

## **Transcript: Francesca**

**Baez-5562390761226240-6289656902369280**

### **Full Transcript**

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hi, Francesca. I'm trying to fill out the enrollment form, but I didn't know, what is the Stay Healthy Plan MEC? So, if it is the MEC by itself or the TeleRx, it is a medical preventative care plan. It will not cover hospital indemnity services, so it's only gonna cover those that are preventatives. Um, those services are usually what you get done to make sure your active health, such as your physical, your screening for blood pressure, iron deficiency, the counseling for a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations like the influenza, the tetanus, or varicella one. With your preventative prescriptions, they are generics such as vitamin statins or- Okay. ... FDA-approved contraceptive methods. Okay, so birth control is covered under the Stay Healthy? Yes, ma'am. If it is the birth control method as approved by the FDA, yes. Okay. And then- Oh, it does have also a network requirement on that plan though. What does that mean? It means that there's a specific list of offices and providers that you have to go to in order for the insurance to cover the services. Can you tell me if this provider is in-network? I wouldn't be able to because we don't hold that list. MultiPlan Network, that company, is the one that will be able to tell you whether or not a provider is within that list. And how would I get in contact with them? I can give you their phone number and transfer you, if you like. Okay. All right. Let me know when you're ready for that phone number. I'm ready. 800... Mm-hmm. ... 457... Uh-huh. ... 1403. Okay. And did you have any other questions about the coverage before I transfer you to them? Um... I do not. Understood. Then bear with me one moment. I will get you transferred over. Thank you. My pleasure.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. I'm trying to fill out the enrollment form, but I didn't know, what is the Stay Healthy Plan MEC?

Speaker speaker\_0: So, if it is the MEC by itself or the TeleRx, it is a medical preventative care plan. It will not cover hospital indemnity services, so it's only gonna cover those that are preventatives. Um, those services are usually what you get done to make sure your active health, such as your physical, your screening for blood pressure, iron deficiency, the counseling for a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations like the influenza, the tetanus, or varicella one. With your

preventative prescriptions, they are generics such as vitamin statins or-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... FDA-approved contraceptive methods.

Speaker speaker\_1: Okay, so birth control is covered under the Stay Healthy?

Speaker speaker\_0: Yes, ma'am. If it is the birth control method as approved by the FDA, yes.

Speaker speaker\_1: Okay. And then-

Speaker speaker\_0: Oh, it does have also a network requirement on that plan though.

Speaker speaker\_1: What does that mean?

Speaker speaker\_0: It means that there's a specific list of offices and providers that you have to go to in order for the insurance to cover the services.

Speaker speaker\_1: Can you tell me if this provider is in-network?

Speaker speaker\_0: I wouldn't be able to because we don't hold that list. MultiPlan Network, that company, is the one that will be able to tell you whether or not a provider is within that list.

Speaker speaker\_1: And how would I get in contact with them?

Speaker speaker\_0: I can give you their phone number and transfer you, if you like.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Let me know when you're ready for that phone number.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: 800...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 457...

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 1403.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And did you have any other questions about the coverage before I transfer you to them?

Speaker speaker\_1: Um... I do not.

Speaker speaker\_0: Understood. Then bear with me one moment. I will get you transferred over.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: My pleasure.