## Transcript: Franchesca Baez-6370326347431936-5226054046892032

## **Full Transcript**

... 90 Degree Benefit, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MechWellness, MVP plans, or COBRA enrollment, please press 1. For questions on the AP... If you would like to participate in a quick survey after the call to rate your service with us, please press 1. Press 2 if no. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for not being available to take your call at the moment. Your call is important to us. Please leave a detailed message after the

tone. Good afternoon. Please give Ms. Gwendolyn James a call at 843-793-8133. She would like to know if an upper endoscoppy is covered under the ME/C standalone preventative plan. Once again, it is Ms. Gwendolyn James, 843-793-8133. Thank you.

## **Conversation Format**

Speaker speaker\_0: ... 90 Degree Benefit, the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MechWellness, MVP plans, or COBRA enrollment, please press 1. For questions on the AP... If you would like to participate in a quick survey after the call to rate your service with us, please press 1. Press 2 if no. All agents are currently assisting other callers. Please remain on the line and your call will be answered by the next agent. We appreciate your call. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press 1 to leave a voicemail. We apologize for the longer-than-expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We appreciate your patience. Please remain on the line and we will be with you shortly. We apologize for the longer than expected wait time. Your call is important to us. If you prefer, you can leave a detailed voicemail message and we will get back to you promptly. Press one to leave a voicemail. We apologize for not being available to take your call at the moment. Your call is important to us. Please leave a detailed message after the tone.

Speaker speaker\_1: Good afternoon. Please give Ms. Gwendolyn James a call at 843-793-8133. She would like to know if an upper endoscoppy is covered under the ME/C standalone preventative plan. Once again, it is Ms. Gwendolyn James, 843-793-8133. Thank you.