

## Transcript: Malcolm

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### Full Transcript

... I'm going to place in a card. This is Malcolm. How can I help you? Yeah, my name is, uh, Troy Gillette. Um, I work for ADM. It's a, a company that you guys were, took on the temporary employees, so they got transferred over. I just got transferred over. Um, I work out of the plant that's in Marshall, Minnesota, and, um, my son had gotten, uh, needed some medical... He'd gotten hurt and needs some medical stuff, and they, they couldn't find anything with the insurance, but the information I gave them. And so, I'm trying to figure out what's going on with that. Like I said, I got turned over now, but I was employed under... through you guys. What staffing company? What staffing company? Mm-hmm. DTC. All right. What's the last four of your social? 4455. First name? Troy. Last name? Excuse me? Your last name? Uh, Gillette, G-I-L-L-E-T-T-E. All right, Mr. Gillette. For purposes, can you verify your address and date of birth for me? 11/25/1965, 3022 Oak Avenue, Slayton, Minnesota, 56172. That's not the address that we have on file. 900 South Street, Tracy, Minnesota, 56172. Thank you. Is that an old address? That's my old address, yes. I m- I moved from there. All right. So what's your new address? I can get it updated for you. W- what's that? I said, "What's your new address? I can get it updated for you." 3022 Oak Avenue, Slayton, Minnesota. S-L-A-Y-T-O-N... 56172. You said 56- 172. You said 3022 Oak Avenue, Slayton, Minnesota 56172? Yes. And Slayton is S-L-A-Y-T-O-N? Yes. Okay. And the phone number is 507-626-6279? 40... Nope, I have a different number which I changed here with, with DTC. I don't know why, but, um, yeah, it's 507-626-4179. Thank you, and the email is troygillettestr@icloud.com? Yes. All right. So it looks like you... your coverage isn't active for this week. Did you miss work last week? No, I did not miss work. I, like I said, I got switched over to ADM now. I'm talking about prior to now, because I have bills that you... when I had insurance that I need to... I, I was under your guys' coverage and the insurance wouldn't work. So are you saying you need ID? So what exactly do you need, sir? Are you saying you need ID cards? I just... Yes. Well, I need... I used the ID cards that I got and they don't work. What do you mean they don't work? They don't work. I'll, I'll, I'll, I'll tell you what I have and the, the hospital could not find no information from off the cards. They said they, they looked everything up. They looked up trying to find a way to find you guys and nothing showed up. And I got the insurance cards that, that you, that you guys gave, that you guys put out or whatever. And I got right here, and I don't see no number on it either for a policy number. Hold on a second. All right, so it says Focus on the front, member, and this is MultiPlan Medical and all that. I don't know which one it is. Let me see. It says... Does it have a... It says Focus Workforce Management and it says employee ID, employee name, medical coverage. Yep. Yep. And your ID says D4222- Yep. ...3334. Yep. Yeah, so that's... That one right there is your... That's the information you would need to give. Well, how come the hospital couldn't find that when they looked it up? So did you go to multiplan.com- I gave them the- ... and see

if the doctor take that insurance there? Well, I don't know if they do or not, but, I mean, I, I, I... This was an emergency situation. Yeah, so it might not... They might not accept that insurance there, sir, and that might be why they weren't able to find you. If you go to multiplan.com, that website will... tells you what doctors in the area take the insurance. So what? If I don't go to the right hospital, I'm not covered? Let me see if they cover out-of-network costs or not. You mind if I put you on brief hold, sir? What's that? Do you mind if I put you on brief hold? Yup, go ahead. Thank you. Hello? Are you there, sir? Yeah. Yes, sir. So since you were out of network, if it, that place was out of network, that's most likely the reason why nothing was covered. Say that again? I said, if you went to a hospital that was out of network, that is the reason why it was not covered. What am I supposed to do then? I'm sorry. You say- What am I supposed to do then? What do you mean? What am I supposed to do for ... . So have you checked to see if that place was in network? I know I didn't check. It was an emergency. Well, if it's out of network, sir, you wouldn't have any coverage there. Well, you're a fucking idiot.

## Conversation Format

Speaker speaker\_0: ... I'm going to place in a card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, my name is, uh, Troy Gillette. Um, I work for ADM. It's a, a company that you guys were, took on the temporary employees, so they got transferred over. I just got transferred over. Um, I work out of the plant that's in Marshall, Minnesota, and, um, my son had gotten, uh, needed some medical... He'd gotten hurt and needs some medical stuff, and they, they couldn't find anything with the insurance, but the information I gave them. And so, I'm trying to figure out what's going on with that. Like I said, I got turned over now, but I was employed under... through you guys.

Speaker speaker\_0: What staffing company?

Speaker speaker\_1: What staffing company?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: DTC.

