

Transcript: Estefania

Acevedo-4817892078305280-5950587831369728

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. By the last four digits of a Social Security number, press two. Enter the member's ID number followed by the pound sign. If the ID- Using your telephone keypad, enter the first three digits of the member's last name. For example, DEA would be entered as 332. For Q, use- Oh, hey. Yes. Thank you. Ahh. Our records show this member is Corbin Dibble. If that's correct, press one. If not, press two. Our records show this member is... 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. To select another patient under this member's plan, press one. Check...

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. By the last four digits of a Social Security number, press two. Enter the member's ID number followed by the pound sign. If the ID- Using your telephone keypad, enter the first three digits of the member's last name. For example, DEA would be entered as 332. For Q, use-

Speaker speaker_2: Oh, hey. Yes. Thank you. Ahh.

Speaker speaker_1: Our records show this member is Corbin Dibble. If that's correct, press one. If not, press two. Our records show this member is... 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. To select another patient under this member's plan, press one. Check...