

## Transcript: Pamela

**Blanc-5105267585499136-5453823978684416**

### Full Transcript

Thank you for calling card. This is Pamela speaking. How may I help you? Yes, I'm sorry to bother you. I don't even kind of know what to do anymore. I'm sorry. I've been trying to go to the doctor, and I just gave up. And I didn't need to do anything anymore. So I have benefits in the card. I went to the doctor office, and when I went, the, the receptionist, I showed her what y'all gave me, 'cause I had already... Y'all were so nice. And I talked to y'all a while back. You guys, um, sent me so I could download and give her the card over the phone, um, with my benefit number and everything. So when I made the appointment, she c- bring it up, and she said, "You gotta add it to some site." And I was like, "I don't understand all that." And she just told me, "Okay, w-" They canceled my appointment that day. And so then, I couldn't do it at home. And then I called her again. And then I got a note saying I can't keep canceling appointments. I just can't do it. Like, I just wanna see a doctor. I'm having really bad problems, um, with my bowels, I don't mean to be weird, um, and for almost a year. And like I said, I just gave up, 'cause I didn't know what to do with that card. And then I got a s- uh, this dark spot on my arm. It's been there, and it's getting darker and darker. And so, I'm s- I can't... Every time I call the lady, she's like, "Well, you gotta put it on this site, go over here, do this." I told her, I'm not real computer savvy. I just wanna see a doctor. Ma'am. I don't know what to do, and I don't know which doctor to go to. You have your ID card? I don't have a card. I got i- what you sent me on my phone. You don't have it? Okay. Um, let me pull up your file, and we'll see- Okay. ... what we have. May I have the name of the staffing agency and the last four digits of your Social? Yeah. It's Site, S-I-T-E. And the last four of your Social? 1327. Your first and last name? Jean Marshall. Jean Marshall. Miss Marshall? Mm-hmm. For security reasons and just to make sure we are in the correct file- Mm-hmm. ... I need to verify your complete address and date of birth. Okay, so it should be under 4302 North 14th Street, Milwaukee, 53209, and my birthday is October 18, 1961. Thank you for the information. Mm-hmm. We have a telephone number on file which is 414-346-4891. 4891, yes. Perfect. All right, I think. So, you have two different medical plans. Mm-hmm. Um, do you have both of your ID cards? I don't have a card at all. What s- what they gave... Okay, so the last lady I talked to, she sent me a site, and then it, when I pulled... I, as a matter of fact, I took a screenshot. So when you pull it up, it just, um, it looks like a card. Their... I just pulled it up and put it on PD- PDF. My friend helped me. And so I took a screenshot. It should have all your information. You know, it got... Let me see. Hold on. I'mma put it on speaker. Okay. No, that's okay. Um, but I'm gonna do- I'mma show you- I'm gonna, I'm gonna... While we on the phone, I'm gonna send you the ID card. You can tell me you received it, because when we send, the ID card should be on a PDF file already on the email. That- That, yeah, I got that. I got all of that, 'cause it's really, it's like APL. And then you gave me one card said Jean Marshall, individual, and, um, it says Group Voluntary Dental. Okay, that would be dental. That's what... Yeah, but I'm- Let me- But

