

Transcript: Estefania

Acevedo-6468274608455680-6139249176395776

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 of a Social Security number, press two, and au- Enter the member's ID number followed by the pound sign. If the ID has... Our records show this member is Alicia Evans. If that's correct, press one. If not, press two. If services are for the member, press one. Spouse, press two. Dependent child or other relation, press three. To go back to the menu, enter the dependent's four-digit year of birth or to hear a list of dependents, press nine. For example, 2022 would be entered as 2022 . For John, press one. If the dependent you're looking for is not listed... 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. Enter the date of service as month, date, and year. For example, for March 5th, 2022, enter 03052022. I'm sorry, the date you entered was invalid. Please try again. Enter the date of service as month, date, and year. For example, for Mar- I'm sorry... I'm sorry, the date you entered was invalid. Please try again. Enter the date of service as month, date, and year. For example, for March 5th, 2022, enter 03052022. What you mean? Hmm. I'm sorry, the date you entered was... To authorize for all available services, press one. For specific services... New authorization has successfully been created. Authorization number 6-

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 of a Social Security number, press two, and au- Enter the member's ID number followed by the pound sign. If the ID has... Our records show this member is Alicia Evans. If that's correct, press one. If not, press two. If services are for the member, press one. Spouse, press two. Dependent

child or other relation, press three. To go back to the menu, enter the dependent's four-digit year of birth or to hear a list of dependents, press nine. For example, 2022 would be entered as 2022 . For John, press one. If the dependent you're looking for is not listed... 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. Enter the date of service as month, date, and year. For example, for March 5th, 2022, enter 03052022. I'm sorry, the date you entered was invalid. Please try again. Enter the date of service as month, date, and year. For example, for Mar- I'm sorry... I'm sorry, the date you entered was invalid. Please try again. Enter the date of service as month, date, and year. For example, for March 5th, 2022, enter 03052022.

Speaker speaker_2: What you mean? Hmm.

Speaker speaker_1: I'm sorry, the date you entered was... To authorize for all available services, press one. For specific services... New authorization has successfully been created. Authorization number 6-