Speaker speaker\_0: All right. What's the last four of your social?

Speaker speaker\_1: 4455.

Speaker speaker\_0: First name?

Speaker speaker\_1: Troy.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Your last name?

Speaker speaker\_1: Uh, Gillette, G-I-L-L-E-T-T-E.

Speaker speaker\_0: All right, Mr. Gillette. For purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 11/25/1965, 3022 Oak Avenue, Slayton, Minnesota, 56172.

Speaker speaker\_0: That's not the address that we have on file.

Speaker speaker\_1: 900 South Street, Tracy, Minnesota, 56172.

Speaker speaker\_0: Thank you. Is that an old address?

Speaker speaker\_1: That's my old address, yes. I m- I moved from there.

Speaker speaker\_0: All right. So what's your new address? I can get it updated for you.

Speaker speaker\_1: W- what's that?

Speaker speaker\_0: I said, "What's your new address? I can get it updated for you."

Speaker speaker\_1: 3022 Oak Avenue, Slayton, Minnesota. S-L-A-Y-T-O-N... 56172.

Speaker speaker\_0: You said 56-

Speaker speaker\_1: 172.

Speaker speaker\_0: You said 3022 Oak Avenue, Slayton, Minnesota 56172?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And Slayton is S-L-A-Y-T-O-N?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And the phone number is 507-626-6279?

Speaker speaker\_1: 40... Nope, I have a different number which I changed here with, with DTC. I don't know why, but, um, yeah, it's 507-626-4179.

Speaker speaker\_0: Thank you, and the email is troygillette@icloud.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So it looks like you... your coverage isn't active for this week. Did you miss work last week?

Speaker speaker\_1: No, I did not miss work. I, like I said, I got switched over to ADM now. I'm talking about prior to now, because I have bills that you... when I had insurance that I need to... I, I was under your guys' coverage and the insurance wouldn't work.

Speaker speaker\_0: So are you saying you need ID? So what exactly do you need, sir? Are you saying you need ID cards?

Speaker speaker\_1: I just... Yes. Well, I need... I used the ID cards that I got and they don't work.

Speaker speaker\_0: What do you mean they don't work?

Speaker speaker\_1: They don't work. I'll, I'll, I'll, I'll tell you what I have and the, the hospital could not find no information from off the cards. They said they, they looked everything up. They looked up trying to find a way to find you guys and nothing showed up. And I got the insurance cards that, that you, that you guys gave, that you guys put out or whatever. And I got right here, and I don't see no number on it either for a policy number. Hold on a second. All right, so it says Focus on the front, member, and this is MultiPlan Medical and all that. I don't know which one it is.

Speaker speaker\_0: Let me see. It says... Does it have a... It says Focus Workforce Management and it says employee ID, employee name, medical coverage.

Speaker speaker\_1: Yep. Yep.

Speaker speaker\_0: And your ID says D4222-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ...3334.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Yeah, so that's... That one right there is your... That's the information you would need to give.

Speaker speaker\_1: Well, how come the hospital couldn't find that when they looked it up?

Speaker speaker\_0: So did you go to multiplan.com-

Speaker speaker\_1: I gave them the-

Speaker speaker\_0: ... and see if the doctor take that insurance there?

Speaker speaker\_1: Well, I don't know if they do or not, but, I mean, I, I, I... This was an emergency situation.

Speaker speaker\_0: Yeah, so it might not... They might not accept that insurance there, sir, and that might be why they weren't able to find you. If you go to multiplan.com, that website will... tells you what doctors in the area take the insurance.

Speaker speaker\_1: So what? If I don't go to the right hospital, I'm not covered?

Speaker speaker\_0: Let me see if they cover out-of-network costs or not. You mind if I put you on brief hold, sir?

Speaker speaker\_2: What's that?

Speaker speaker\_0: Do you mind if I put you on brief hold?

Speaker speaker\_2: Yup, go ahead.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Hello?

Speaker speaker\_0: Are you there, sir?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Yes, sir. So since you were out of network, if it, that place was out of network, that's most likely the reason why nothing was covered.

Speaker speaker\_2: Say that again?

Speaker speaker\_0: I said, if you went to a hospital that was out of network, that is the reason why it was not covered.

Speaker speaker\_2: What am I supposed to do then?

Speaker speaker\_0: I'm sorry. You say-

Speaker speaker\_2: What am I supposed to do then?

Speaker speaker\_0: What do you mean?

Speaker speaker\_2: What am I supposed to do for ... .

Speaker speaker\_0: So have you checked to see if that place was in network?

Speaker speaker\_2: I know I didn't check. It was an emergency.

Speaker speaker\_0: Well, if it's out of network, sir, you wouldn't have any coverage there.

Speaker speaker\_2: Well, you're a fucking idiot.