

# Jack Bradley —Agency—

Insuring the important things in life

## PERSONAL LINES

### Medical Payments

#### How to Explain Any Coverage: Tips & Tricks

- 2 Sentences & A Question: Make it a conversation
- Nana Principle: Use the vocabulary you would use with your Nana (nothing complicated)
- Be Concise: try not to talk in circles
- Tell A Story to Illustrate the Coverage
- Always talk about pricing in monthly amounts
- If someone is not interested ask a few more questions and always document your system

#### Coverage Explanation

Medical payment coverage, often referred to as "MedPay," is a type of coverage in an insurance policy that pays for medical expenses resulting from a covered accident, regardless of who is at fault. This coverage is commonly associated with auto insurance but can also be found in other types of insurance policies, such as homeowners insurance.

In the context of auto insurance, medical payment coverage can help pay for medical expenses for you and your passengers if you're injured in a car accident. It may also extend to cover injuries sustained by you or your family members while riding in someone else's car or if you are a pedestrian or cyclist involved in a car accident.

It's important to note that medical payment coverage is typically limited in its scope and amount. It may cover medical expenses like hospital stays, surgeries, X-rays, and other necessary medical treatments resulting from a covered accident. However, it usually does not cover non-medical costs such as pain and suffering or lost wages. Medical bills may be required for the carrier to pay the expenses.

The specific details of medical payment coverage can vary depending on the insurance company and the policy. It's advisable to carefully review your insurance policy or consult with your insurance agent to understand the extent of your coverage and any limitations that may apply.

#### How the Policy Helps Clients

Medical payment coverage on insurance policies can provide several benefits for clients:

- 1. Coverage for Medical Expenses:** The primary purpose of medical payment coverage is to help pay for medical expenses resulting from covered accidents. This can include hospital stays, surgeries, doctor visits, X-rays, and other necessary medical treatments. Having this coverage can help alleviate the financial burden associated with medical bills after an accident.
- 2. Immediate Payment:** Medical payment coverage typically provides prompt reimbursement for medical expenses without the need to establish who was at fault for the accident. This can be especially beneficial in situations where determining fault may take time, allowing for quicker access to funds for necessary medical care.
- 3. Coverage for Various Situations:** In the case of auto insurance, medical payments coverage can extend to cover injuries sustained by the policyholder and their passengers, regardless of who caused the accident. It may also provide coverage if the policyholder is a pedestrian or cyclist involved in a car accident.
- 4. Supplemental Coverage:** Medical payments coverage is often considered a supplemental form of coverage, meaning it can complement other health insurance policies. If the policyholder has high deductibles or copayments on their health insurance, medical payment coverage can help fill those gaps.
- 5. No-Fault Coverage:** In no-fault states, where each party's insurance pays for their medical expenses regardless of fault, medical payment coverage can be particularly valuable. It ensures that the policyholder has coverage for their medical expenses, regardless of who caused the accident.
- 6. Peace of Mind:** Knowing that there is additional financial support for medical expenses in the event of an accident can provide peace of mind for policyholders. This can be especially important when dealing with the stress and uncertainty that often follows accidents.

## Example of Claims

Medical payment claims typically arise in situations where individuals sustain injuries or incur medical expenses due to covered accidents. Here are some examples of scenarios where medical payment claims may be filed:

- 1. Auto Accidents:** The most common scenario for medical payment claims is an auto accident. If you or your passengers are injured in a car crash, regardless of who is at fault, medical payments coverage can help cover medical expenses.
- 2. Pedestrian or Cyclist Accidents:** If you are a pedestrian or cyclist involved in an accident with a motor vehicle, medical payments coverage from the driver's auto insurance may help cover your medical expenses.
- 3. Slip and Fall Accidents:** In some cases, medical payments coverage under a homeowner's insurance policy may cover injuries sustained by someone who slips and falls on the insured property. This coverage is usually limited to medical expenses and may not extend to other damages like pain and suffering.
- 4. Dog Bites:** If someone is bitten by the policyholder's dog, medical payments coverage under a homeowner's insurance policy may help cover the medical costs associated with the injury.
- 5. Boating Accidents:** In some cases, medical payments coverage in a boat or watercraft insurance policy may cover medical expenses for injuries sustained during a covered boating accident.

