

Transcript: Estefania

Acevedo-4907185250942976-6020815308636160

Full Transcript

Your call may be monitored or recorded... Thank you for calling VSP. ... 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. I'm sorry, that response was invalid. PI- 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. 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... We couldn't find information under the ID number 329701308. If that's correct- Three... ... press one. To reenter it, press two. To check benefits for a different member, press one. To speak to a service representative, press three. To access information by a member ID, press one. By the last four digits of a Social Security number, pr- To acce- Enter the last four digits of the member's Social Security number. Enter the la- Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2020... I'm sorry. That response was invalid. Shh. 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...

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.

Speaker speaker_1: 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 response was invalid. PI- 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. 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... We couldn't find information under the ID number 329701308. If that's correct-

Speaker speaker_0: Three...

Speaker speaker_1: ... press one. To reenter it, press two. To check benefits for a different member, press one. To speak to a service representative, press three. To access information by a member ID, press one. By the last four digits of a Social Security number, pr- To acce- Enter the last four digits of the member's Social Security number. Enter the la- Now, enter the member's date of birth as month, day and year. For example, for March 5th, 2020... I'm sorry. That response was invalid.

Speaker speaker_0: Shh.

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