

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling United 2000, this is Pamela speaking, how may I help you? Um, how are you doing? Um, I work for a temp service called Surge. I can't hear... Can you... Can you... I can't hear you. Can you hear me now? Hello? Can you hear me now? Yes. Okay. Okay, I work for a temp service called Surge. Mm-hmm. Okay, and at the end of the year in 2024, my medical coverage ended with them and I need to know what kind of, um, plans you guys offer through Surge. Okay. So, we do not, um, offer benefits if you're not working for the staffing agency. I am working for them. You're still working for them? Okay. May I have the last four digits of your Social? 4199. Your first and last name? Anthony Allen. Mr. Allen, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, it's 630 Oak Street, Mansfield, Ohio. And what else do you need to know? Um, your date of birth. Oh, 6-19-1970. Um, what was the name of the street, sir? 630 Oak. Or it's gonna be... Or it's gonna be, um... Or it's gonna be, um, Franklin. 217 Franklin. Okay. One of those two. That's the one we have. All right. So we have a phone number on file, 419-612-5470. Can you- No, that's not it. It is 419- Is it the one you're calling from? 262... Uh, the one I'm calling from, yes. Okay. And your email is tony, your last name, allen1170@gmail.com? Nope. It's gonna be allenTony690@gmail. Okay. And you want to enroll in the benefits, sir? Yes, I do. I need it like... I mean, I, uh... And I don't think it... It has to be Medicaid too, I don't think it can be off Marketplace. Okay, so we have to, um... The benefits through the staffing agency will have to do anything with Marketplace. Okay. Not- Okay, so what is, what is, what do you guys offer? What, what are, what companies? It's, uh... The carriers' names are APL and IMA 90 Degrees. These are not like major insurance, sir. They're not? No. So what, what do you guys do? You guys have Medicaid? No, not Medicaid. No. Oh my God. See I got, I got like three appointments coming up and, and to make a long story short, I got cut off of my stuff on, uh, at the end of, at the end of 20... On 9... Uh, 2024, okay, now I have no Medicaid because I was supposed to get Medicaid through Surge. And so- Medicaid- But they, they don't. They don't accept... Yeah, but they don't accept nothing off of Marketplace. Okay, Medicaid is one thing and having health insurance, like a regular health insurance is different. We do offer health insurance, but they are not like major insurance. These insurance, you... They already have a set amount that, um, they're gonna pay. Anything above that amount will be your responsibility. I will have to send you information to the eligibility department to see if you are eligible for this or not. Yeah, so what I want... Yeah, but see, here, here's what I'm not knowing. So you, you guys mean to tell me you guys don't cover hardly anything because you're not a major insurance group? Yes, sir. So what is the point of having insurance? Well, I could send you the benefit guide so you could have an idea how it works and how much the insurance gonna cover depending on the procedures that you're gonna have. So, I just

dropped, I dropped Medicaid. Oh my God, this is a fucking fiasco, man. So, this insurance that we offer is not gonna cover like Medicaid. See, 'cause I go, I go to... I go to a doctor every morning, okay? And I have to have rides there and rides back. So do you... Can you tell me if you guys... If it covers anything like that? What, what is it that you have to get done? I get... They come and pick me up to go to the... To go to the hospital and then, uh, they bring me back from my, from my appointment too. You know, a ride, like a non-emergency, a non-emergency transportation. No, sir. We do not offer that, sir. Oh my fucking God. I mean, how many months I've been waiting to get my teeth done. Well, I am... I'm sorry, I'm, I'm just letting you know what we offer. And even if you wanna get the dental, the benefits take about three weeks to kick in. Also, it's, um, basic dental work. They do not cover dentures or root canals or any of that major service. So I might not even have the insurance through them. Because there ain't no, there ain't no point in like me taking any money if you guys don't hardly cover anything. It just doesn't make any sense. All right, you have a nice day. Wow. One last question. Hold on. I got one super-

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling United 2000, this is Pamela speaking, how may I help you?

Speaker speaker\_2: Um, how are you doing? Um, I work for a temp service called Surge. I can't hear... Can you... Can you... I can't hear you. Can you hear me now?

Speaker speaker\_0: Hello?

Speaker speaker\_2: Can you hear me now?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay. Okay, I work for a temp service called Surge.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: Okay, and at the end of the year in 2024, my medical coverage ended with them and I need to know what kind of, um, plans you guys offer through Surge.

Speaker speaker\_1: Okay. So, we do not, um, offer benefits if you're not working for the staffing agency.

Speaker speaker\_2: I am working for them.

