

## **Transcript: Estefania**

**Acevedo-6629063084523520-4541740922486784**

### **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. That's why... Uh, that's why you said you were going to call back. I'm sorry, that response... Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digits of a... Enter the member's ID number followed by the pound sign. If the ID has both... 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, press star. 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 March 5th, 202-

### **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.

Speaker speaker\_2: That's why... Uh, that's why you said you were going to call back.

Speaker speaker\_1: I'm sorry, that response... Okay. We were able to locate your office. To access information by a member ID, press one. By the last four digits of a... Enter the member's ID number followed by the pound sign. If the ID has both... 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, press star. 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,

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