

## **Transcript: Francesca**

**Baez-4938621987766272-6406536574451712**

### **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. I'm sorry, that- 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. An authorization number, press... Enter the last four digits of the member's Social Security number. Now enter the member's date of birth as month, day and year. For example, for March 5th, 20- 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 seven. For Z use the number nine. 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 nu- Using your telephone keypad, enter the first three digits of the member's last name. For example, DEA would be entered as three- To complete this request, you'll need to speak to a service representative. If you are calling about claims, press one. 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. Hi, this is Laurie How may I assist you here today? Yes, hello. Good morning. My name is Francesca. I'm with Benefits No Card. Um, I have Ms. Crawford on the line on hold. She's saying she tried to use the automated system to verify coverage and it keeps saying that her benefits are not active. Okay. And what's the patient's name again? It's Linda Crawford. Date of birth? March 20th, 1964. You can send her over. Understood. Bear with me one moment. All right, ma'am. This is Ms. Crawford on the line for you. Thank you. Hi, Linda. This is Laurie with VSP. How can I assist you today? Yes. Um, I'm trying... I was, uh, trying to use my insurance on my vision. Mm-hmm. And, um, they're saying that it's no, um... They don't have a, um, anything active- Okay. ... on my vision. And, um, I was with, uh, MetLife through another company, but it seems the two different companies, two different pays coming out of my account. Okay. So I see a, a Honeywell, um, that is active, and then I see- Right. ... a MetLife. And then, MAU, who you just-

### **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. I'm sorry, that- 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. An authorization number, press... Enter the last four digits of the member's Social Security number. Now enter the member's date of birth as month, day and year. For example, for March 5th, 20- 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 seven. For Z use the number nine. 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 nu- Using your telephone keypad, enter the first three digits of the member's last name. For example, DEA would be entered as three- To complete this request, you'll need to speak to a service representative. If you are calling about claims, press one. 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\_2: Hi, this is Laurie How may I assist you here today?

Speaker speaker\_0: Yes, hello. Good morning. My name is Francesca. I'm with Benefits No Card. Um, I have Ms. Crawford on the line on hold. She's saying she tried to use the automated system to verify coverage and it keeps saying that her benefits are not active.

Speaker speaker\_2: Okay. And what's the patient's name again?

Speaker speaker\_0: It's Linda Crawford.

Speaker speaker\_2: Date of birth?

Speaker speaker\_0: March 20th, 1964.

Speaker speaker\_2: You can send her over.

Speaker speaker\_0: Understood. Bear with me one moment. All right, ma'am. This is Ms. Crawford on the line for you. Thank you.

Speaker speaker\_3: Hi, Linda. This is Laurie with VSP. How can I assist you today?

Speaker speaker\_4: Yes. Um, I'm trying... I was, uh, trying to use my insurance on my vision.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_4: And, um, they're saying that it's no, um... They don't have a, um, anything active-

Speaker speaker\_3: Okay.

Speaker speaker\_4: ... on my vision. And, um, I was with, uh, MetLife through another company, but it seems the two different companies, two different pays coming out of my account.

Speaker speaker\_3: Okay. So I see a, a Honeywell, um, that is active, and then I see-

Speaker speaker\_4: Right.

Speaker speaker\_3: ... a MetLife.

Speaker speaker\_4: And then, MAU, who you just-