

Transcript: Justin

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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 Justin. How can I help you today? Um, yes, I'm actually filling out paperwork through Innovative Staff Solutions, and I had some questions regarding the, uh, signing up for the medical insurance through the family. And it has four options that I can pick from, and I'm not... I have always hated filling out insurance, and I wanted to see, like, make sure I pick the right ones for what's more with my family. Mm-hmm. And I just wanted to make sure, like... I'm looking at the, uh, the book, and it has three options. It has the Stay Healthy MEC, Insure Plus, and then Insure Plus Enhanced. Well, there's four options that I can pick from, which is Medical Insurance Plus Basic, Medical Insurance Plus Enhanced, Medical MEC Plus Basic, Medical MEC Plus Enhanced. Can you explain the difference between them for me? Uh, yeah. So I do know that the Stay Healthy MEC would just cover preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. While the Insure Plus plans, those cover hospitals, doctors, and medications. The only major difference between the Basic and the Enhanced is that the insurance carrier just pays more to cover things. Okay. Um, but the Stay Healthy MEC Enhanced Plus Basic or whatever, uh, it's like a combination of both preventative plus hospital, doctor, and medication coverage. Okay, 'cause, uh, see, in my case, I have high blood pressure, and I go to the doctor two, three times a month. Like, what, what option do you think would best suit me and my family for people that mainly just go to the doctor twice a month? Um, well, us at Benefits In a Card, we're not allowed to give recommendations because we're not insurance agents. Um, like I said earlier, the MEC just covers preventative healthcare services, while the Insure Plus 20... No, emergency. ... would cover your hospital visits, doctor visits, and medications. Okay, that answers my question. Okay. Um, well, is there anything else I could help you out with today? Um, no, not at this time. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye. 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 Justin. How can I help you today?

Speaker speaker_2: Um, yes, I'm actually filling out paperwork through Innovative Staff Solutions, and I had some questions regarding the, uh, signing up for the medical insurance through the family. And it has four options that I can pick from, and I'm not... I have always

hated filling out insurance, and I wanted to see, like, make sure I pick the right ones for what's more with my family.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I just wanted to make sure, like... I'm looking at the, uh, the book, and it has three options. It has the Stay Healthy MEC, Insure Plus, and then Insure Plus Enhanced. Well, there's four options that I can pick from, which is Medical Insurance Plus Basic, Medical Insurance Plus Enhanced, Medical MEC Plus Basic, Medical MEC Plus Enhanced. Can you explain the difference between them for me?

Speaker speaker_1: Uh, yeah. So I do know that the Stay Healthy MEC would just cover preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. While the Insure Plus plans, those cover hospitals, doctors, and medications. The only major difference between the Basic and the Enhanced is that the insurance carrier just pays more to cover things.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but the Stay Healthy MEC Enhanced Plus Basic or whatever, uh, it's like a combination of both preventative plus hospital, doctor, and medication coverage.

Speaker speaker_2: Okay, 'cause, uh, see, in my case, I have high blood pressure, and I go to the doctor two, three times a month. Like, what, what option do you think would best suit me and my family for people that mainly just go to the doctor twice a month?

Speaker speaker_1: Um, well, us at Benefits In a Card, we're not allowed to give recommendations because we're not insurance agents. Um, like I said earlier, the MEC just covers preventative healthcare services, while the Insure Plus 20...

Speaker speaker_2: No, emergency.

Speaker speaker_1: ... would cover your hospital visits, doctor visits, and medications.

Speaker speaker_2: Okay, that answers my question.

Speaker speaker_1: Okay. Um, well, is there anything else I could help you out with today?

Speaker speaker_2: Um, no, not at this time.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye-bye.