6. Recreational Accidents: Medical payments coverage might apply to injuries sustained during recreational activities, such as sports if the injury occurs on the property covered by the insurance policy.

It's important to note that the specific scenarios covered by medical payment depend on the type of insurance policy and its terms. Additionally, coverage limits and exclusions may apply, so a review of the customer's policy should be done to clarify any questions.

When filing a medical payment claim, individuals typically need to provide documentation of their medical expenses, such as hospital bills, and doctor's statement payment receipts. Consulting with the insurance company or agent can help clarify the process and ensure that the necessary information is provided for a smooth claims process.

## How to Explain It to Clients

When explaining medical payments to a client, it's important to break down the payment aspects of this coverage clearly and concisely. Here's a suggested approach:

### Introduction:

Medical payments coverage is a component of your insurance policy designed to help cover medical expenses in the event of an accident. It's often associated with auto insurance, but you can find similar coverage in other policies like homeowners insurance.

### Key Points:

#### 1. Immediate Medical Exppaymenterage:

- One of the primary benefits is that it provides immediate coverage for medical expenses resulting from a covered accident, regardless of who is at fault.
- This can be especially helpful for getting prompt access to funds to cover necessary medical treatments without the need to determine fault first.

#### 2. Coverage Scope:

- Medical payment coverage typically applies to injuries sustained by you and your passengers in an auto accident. It can also extend to injuries if you're a pedestrian or cyclist involved in a covered accident.
- Other policies, such as homeowners insurance, might cover injuries that occur on your property, like slip and fall incidents or dog bites.

#### 3. Supplemental Nature:

- Think of it as supplemental coverage. If you have health insurance, medical payment coverage can help fill gaps like deductibles or co-pays.
- It provides an extra layer of financial protection specifically for medical expenses related to covered accidents.

#### 4. No-Fault Situations:

- In states with no-fault insurance systems, medical payment coverage can be particularly valuable. It ensures that your policy covers your medical expenses, regardless of who caused the accident.

#### 5. Limits and Exclusions:

- Exclusions may apply. Review the policy to understand how much coverage they have and any specific conditions that may affect your claim.

## Common Objections

Objection	Response
I already have health insurance, so I don't need medical payments coverage.	While health insurance is crucial, medical payments coverage can provide additional benefits. It can help cover immediate medical expenses resulting from accidents, regardless of fault. This means quicker access to funds and can also cover deductibles or co-pays that health insurance might not.
I have a good health insurance plan that covers everything.	That's great to hear. However, medical payments coverage is designed to be more immediate and may cover costs that health insurance doesn't, such as deductibles or co-pays. It's an extra layer of protection that can be beneficial in various scenarios.
I'm not concerned about medical expenses; I'm more worried about property damage.	I understand your priorities. However, medical payments coverage is not just about your injuries. It can cover medical expenses for passengers or pedestrians involved in an accident with your vehicle. It provides broader protection beyond property damage.
I'm a safe driver; accidents are unlikely for me.	While being a safe driver is essential, accidents can still happen, often unexpectedly. Medical payments coverage is there to provide immediate assistance with medical expenses, regardless of fault. It's about being prepared for the unexpected, even if you're a safe driver.
I'm on a tight budget; I don't want to add extra coverage.	I understand budget concerns. However, medical payments coverage is often relatively affordable and can provide essential financial support in case of an accident. We can review your overall insurance costs to find a solution that fits your budget while providing necessary coverage.
I have personal injury protection (PIP) or uninsured motorist coverage; isn't that enough?	PIP and uninsured motorist coverage are valuable, but medical payments coverage can complement them. It's more straightforward, provides quicker access to funds, and can cover expenses that these other coverages might not. It's about creating a comprehensive safety net for various scenarios.
I have enough savings to cover medical	Having savings is a responsible financial

expenses if something happens.	strategy. However, medical payments coverage can be a valuable resource in case of an accident, helping to preserve your savings. It ensures you have immediate access to funds without relying solely on personal savings.