

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Good morning, Justin. I'm just looking over the plan benefits for the MEC-StayHealthy, as well as the MVP plan. Um, and I guess my confusion or question would be, like, what is normal? Is, does this plan cover any normal in-person mental health care? Uh, um, I'm, I'm sorry. It's kinda hard to understand you. You seem kinda far away from the phone. Sorry about that. How's this? Better. Okay. And what were you saying? So, I was looking at the MEC-StayHealthy plan, as well as the MVP plan. Uh-huh. And I'm not really understanding, um, what is covered for mental health in-person visits? Um, well, I do know that the MEC medical plan, that just covers preventative healthcare services only. So, like physicals- Mm-hmm. ... diabetes screenings, vaccinations, stuff like that, while the MVP plan, that's the major medical plan, which has a very high deductible. Uh, but once that deductible is met, everything is covered at 100%. Sure. I think I saw the, the deductible for MVP is \$6,500. Correct. And what's the staffing agency you're working for, so I can pull a benefit guide? Noor Staffing, N-O-O-R. Noor. Okay. So let's see here. Noor Staffing. Okay, so yes. So that MVP plan, y- yes. So once that deductible is met, it is saying everything is covered at 100%, um, emergency room benefits, urgent care. Um, let me see if therapy... Let's see. Now, that may actually be a carrier question for the MVP, um, but regarding the MEC plan, that I do know that does not cover the, uh, um- Yeah. ... therapy. That's what I mean. I hear ya. Um, and then, just so on your end, so I'm doing onboarding, and it's being offered to me, but I'm only, um, I'm only a part-time employee. Mm-hmm. So I don't know if there's a minimum hours I need to work to qualify for the MVP plan. Um, let me see. Now, I do know to be eligible for the MVP plan, you must average 130 hours per month. Oh, okay. So, as long as you're averaging 130 hours per month, you'd be qualified for it. Makes sense. All right. You answered my questions, so I appreciate your help today, Justin. I hope you have a good weekend ahead of year, years. And you, you do the same, okay? Thank you. Take care. Bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Good morning, Justin. I'm just looking over the plan benefits for the MEC-StayHealthy, as well as the MVP plan. Um, and I guess my confusion or question would be, like, what is normal? Is, does this plan cover any normal in-person mental health care?

Speaker speaker_0: Uh, um, I'm, I'm sorry. It's kinda hard to understand you. You seem kinda far away from the phone.

Speaker speaker_1: Sorry about that. How's this?

Speaker speaker_0: Better.

Speaker speaker_1: Okay.

Speaker speaker_0: And what were you saying?

Speaker speaker_1: So, I was looking at the MEC-StayHealthy plan, as well as the MVP plan.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And I'm not really understanding, um, what is covered for mental health in-person visits?

Speaker speaker_0: Um, well, I do know that the MEC medical plan, that just covers preventative healthcare services only. So, like physicals-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... diabetes screenings, vaccinations, stuff like that, while the MVP plan, that's the major medical plan, which has a very high deductible. Uh, but once that deductible is met, everything is covered at 100%.

Speaker speaker_1: Sure. I think I saw the, the deductible for MVP is \$6,500.

Speaker speaker_0: Correct. And what's the staffing agency you're working for, so I can pull a benefit guide?

Speaker speaker_1: Noor Staffing, N-O-O-R.

Speaker speaker_0: Noor. Okay. So let's see here. Noor Staffing. Okay, so yes. So that MVP plan, y- yes. So once that deductible is met, it is saying everything is covered at 100%, um, emergency room benefits, urgent care. Um, let me see if therapy... Let's see. Now, that may actually be a carrier question for the MVP, um, but regarding the MEC plan, that I do know that does not cover the, uh, um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... therapy.

Speaker speaker_1: That's what I mean. I hear ya. Um, and then, just so on your end, so I'm doing onboarding, and it's being offered to me, but I'm only, um, I'm only a part-time employee.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I don't know if there's a minimum hours I need to work to qualify for the MVP plan.

Speaker speaker_0: Um, let me see. Now, I do know to be eligible for the MVP plan, you must average 130 hours per month.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So, as long as you're ou- averaging 130 hours per month, you'd be qualified for it.

Speaker speaker_1: Makes sense. All right. You answered my questions, so I appreciate your help today, Justin. I hope you have a good weekend ahead of year, years.

Speaker speaker_0: And you, you do the same, okay?

Speaker speaker_1: Thank you. Take care. Bye.

Speaker speaker_0: All right. Bye-bye.