you should have two different cards from APL. I'mma... Okay, so I'mma pull up the other one, 'cause you gave me a couple PDFs, so let me- Uh-huh. ... check. You should have three different PDFs, one for dental, one for your medical through APL, and the other one should say, um, 90 Degree. Okay, this one says... So this one is like, it says Site Staffing, Elexor- Uh-huh. ... MultiPlan, and then it goes on- And then it goes- ... Medical Client Submission. Mm-hmm. Yeah, and so- So that one is for your preventive care plan. Okay. Okay? And, um- And one more? Yeah, and then the other one. Let me see. Okay, I'm just going out, 'cause what I'm doing is going in... Okay, and now here's the third one. The third one says... Wait, that's a, that's the dental, so let me go on the first one. Mm-hmm. Okay, the first one says, I think... I'm sorry. I can't- It should be from APL as well. Yeah. It says... So that's your other card. Yeah, 'cause it says here, "Benefits Medical Client Submission Benefits," and the card. And then it goes on to say, um...It should have your policy number- This- ... hospital indemnity. It says- Yup, it, well, just says, "Site staffing employee ID, employee name, medical coverage, employee." Mm-hmm, okay. Okay, that's- So now that's your, uh, that's your other ID card for your medical. Okay, well, let me get the one in the middle 'cause the only one left is in the middle. Okay, let me just open it. Okay, yeah, this gotta be it because you got... It's on four. You know, the other one was three. Hold on. It's probably this. It says, "Limited med-limited benefit medical plan." Yeah. "Individual." And then it goes on to say, um... It's like that and then next to it is, "Submit claims to, um, IMA," and then it's like double. You guys send me... So it's like two... In other words, it's the same thing over under it. Okay, so- So- You should have three cards, which is that one, um, the APL, uh, for dental- So- ... APL for you hospital indemnity and the one for the preventive care plan. Now, Multiplan, you shou- you should see on, on both of your medical card. That's where you call for the provider's network to find which providers are in your network. I mean, in your area. Wait, you said go to... And when- It says here, let me see. On the email it should be the phone number as well and a website called Multiplan. Okay, hold on. Hold this. It just says... Okay, so then it says, you know, "Thanks for contacting us." Of course it says, "For a list of medical providers, please visit multiplan.com." So then when I went on the Instagram, I mean, went on the Google and did the multiplan.com, and then it... It's so confusing. Oh my God. Um, let me try it. I'm sorry to bother you. Okay, now I'm in it. Okay, so then Multiplan provider search. So what I did is, I'm, I went in there and there was a doctor. He said they only do something, so now when I... When it says find a doctor, uh, so it says, "PHCS network, Multiplan, other network." Okay. So do I do limited benefit? Oh my... Yes. That's, that's your Multiplan- Limited benefit? Mm-hmm. Limited benefit? Yes, ma'am. Okay, I was just... I, I... It's hard. It, it was hard to hear 'cause I pulled the phone back to do it. I'm sorry. No, that's fine. Okay. Provider, what's this? User of the provider- And there, when you got... Get to that, um, the other screen. You should look it up by ZIP code or the name of the provider if you already know. Yeah, I see. And now it says by name, specialty. Now here's my question 'cause I'm gonna do that when we hang up. Okay, now, ugh, when I go to the doctor, what they... Okay, the lady kept telling me, she said they got some kind of list they gotta... She said, "You gotta go on. You gotta add your name on there, add your information." I was so confused and I didn't know- Well, that is- ... how to do it Hmm. ... but that is on the provider's... Uh, that's the provider, um, and it doesn't have nothing to do with us. That's probably for you to register with the provider. Maybe that's what it is and then what... I just didn't know- Yeah. ... what she meant 'cause then she seemed to be getting mad 'cause when I asked again- Oh. ... that's what made me nervous. You know, I got

scared. I understand. She was kind of like- No problem. She said, "Don't you understand?" And I said- Okay. ... "I'm sorry, I don't..." I, I said, "I've always, you know, went to the doctor and gave him a medical card." I said, "Now, I'm sorry and I don't wanna bother you." She said, "We're really busy today." And so she goes, "We're just gonna have to schedule you again." And when that happened- Okay. ... then they sent me something saying, "You cannot keep canceling. Please don't cancel your appointment." She canceled it and I didn't do it. And then I just never thought to go to the doctor. I just said I'll just be sick and, and, and didn't care no more. So this is, um, what you're gonna do. After you find your provider and- Mm-hmm. ... you scheduled the appointment, they will- Uh-huh. ... tell you, they probably gonna do the same thing 'cause a lot of doctors right now when... Uh, they- Mm-hmm. ... ev- do everything digital. Yeah. I'll send you a link for you to fill out, most of your information, so when you get to the doctor's office, half of the- Mm-hmm. ... information, you, it's already there. You could let them know- Okay. ... that you don't know how to work it. You don't know how to do it- Mm-hmm. ... so please, um, if you could fill it out when you get there by paper or if somebody can help you. I'm sure. Okay. If you- Absolutely. That's a good point, yes. 'Cause I'm pretty- Okay, I'll take that. ... sure that's what happened. Okay. Yeah, 'cause like I said, you know, I understand that now it's digital. I get that, but she was so mean, I just gave up and then now- Yeah. ... I feel I- You know, I just let my health go, and, uh, my mom passed two years ago, so it's kinda... You know, like, I just stopped caring about me or anything, and when she did that- I'm so sorry to hear that. I'm sorry. And when she did that, it just... It wasn't even a... It wasn't even a death like that. It was... It wasn't even that kinda death, but when she passed, I wanted her to just... pass somehow, but she didn't. I have a brother. I was just with my mom, I would go to a grocery store and get her that box of chicken that he already cooked, and I always took a leg and we just laughed, and I always seen my mom and so then when she got sick, she had bowel obstructions. And my brother, he's on drugs. He's a criminal. He took it upon himself to take advantage. So my brother from Texas called me. I'm in Milwaukee. He was like- Mm-hmm. ... "Man, get over to the hospital. Mom is in surgery. Something's happening." And it turned out bow- bowel obstruction, and she was almost 90. And so, I got there and, you know, it's COVID. So I sat there for like an hour, you know, would check, then I sat there 30 minutes, I would check. I kept doing it till they said, "You gotta leave." I said, "Why? What did I do?" He said, "Jonathan is here," and that's my brother. I haven't talked to him for a long time, and I was power of attorney. He came from the back door and to- you know, took over power of attorney, and then he blocked me and my other three brothers from out of town. We couldn't even see our mom. He took her phone and he, um, made sure, like, if we call, it was, uh, blocked. It was a mess. It was a hot mess, and it took a long time until one of my brothers, he grabbed his wife in Texas and when he grabbed her, um, and hey, they don't play that in Texas. They don't play. And he wound up, you know, just grabbing her shoulders, shaking her, and he had to go to jail and she called me and I was really bitter and angry with her because, "What do you want?" I mean, I know she's my mom, so lo- I'm gonna hurry up. Long story short, okay, finally she was apologizing and, you know, I'm angry. "You hurt me. Like, I didn't do anything to you and you don't even wanna talk to me." So, it just kept going, and finally one girl, she, um, to this day, she's irritating but I will n- never stop talking to her. Her name is Deb. Deb let me in this house and my mother had the TV up so loud and she said, "Don't talk. Just listen." She said, "Keep I- looking at me." She said, "They got cameras watching me." And they did. They had cameras facing her, cameras in the living room that she

