Transcript: Estefania Acevedo-6716874533945344-5970895287402496

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 off- I'm sorry, that response was invalid. Please try again. 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 off- 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 followed by the pound sign. If the ID has- 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 example, DEA would be entered as 332. Hey. For Q, u- Using your telephone keypad, enter the first three digits of the member's last name. To complete this request, you'll need to speak to a service representative. If you are calling about claims, press one. If you need assistance or have questions regarding claims that have already been submitted, please call the provider claim support line at 844-344-3591 for expedited service. Again, please call 844-344-3591. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement. Thank you for calling. My name is Ashlynn. Can I get your first name and the office you're calling from? Hey, Ashlynn. My name is Stephanie and I'm calling from Benefits in a Card. And a big thank you and the doctor's name? So we're actually the healthcare, um, administrators for the staff and agencies. I'm calling actually to confirm that a member is active, because he's been going to his vision doctor and they're telling him that he's not active when I'm actually seeing him active in our system. Oh, okay. Let me take care, just look here. And you said you're calling from the Benefit Center? Yes, ma'am. Okay. What's the, um, uh, member's first and last name? It's Antonio. It's A-N-T-O-N-I-O, and then it's Arrington, which is A as in apple, R as in red, R as in rag, I as in India, N as in Nancy, G as in girl, T as in Tom, O as in octopus, and then N as in Nancy. And their date of birth? 02 of '18 of 1994. Okay. This guy, I'm not seeing anything in our system at all for this number. And then it's for his vision plan. Um, so he's been going trying to see a doc- a vision doctor, and they keep telling him that they're not finding him in the system. But I do see that he did become active for his vision plan since January the 20th. And he was trying to go yesterday. He got told the same thing. Um, he spoke with us and we did tell him that he did have active coverage. He went back today and they're telling him that they don't find him in the system. But I'm not sure why. Unfortunately, I'm not seeing it in there either. Um, would you happen to have the client ID number or group ID number? Uh, give me

one second. Mm-hmm. Okay. Are you ready for that group number? Yes. It's 5374418. Let me see here. So the group numbers for VSP are an eight-digit number. Would you happen to have that eight-digit number? Um, I'm sorry. Can you repeat that eight-digit number? You said AP? It's gonna be an eight-digit number. Okay, give me one second. Okay. I might have had clicked the wrong, um... I might have gotten transferred to the wrong extension. All right. Does the member have VSP? No, ma'am. No? Okay. That's probably why. Um, so yeah, this is VSP. So we don't see anything in the VSP system. Okay, thank you. You're welcome. You have a great rest of the day.

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 off- I'm sorry, that response was invalid. Please try again. 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 off- 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 followed by the pound sign. If the ID has- 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 example, DEA would be entered as 332.

Speaker speaker_2: Hey.

Speaker speaker_1: For Q, u- Using your telephone keypad, enter the first three digits of the member's last name. To complete this request, you'll need to speak to a service representative. If you are calling about claims, press one. If you need assistance or have questions regarding claims that have already been submitted, please call the provider claim support line at 844-344-3591 for expedited service. Again, please call 844-344-3591. This call may be monitored or recorded for quality or training purposes. To learn more about your privacy rights, please review our online privacy statement.

Speaker speaker_3: Thank you for calling. My name is Ashlynn. Can I get your first name and the office you're calling from?

Speaker speaker_4: Hey, Ashlynn. My name is Stephanie and I'm calling from Benefits in a Card.

Speaker speaker_3: And a big thank you and the doctor's name?

Speaker speaker_4: So we're actually the healthcare, um, administrators for the staff and agencies. I'm calling actually to confirm that a member is active, because he's been going to his vision doctor and they're telling him that he's not active when I'm actually seeing him active

in our system.

Speaker speaker_3: Oh, okay. Let me take care, just look here. And you said you're calling from the Benefit Center?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_3: Okay. What's the, um, uh, member's first and last name?

Speaker speaker_4: It's Antonio. It's A-N-T-O-N-I-O, and then it's Arrington, which is A as in apple, R as in red, R as in rag, I as in India, N as in Nancy, G as in girl, T as in Tom, O as in octopus, and then N as in Nancy.

Speaker speaker_3: And their date of birth?

Speaker speaker_4: 02 of '18 of 1994.

Speaker speaker_3: Okay. This guy, I'm not seeing anything in our system at all for this number.

Speaker speaker_4: And then it's for his vision plan. Um, so he's been going trying to see a doc- a vision doctor, and they keep telling him that they're not finding him in the system. But I do see that he did become active for his vision plan since January the 20th. And he was trying to go yesterday. He got told the same thing. Um, he spoke with us and we did tell him that he did have active coverage. He went back today and they're telling him that they don't find him in the system. But I'm not sure why.

Speaker speaker_3: Unfortunately, I'm not seeing it in there either. Um, would you happen to have the client ID number or group ID number?

Speaker speaker_4: Uh, give me one second.

Speaker speaker_3: Mm-hmm.

Speaker speaker_4: Okay. Are you ready for that group number?

Speaker speaker_3: Yes.

Speaker speaker_4: It's 5374418.

Speaker speaker_3: Let me see here. So the group numbers for VSP are an eight-digit number. Would you happen to have that eight-digit number?

Speaker speaker_4: Um, I'm sorry. Can you repeat that eight-digit number? You said AP?

Speaker speaker_3: It's gonna be an eight-digit number.

Speaker speaker_4: Okay, give me one second. Okay. I might have had clicked the wrong, um... I might have gotten transferred to the wrong extension.

Speaker speaker_3: All right. Does the member have VSP?

Speaker speaker_4: No, ma'am.

Speaker speaker_3: No? Okay. That's probably why. Um, so yeah, this is VSP. So we don't see anything in the VSP system.

Speaker speaker_4: Okay, thank you.

Speaker speaker_3: You're welcome. You have a great rest of the day.