

## **Transcript: Estefania**

**Acevedo-5994374589890560-5799032025038848**

### **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. Okay. 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, enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. 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 num-, enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. Enter the member's ID number fo- We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. Enter the member's ID nu- We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. If you are calling about...

### **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.

Speaker speaker\_2: Okay.

Speaker speaker\_1: 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, enter the member's ID number followed by the pound sign.

If the ID has both numbers and letters, press 9 now. We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. 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 num-, enter the member's ID number followed by the pound sign. If the ID has both numbers and letters, press 9 now. Enter the member's ID number fo- We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. Enter the member's ID nu- We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. We couldn't find information under the ID number 425930262. If that's correct, press one. To re-enter it, press two. If you are calling about...