couldn't walk anymore. So they took advantage of my mother for a year. Took her money, but at the end, when they tell you, your enemies will be your footstool, I became the executor, the personal rep over this whole family, all my other brothers voted me in. And that one brother, I evicted him. But my mother can't... And then they brought her home, dumped her... They did. Dumped her in the bed. She was in hospice. Put her in her bed and left, and she died alone. So, it was that kind of feeling. And so, you know, this has been hurtful to me and so I'm trying to get my health back together or figure out what's going on, you know? So that's why I said I better get up 'cause it could be too late for me too. Yeah. Just remember- Yeah. ... to let them know, like, if they saying you, that you need to, um, fill it out. Do it on textbook. Yeah. Tell them they should do it manually when you get to the doctor's office. I'll do that. All right. And one more, Michelle? Yeah. Go ahead. One more last thing, and I'm sorry. Um, so, but I did get blessed. I just became the new entertainment director for the Milwaukee Bucks and, um, so that's a good thing. You know? So I work with the sales call system. Yeah. Oh, God. So thank you for listening. All right. And I'll go ahead and call them, and I appreciate you. No problem. Yeah. Thank you, sweetheart. Thank you for giving us a call. Have a great rest of the day, ma'am. Thank you, babe. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, I'm sorry to bother you. I don't even kind of know what to do anymore. I'm sorry. I've been trying to go to the doctor, and I just gave up. And I didn't need to do anything anymore. So I have benefits in the card. I went to the doctor office, and when I went, the, the receptionist, I showed her what y'all gave me, 'cause I had already... Y'all were so nice. And I talked to y'all a while back. You guys, um, sent me so I could download and give her the card over the phone, um, with my benefit number and everything. So when I made the appointment, she c- bring it up, and she said, "You gotta add it to some site." And I was like, "I don't understand all that." And she just told me, "Okay, w-" They canceled my appointment that day. And so then, I couldn't do it at home. And then I called her again. And then I got a note saying I can't keep canceling appointments. I just can't do it. Like, I just wanna see a doctor. I'm having really bad problems, um, with my bowels, I don't mean to be weird, um, and for almost a year. And like I said, I just gave up, 'cause I didn't know what to do with that card. And then I got a s- uh, this dark spot on my arm. It's been there, and it's getting darker and darker. And so, I'm s- I can't... Every time I call the lady, she's like, "Well, you gotta put it on this site, go over here, do this." I told her, I'm not real computer savvy. I just wanna see a doctor.

Speaker speaker\_0: Ma'am.

Speaker speaker\_1: I don't know what to do, and I don't know which doctor to go to.

Speaker speaker\_0: You have your ID card?

Speaker speaker\_1: I don't have a card. I got i- what you sent me on my phone.

Speaker speaker\_0: You don't have it? Okay. Um, let me pull up your file, and we'll see-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... what we have. May I have the name of the staffing agency and the last four digits of your Social?

Speaker speaker\_1: Yeah. It's Site, S-I-T-E.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 1327.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Jean Marshall.

