

Transcript: Estefania

Acevedo-6464645398839296-5185231952330752

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. So, please enter your office phone number, so you- I- I did number one. Okay. We were able to locate your office. Okay. To access information by a member ID, press one. By the last four digits of a social security num-... Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters, press nine now. Our records show this member is Angel Perez. If that's correct, press one. If not, press two. Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters, press nine now. Our records show this member is Angel Perez. If that's correct, press one. If n-

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.

Speaker speaker_2: So, please enter your office phone number, so you-

Speaker speaker_0: I-

Speaker speaker_3: I did number one.

Speaker speaker_1: Okay. We were able to locate your office.

Speaker speaker_2: Okay.

Speaker speaker_1: To access information by a member ID, press one. By the last four digits of a social security num-... Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters, press nine now. Our records show this member is Angel Perez. If that's correct, press one. If not, press two. Enter the member's ID number, followed by the pound sign. If the ID has both numbers and letters, press nine now. Our records show this member is Angel Perez. If that's correct, press one. If n-