

## **Transcript: Chris Sofield**

**(deactivated)-4745048199053312-4944480777584640**

### **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 numbers and letters, press nine now . Enter the member's ID number followed by the pound sign. If the ID... Using your telephone keypad, enter the first three digits of the member's last name. For example, DEA would be entered as 332. For Q, use the number seven. For Z, use the number nine . Our records show this member is Antonio Arrington. If that's correct, press one. If not, press two . Our records show this... If services are for the member, press one. Spouse, press two. Dependent child or other relation, press three. To go back to the menu, press star . If services are for the member, press one. Spouse, press two. Dependent child or other relation, press three. To go back to the menu, press star . For the VSP Choice Plan, this patient is currently eligible for exam, lenses, frame, or contact lenses instead of glasses and contact lens exam. To authorize benefits for a current or future date of service, press one. A past date of service, press two. To go back to the menu, press star .

### **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 numbers and letters, press nine now . Enter the member's ID number followed by the pound sign. If the ID... Using your telephone keypad, enter the first three digits of the member's last name. For example, DEA would be entered as 332. For Q, use the number seven. For Z, use the number nine . Our records show this member is Antonio Arrington. If that's correct, press one. If not, press two . Our records show this... If services are for the member, press one. Spouse, press two. Dependent child or other relation, press three. To go back to the menu, press star . If services

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