Speaker speaker\_0: Jean Marshall. Miss Marshall?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: For security reasons and just to make sure we are in the correct file-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I need to verify your complete address and date of birth.

Speaker speaker\_1: Okay, so it should be under 4302 North 14th Street, Milwaukee, 53209, and my birthday is October 18, 1961.

Speaker speaker\_0: Thank you for the information.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: We have a telephone number on file which is 414-346-4891.

Speaker speaker\_1: 4891, yes.

Speaker speaker\_0: Perfect. All right, I think. So, you have two different medical plans.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, do you have both of your ID cards?

Speaker speaker\_1: I don't have a card at all. What s- what they gave... Okay, so the last lady I talked to, she sent me a site, and then it, when I pulled... I, as a matter of fact, I took a screenshot. So when you pull it up, it just, um, it looks like a card. Their... I just pulled it up and put it on PD- PDF. My friend helped me. And so I took a screenshot. It should have all your information. You know, it got... Let me see. Hold on. I'mma put it on speaker. Okay.

Speaker speaker\_0: No, that's okay. Um, but I'm gonna do-

Speaker speaker\_1: I'mma show you-

Speaker speaker\_0: I'm gonna, I'm gonna... While we on the phone, I'm gonna send you the ID card. You can tell me you received it, because when we send, the ID card should be on a PDF file already on the email. That-

Speaker speaker\_1: That, yeah, I got that. I got all of that, 'cause it's really, it's like APL. And then you gave me one card said Jean Marshall, individual, and, um, it says Group Voluntary Dental.

Speaker speaker\_0: Okay, that would be dental.

Speaker speaker\_1: That's what... Yeah, but I'm- Let me-

Speaker speaker\_0: But you should have two different cards from APL.

Speaker speaker\_1: I'mma... Okay, so I'mma pull up the other one, 'cause you gave me a couple PDFs, so let me-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... check.

Speaker speaker\_0: You should have three different PDFs, one for dental, one for your medical through APL, and the other one should say, um, 90 Degree.

Speaker speaker\_1: Okay, this one says... So this one is like, it says Site Staffing, Elexor-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... MultiPlan, and then it goes on-

Speaker speaker\_0: And then it goes-

Speaker speaker\_1: ... Medical Client Submission.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah, and so-

Speaker speaker\_0: So that one is for your preventive care plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? And, um-

Speaker speaker\_1: And one more?

Speaker speaker\_0: Yeah, and then the other one.

Speaker speaker\_1: Let me see. Okay, I'm just going out, 'cause what I'm doing is going in... Okay, and now here's the third one. The third one says... Wait, that's a, that's the dental, so let me go on the first one.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay, the first one says, I think... I'm sorry. I can't-

Speaker speaker\_0: It should be from APL as well.

Speaker speaker\_1: Yeah. It says...

Speaker speaker\_0: So that's your other card.

Speaker speaker\_1: Yeah, 'cause it says here, "Benefits Medical Client Submission Benefits," and the card. And then it goes on to say, um...

Speaker speaker\_0: It should have your policy number-

Speaker speaker\_1: This-

Speaker speaker\_0: ... hospital indemnity. It says-

Speaker speaker\_1: Yup, it, well, just says, "Site staffing employee ID, employee name, medical coverage, employee."

Speaker speaker\_0: Mm-hmm, okay.

Speaker speaker\_1: Okay, that's-

Speaker speaker\_0: So now that's your, uh, that's your other ID card for your medical.

Speaker speaker\_1: Okay, well, let me get the one in the middle 'cause the only one left is in the middle. Okay, let me just open it. Okay, yeah, this gotta be it because you got... It's on four. You know, the other one was three. Hold on. It's probably this. It says, "Limited medical benefit medical plan."

Speaker speaker\_0: Yeah.

Speaker speaker\_1: "Individual." And then it goes on to say, um... It's like that and then next to it is, "Submit claims to, um, IMA," and then it's like double. You guys send me... So it's like two... In other words, it's the same thing over under it.

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: So-

Speaker speaker\_0: You should have three cards, which is that one, um, the APL, uh, for dental-

Speaker speaker\_1: So-

Speaker speaker\_0: ... APL for you hospital indemnity and the one for the preventive care plan. Now, Multiplan, you shou- you should see on, on both of your medical card. That's where you call for the provider's network to find which providers are in your network. I mean, in your area.

Speaker speaker\_1: Wait, you said go to...

Speaker speaker\_0: And when-

Speaker speaker\_1: It says here, let me see.

Speaker speaker\_0: On the email it should be the phone number as well and a website called Multiplan.

