

Transcript: Chris Sofield

(deactivated)-4968107547869184-6082380823052288

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 . 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 7. For Z, use the number 9. To complete this request, you'll need to speak to a service representative. If you are calling 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 . 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 . 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 7. For Z, use the number 9. To complete this request, you'll need to speak to a service representative. If you are calling a-