

Transcript: Estefania

Acevedo-5144831310610432-5374101765144576

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. I'm sorry, that response was invalid- Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digit- Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press nine now. Enter the member's ID number followed by the pound sign. We couldn't find information under the ID number 727200175. If that's correct, press one. To re-enter it, press two. Enter the member's ID number followed by the pound sign if- We couldn't find information under the ID number 727200175. If that's correct, press one. To re-enter it, press two. To check benefits for a different member, press one. To speak to a service representative, press zero. Or to go back to the main menu...

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. I'm sorry, that response was invalid- Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digit- Enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press nine now. Enter the member's ID number followed by the pound sign. We couldn't find information under the ID number 727200175. If that's correct, press one. To re-enter it, press two. Enter the member's ID number followed by the pound sign if- We couldn't find information under the ID number 727200175. If that's correct, press one. To re-enter it, press two. To check benefits for a different member, press one. To speak to a service representative, press zero. Or to go back to the main menu...