

Transcript: Estefania

Acevedo-5280340351172608-5941922617933824

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... Enter the member's ID number, followed by the pound sign. If the ID has both nu- Our records show this member is Leslie Osmara. If that's correct, press one. Yes. If not, press two. If services are for the member, press one.

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... Enter the member's ID number, followed by the pound sign. If the ID has both nu- Our records show this member is Leslie Osmara. If that's correct, press one.

Speaker speaker_2: Yes.

Speaker speaker_1: If not, press two. If services are for the member, press one.