

Transcript: Justin

Mills-6486333885562880-5508283932917760

Full Transcript

Your call may be monitored or recorded- Thank you for calling VSP. ... for quality assurance purposes. To continue, you'll... Please enter your office phone number, area code first. I'm sorry. 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, and authorization number, press three. In order to assist... Enter the last four digits of the member's social security number. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. I'm sorry, that response was invalid. Please try again. Now, enter the member's d- I'm sorry, that response was invalid. Please try again. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Now, enter the member's date of birth as month, day and year. That's what I did. I'm sorry, that response was invalid. Please try again. Oh my God. Now, enter the member's- Yeah, it's not working. ... date of birth as month, day and year. For example, for March 5th, 2022- It's 10/26/79. ... enter 03052022. That's not... I'm sorry, that invalid re- response. I'm sorry, that response was invalid. Please try again. Now, enter the member's- It's just giving me invalid responses- ... date of birth as month- ... because it's asking me- ... day and year. ... to put in the date of birth- For example, for March 5th, 2022- ... as 10/26/79. ... enter 03052022. And it's not letting me continue, because it says, "Sorry, that, um-" Response is invalid. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022.... I'm sorry, that response was invalid. Please try again. Now... I'm sorry, that response was invalid. Please try again. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. If you are calling about claims, press one. If you need assistance or have questions regarding claims that have already been submitted, please call the provider claim support line at 844-344-3591 for expedited service. Again, please call 844-344-3591. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement. This is Maureen. May I get your name? Good afternoon. This is Justin from Benefits in a Card. I have a member on my back line who's... has a few questions regarding his coverage. One moment. Okay, what is the... Um, I'm sorry, where did you say you were calling from? This is Justin from Benefits in a Card. Oh, okay. That's weird. It shows it's coming from a doctor's office. That's very strange. Okay, uh, what's the phone number you're calling from? Um, let's see. 770 is the area code, uh, 252-1999. Okay. And who's the patient? Uh, Barnard Barnes. Date of birth? 10/26/1979. Thank you. How's that first name spelled? Uh, B-A-R-N-A-R-D. Okay. Is Barnard on the line? Yes, I can transfer him if need be. Okay, thank you. Thank you. Mm-hmm.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded-

Speaker speaker_1: Thank you for calling VSP.

Speaker speaker_0: ... for quality assurance purposes. To continue, you'll... Please enter your office phone number, area code first. I'm sorry. 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, and authorization number, press three. In order to assist... Enter the last four digits of the member's social security number. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. I'm sorry, that response was invalid. Please try again. Now, enter the member's d- I'm sorry, that response was invalid. Please try again. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Now, enter the member's date of birth as month, day and year.

Speaker speaker_2: That's what I did.

Speaker speaker_0: I'm sorry, that response was invalid. Please try again.

Speaker speaker_2: Oh my God.

Speaker speaker_0: Now, enter the member's-

Speaker speaker_2: Yeah, it's not working.

Speaker speaker_0: ... date of birth as month, day and year. For example, for March 5th, 2022-

Speaker speaker_2: It's 10/26/79.

Speaker speaker_0: ... enter 03052022.

Speaker speaker_2: That's not... I'm sorry, that invalid re- response.

Speaker speaker_0: I'm sorry, that response was invalid. Please try again. Now, enter the member's-

Speaker speaker_2: It's just giving me invalid responses-

Speaker speaker_0: ... date of birth as month-

Speaker speaker_2: ... because it's asking me-

Speaker speaker_0: ... day and year.

Speaker speaker_2: ... to put in the date of birth-

Speaker speaker_0: For example, for March 5th, 2022-

Speaker speaker_2: ... as 10/26/79.

Speaker speaker_0: ... enter 03052022.

Speaker speaker_2: And it's not letting me continue, because it says, "Sorry, that, um-"

Speaker speaker_0: Response is invalid. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022.... I'm sorry, that response was invalid. Please try again. Now... I'm sorry, that response was invalid. Please try again. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2022, enter 03052022. If you are calling about claims, press one. If you need assistance or have questions regarding claims that have already been submitted, please call the provider claim support line at 844-344-3591 for expedited service. Again, please call 844-344-3591. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement.

Speaker speaker_3: This is Maureen. May I get your name?

Speaker speaker_2: Good afternoon. This is Justin from Benefits in a Card. I have a member on my back line who's... has a few questions regarding his coverage.

Speaker speaker_3: One moment. Okay, what is the... Um, I'm sorry, where did you say you were calling from?

Speaker speaker_2: This is Justin from Benefits in a Card.

Speaker speaker_3: Oh, okay. That's weird. It shows it's coming from a doctor's office. That's very strange. Okay, uh, what's the phone number you're calling from?

Speaker speaker_2: Um, let's see. 770 is the area code, uh, 252-1999.

Speaker speaker_3: Okay. And who's the patient?

Speaker speaker_2: Uh, Barnard Barnes.

Speaker speaker_3: Date of birth?

Speaker speaker_2: 10/26/1979.

Speaker speaker_3: Thank you. How's that first name spelled?

Speaker speaker_2: Uh, B-A-R-N-A-R-D.

Speaker speaker_3: Okay. Is Barnard on the line?

Speaker speaker_2: Yes, I can transfer him if need be.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Thank you.

Speaker speaker_3: Mm-hmm.