

## **Transcript: Pamela**

**Blanc-4522931830865920-4714927136653312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. This is Pamela speaking. How may I help you? Hi. Um, I was calling about, um... I was calling about my, um, about enrolling in benefits, but I had a question. Sure. And what's the name of the staffing agency you work for? ITC Healthcare. Okay. And what is your question, ma'am? Um, with the... um, so I'm looking at the thing and it has like the different... the tiers, like the VIP Plus, the VIP Prime, and then they also have the, um, the MEC. So should I submit... but what is the MEC? That's just the basic coverage? Yeah, it's just for preventive care. Okay. If you would like to have your preventive care covered 100%, um, and you also want to be covered that you could use in the hospital, you could combine it with a VIP Plus or Prime. Um, to stay healthy by itself, you will have to be responsible for the doctor's visit. The insurance only covering the actual procedure. Now you have to use- That's, um... You said that's what the, um, that's what the MEC by itself? Yes. The insurance only covers the actual procedure, and you have to use a participating provider. Okay. Um, and then the VIP, um, and the VIP Prime, you just ask for some more coverage, right? Yes, if you decide on, to combine it. You could combine them with the Plus or the Prime, or you could, um, enroll by yourself on each one. Okay, and then, um, one more question. Like, and does it, do... Um, if I get the Prime, does it cover like specialists and stuff like that? Um, you can... Four visits to the doctor's visit a year. It doesn't say this has to be a participate- Um, no, uh, a PCP. You can use it for your specialist. Okay. But like I said, on the benefit guide, uh, if that's what you looking, under each plan, the amount that you see there, that's what that insurance gonna cover. Okay. Um, and... See, they also have the VIP... I mean, sorry, the Stay Healthy Enhanced, which is a combination of the Stay Healthy and the VIP Plus pretty much. There you will have more coverage, and it also include a group accident. Okay. All right, that was all my questions. No problem. Thank you for giving us a call. Have a great rest of the day. You too. Bye. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in the Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. Um, I was calling about, um... I was calling about my, um, about enrolling in benefits, but I had a question.

Speaker speaker\_1: Sure. And what's the name of the staffing agency you work for?

Speaker speaker\_2: ITC Healthcare.

Speaker speaker\_1: Okay. And what is your question, ma'am?

Speaker speaker\_2: Um, with the... um, so I'm looking at the thing and it has like the different... the tiers, like the VIP Plus, the VIP Prime, and then they also have the, um, the MEC. So should I submit... but what is the MEC? That's just the basic coverage?

Speaker speaker\_1: Yeah, it's just for preventive care.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you would like to have your preventive care covered 100%, um, and you also want to be covered that you could use in the hospital, you could combine it with a VIP Plus or Prime. Um, to stay healthy by itself, you will have to be responsible for the doctor's visit. The insurance only covering the actual procedure. Now you have to use-

Speaker speaker\_2: That's, um... You said that's what the, um, that's what the MEC by itself?

Speaker speaker\_1: Yes. The insurance only covers the actual procedure, and you have to use a participating provider.

Speaker speaker\_2: Okay. Um, and then the VIP, um, and the VIP Prime, you just ask for some more coverage, right?

Speaker speaker\_1: Yes, if you decide on, to combine it. You could combine them with the Plus or the Prime, or you could, um, enroll by yourself on each one.

Speaker speaker\_2: Okay, and then, um, one more question. Like, and does it, do... Um, if I get the Prime, does it cover like specialists and stuff like that?

Speaker speaker\_1: Um, you can... Four visits to the doctor's visit a year. It doesn't say this has to be a participate- Um, no, uh, a PCP. You can use it for your specialist.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But like I said, on the benefit guide, uh, if that's what you looking, under each plan, the amount that you see there, that's what that insurance gonna cover.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and... See, they also have the VIP... I mean, sorry, the Stay Healthy Enhanced, which is a combination of the Stay Healthy and the VIP Plus pretty much. There you will have more coverage, and it also include a group accident.

Speaker speaker\_2: Okay. All right, that was all my questions.

Speaker speaker\_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Thank you.