Speaker speaker\_1: You're still working for them? Okay. May I have the last four digits of your Social?

Speaker speaker\_2: 4199.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Anthony Allen.

Speaker speaker\_1: Mr. Allen, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Uh, it's 630 Oak Street, Mansfield, Ohio. And what else do you need to know?

Speaker speaker\_1: Um, your date of birth.

Speaker speaker\_2: Oh, 6-19-1970.

Speaker speaker\_1: Um, what was the name of the street, sir?

Speaker speaker\_2: 630 Oak. Or it's gonna be... Or it's gonna be, um... Or it's gonna be, um, Franklin. 217 Franklin.

Speaker speaker\_1: Okay.

Speaker speaker\_2: One of those two.

Speaker speaker\_1: That's the one we have. All right. So we have a phone number on file, 419-612-5470. Can you-

Speaker speaker\_2: No, that's not it. It is 419-

Speaker speaker\_1: Is it the one you're calling from?

Speaker speaker\_2: 262... Uh, the one I'm calling from, yes.

Speaker speaker\_1: Okay. And your email is tony, your last name, allen1170@gmail.com?

Speaker speaker\_2: Nope. It's gonna be allenTony690@gmail.

Speaker speaker\_1: Okay. And you want to enroll in the benefits, sir?

Speaker speaker\_2: Yes, I do. I need it like... I mean, I, uh... And I don't think it... It has to be Medicaid too, I don't think it can be off Marketplace.

Speaker speaker\_1: Okay, so we have to, um... The benefits through the staffing agency will have to do anything with Marketplace.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Not-

Speaker speaker\_2: Okay, so what is, what is, what do you guys offer? What, what are, what companies?

Speaker speaker\_1: It's, uh... The carriers' names are APL and IMA 90 Degrees. These are not like major insurance, sir.

Speaker speaker\_2: They're not?

Speaker speaker\_1: No.

Speaker speaker\_2: So what, what do you guys do? You guys have Medicaid?

Speaker speaker\_1: No, not Medicaid. No.

Speaker speaker\_2: Oh my God. See I got, I got like three appointments coming up and, and to make a long story short, I got cut off of my stuff on, uh, at the end of, at the end of 20... On 9... Uh, 2024, okay, now I have no Medicaid because I was supposed to get Medicaid through Surge. And so-

Speaker speaker\_1: Medicaid-

Speaker speaker\_2: But they, they don't. They don't accept... Yeah, but they don't accept nothing off of Marketplace.

Speaker speaker\_1: Okay, Medicaid is one thing and having health insurance, like a regular health insurance is different. We do offer health insurance, but they are not like major insurance. These insurance, you... They already have a set amount that, um, they're gonna pay. Anything above that amount will be your responsibility. I will have to send you information to the eligibility department to see if you are eligible for this or not.

Speaker speaker\_2: Yeah, so what I want... Yeah, but see, here, here's what I'm not knowing. So you, you guys mean to tell me you guys don't cover hardly anything because you're not a major insurance group?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: So what is the point of having insurance?

Speaker speaker\_1: Well, I could send you the benefit guide so you could have an idea how it works and how much the insurance gonna cover depending on the procedures that you're gonna have.

Speaker speaker\_2: So, I just dropped, I dropped Medicaid. Oh my God, this is a fucking fiasco, man.

Speaker speaker\_1: So, this insurance that we offer is not gonna cover like Medicaid.

Speaker speaker\_2: See, 'cause I go, I go to... I go to a doctor every morning, okay? And I have to have rides there and rides back. So do you... Can you tell me if you guys... If it covers anything like that?

Speaker speaker\_1: What, what is it that you have to get done?

Speaker speaker\_2: I get... They come and pick me up to go to the... To go to the hospital and then, uh, they bring me back from my, from my appointment too. You know, a ride, like a non-emergency, a non-emergency transportation.

Speaker speaker\_1: No, sir. We do not offer that, sir.

Speaker speaker\_2: Oh my fucking God. I mean, how many months I've been waiting to get my teeth done.

Speaker speaker\_1: Well, I am... I'm sorry, I'm, I'm just letting you know what we offer. And even if you wanna get the dental, the benefits take about three weeks to kick in. Also, it's, um, basic dental work. They do not cover dentures or root canals or any of that major service.

Speaker speaker\_2: So I might not even have the insurance through them. Because there ain't no, there ain't no point in like me taking any money if you guys don't hardly cover anything. It just doesn't make any sense. All right, you have a nice day.

Speaker speaker\_1: Wow.

Speaker speaker\_2: One last question. Hold on. I got one super-