

Transcript: Estefania

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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 . 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 i-... 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 fol-... Three, oh, yeah. 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. Using your telephone keypad, enter the first three digits of the member's last name. For exam-...

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 . 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 i-... 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 fol-...

Speaker speaker_2: Three, oh, yeah.

Speaker speaker_1: 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. Using your telephone keypad, enter the first three digits of the member's last name. For exam-...