

Transcript: VICTORIA

Taylor-5416434067259392-4994220863995904

Full Transcript

Thank you for calling VSP. Your call may be monitored or recorded for quality assurance purposes. 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 of a Social Security number, press two. An authorization number, press three. 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. Now... 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 service representative, press zero. Or to go back to the main menu, press star. 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, press star. To access information by a member ID, press one. By the last four digits of a Social Security number, press two. An 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, twenty... We couldn't find information under the last four digits, 8827, and the date of birth, 12/23/1997. If that's correct, press one. To re-enter it, 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. Now e... 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 service representative, press zero. Or to go back to the main menu, press star. 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, press star.

Conversation Format

Speaker speaker_0: Thank you for calling VSP.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: 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 of a Social Security number, press two. An authorization number, press three. 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. Now... 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 service representative, press zero. Or to go back to the main menu, press star. 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, press star. To access information by a member ID, press one. By the last four digits of a Social Security number, press two. An 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, twenty... We couldn't find information under the last four digits, 8827, and the date of birth, 12/23/1997. If that's correct, press one. To re-enter it, 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. Now e... 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 service representative, press zero. Or to go back to the main menu, press star. 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, press star.