

## **Transcript: VICTORIA**

**Taylor-5015948853985280-5998027116855296**

### **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 respon- 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... 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. Our records show this member is Colin Carney. If that's correct, press one. If not, press two. 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. Our records show this member is Dorothy Harris. If that's correct, press one. If not, press two. VSP does not have current coverage information for this member. To check benefits for a different member, press one. To speak to a...

### **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 respon- 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... 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. Our records show this member is Colin Carney. If that's correct, press one. If not, press two. 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. Our records show this member is Dorothy Harris. If that's correct, press one. If not, press two. VSP does not have current coverage information for this member. To check benefits for a different member, press one. To speak to a...