient is currently eligible for exam, lenses, frame, or contact lenses instead of glasses and contacts-