

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. My name's Amanda. I just have a couple of questions regarding enrollment. Um, with the options that are offered, I just wanted to understand the difference between the MVP plan and the MEC. Like is more covered with the MEC? No. The MEC is for... It's just for your preventive care. Oh. Um, and it's only... You are responsible to pay for the doctor's visit. You have to use a participating provider. The insurance does not cover 100% your preventive care. Okay. And that's with the MVP? No, the MEC. M-E-C. MEC. That's just the preventative, but the MVP is the one that's like regular, it covers everything. It's... Yeah, it's more like the traditional coverage. Okay, okay, okay. That's all right. That one does have a high deductible. Yeah, this is ... Yeah, and they have- It's higher monthly. That's why I was like, well, maybe it covers more because it was higher. Well, you have to meet that deductible before they start paying 100%. Ah, okay, okay, okay. Okay, okay. Well, that was all I had. I just didn't know the difference between the two before I went ahead and saved everything here. No problem. Anything else I could do for you? No, ma'am. That was everything. Thank you for giving us a call. Have a great rest of the day. You too. Thank you. Bye-bye.

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 a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. My name's Amanda. I just have a couple of questions regarding enrollment. Um, with the options that are offered, I just wanted to understand the difference between the MVP plan and the MEC. Like is more covered with the MEC?

Speaker speaker_1: No. The MEC is for... It's just for your preventive care.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, and it's only... You are responsible to pay for the doctor's visit. You have to use a participating provider. The insurance does not cover 100% your preventive care.

Speaker speaker_2: Okay. And that's with the MVP?

Speaker speaker_1: No, the MEC. M-E-C.

Speaker speaker_2: MEC. That's just the preventative, but the MVP is the one that's like regular, it covers everything.

Speaker speaker_1: It's... Yeah, it's more like the traditional coverage.

Speaker speaker_2: Okay, okay, okay. That's all right.

Speaker speaker_1: That one does have a high deductible.

Speaker speaker_3: Yeah, this is ...

Speaker speaker_1: Yeah, and they have-

Speaker speaker_2: It's higher monthly. That's why I was like, well, maybe it covers more because it was higher.

Speaker speaker_1: Well, you have to meet that deductible before they start paying 100%.

Speaker speaker_2: Ah, okay, okay, okay. Okay, okay. Well, that was all I had. I just didn't know the difference between the two before I went ahead and saved everything here.

Speaker speaker_1: No problem. Anything else I could do for you?

Speaker speaker_2: No, ma'am. That was everything.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Thank you. Bye-bye.