

Transcript: Pamela

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Full Transcript

... for calling 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 MEC Wellness, MVP plans, or COBRA enrollment, please press 1. For questions on the APL Hospital Indemnity Plans or dental coverage, please press 2. For questions on the vid- 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. 90 Degree Benefits, this is Lisa. How can I help you? Hi, Lisa. I have a member on the line. He is not enrolled yet on I, um, IMA. Um, but he's trying to find out if you guys cover radi- radiologies. I don't know if I'm pronouncing it right. Like imaging. Um, it just depends on what plan they have. Is it just the MEC plan, the preventative plan? Yes. Yeah. That does not cover any imaging. No, ma'am. Uh, e- even, what about if they take the MEC Enhanced, it's still the same? That's still the same. That one, the only part... Uh, the only difference with the Enhanced is they're allowed, um, a certain number of office visits annually that are covered with the copay. But it still would not cover imaging. Okay. Thank you. The only one we have that would cover imaging would be the MVP Plan, and that's the one with the high deductible, the \$6,500 deductible. Yeah. T- that one, I know. I wanted to check first with the lowest one to let him know. Well, thank you. Yeah. Um- All right. You're welcome. ... I'm gonna go. Okay. Have a good day.

Conversation Format

Speaker speaker_0: ... for calling 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 MEC Wellness, MVP plans, or COBRA enrollment, please press 1. For questions on the APL Hospital Indemnity Plans or dental coverage, please press 2. For questions on the vid- 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.

Speaker speaker_1: 90 Degree Benefits, this is Lisa. How can I help you?

Speaker speaker_2: Hi, Lisa. I have a member on the line. He is not enrolled yet on I, um, IMA. Um, but he's trying to find out if you guys cover radi- radiologies. I don't know if I'm pronouncing it right. Like imaging.

Speaker speaker_1: Um, it just depends on what plan they have. Is it just the MEC plan, the preventative plan?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. That does not cover any imaging. No, ma'am.

Speaker speaker_2: Uh, e- even, what about if they take the MEC Enhanced, it's still the same?

Speaker speaker_1: That's still the same. That one, the only part... Uh, the only difference with the Enhanced is they're allowed, um, a certain number of office visits annually that are covered with the copay. But it still would not cover imaging.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: The only one we have that would cover imaging would be the MVP Plan, and that's the one with the high deductible, the \$6,500 deductible.

Speaker speaker_2: Yeah. T- that one, I know. I wanted to check first with the lowest one to let him know. Well, thank you.

Speaker speaker_1: Yeah.

Speaker speaker_2: Um-

Speaker speaker_1: All right. You're welcome.

Speaker speaker_2: ... I'm gonna go.

Speaker speaker_1: Okay. Have a good day.