Speaker speaker\_1: Okay, hold on. Hold this. It just says... Okay, so then it says, you know, "Thanks for contacting us." Of course it says, "For a list of medical providers, please visit multiplan.com." So then when I went on the Instagram, I mean, went on the Google and did the multiplan.com, and then it... It's so confusing. Oh my God. Um, let me try it. I'm sorry to bother you. Okay, now I'm in it. Okay, so then Multiplan provider search. So what I did is, I'm, I went in there and there was a doctor. He said they only do something, so now when I... When it says find a doctor, uh, so it says, "PHCS network, Multiplan, other network."

Speaker speaker\_0: Okay.

Speaker speaker\_1: So do I do limited benefit? Oh my...

Speaker speaker\_0: Yes. That's, that's your Multiplan-

Speaker speaker\_1: Limited benefit?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Limited benefit?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, I was just... I, I... It's hard. It, it was hard to hear 'cause I pulled the phone back to do it. I'm sorry.

Speaker speaker\_0: No, that's fine.

Speaker speaker\_1: Okay. Provider, what's this? User of the provider-

Speaker speaker\_0: And there, when you got... Get to that, um, the other screen. You should look it up by ZIP code or the name of the provider if you already know.

Speaker speaker\_1: Yeah, I see. And now it says by name, specialty. Now here's my question 'cause I'm gonna do that when we hang up. Okay, now, ugh, when I go to the doctor, what they... Okay, the lady kept telling me, she said they got some kind of list they gotta... She said, "You gotta go on. You gotta add your name on there, add your information." I was so confused and I didn't know-

Speaker speaker\_0: Well, that is-

Speaker speaker\_1: ... how to do it

Speaker speaker\_2: Hmm.

Speaker speaker\_0: ... but that is on the provider's... Uh, that's the provider, um, and it doesn't have nothing to do with us. That's probably for you to register with the provider.

Speaker speaker\_1: Maybe that's what it is and then what... I just didn't know-

Speaker speaker\_0: Yeah.



Speaker speaker\_1: ... what she meant 'cause then she seemed to be getting mad 'cause when I asked again-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... that's what made me nervous. You know, I got scared.

Speaker speaker\_2: I understand.

Speaker speaker\_1: She was kind of like-

Speaker speaker\_2: No problem.

Speaker speaker\_1: She said, "Don't you understand?" And I said-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... "I'm sorry, I don't..." I, I said, "I've always, you know, went to the doctor and gave him a medical card." I said, "Now, I'm sorry and I don't wanna bother you." She said, "We're really busy today." And so she goes, "We're just gonna have to schedule you again." And when that happened-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... then they sent me something saying, "You cannot keep canceling. Please don't cancel your appointment." She canceled it and I didn't do it. And then I just never thought to go to the doctor. I just said I'll just be sick and, and, and didn't care no more.

Speaker speaker\_0: So this is, um, what you're gonna do. After you find your provider and-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... you scheduled the appointment, they will-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... tell you, they probably gonna do the same thing 'cause a lot of doctors right now when... Uh, they-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... ev- do everything digital.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I'll send you a link for you to fill out, most of your information, so when you get to the doctor's office, half of the-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... information, you, it's already there. You could let them know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that you don't know how to work it. You don't know how to do it-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... so please, um, if you could fill it out when you get there by paper or if somebody can help you.

Speaker speaker\_1: I'm sure. Okay.

Speaker speaker\_0: If you-

Speaker speaker\_1: Absolutely. That's a good point, yes.

Speaker speaker\_0: 'Cause I'm pretty-

Speaker speaker\_1: Okay, I'll take that.

Speaker speaker\_0: ... sure that's what happened.

Speaker speaker\_1: Okay. Yeah, 'cause like I said, you know, I understand that now it's digital. I get that, but she was so mean, I just gave up and then now-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... I feel I- You know, I just let my health go, and, uh, my mom passed two years ago, so it's kinda... You know, like, I just stopped caring about me or anything, and when she did that-

Speaker speaker\_0: I'm so sorry to hear that.

Speaker speaker\_1: I'm sorry. And when she did that, it just... It wasn't even a... It wasn't even a death like that. It was... It wasn't even that kinda death, but when she passed, I wanted her to just... pass somehow, but she didn't. I have a brother. I was just with my mom, I would go to a grocery store and get her that box of chicken that he already cooked, and I always took a leg and we just laughed, and I always seen my mom and so then when she got sick, she had bowel obstructions. And my brother, he's on drugs. He's a criminal. He took it upon himself to take advantage. So my brother from Texas called me. I'm in Milwaukee. He was like-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... "Man, get over to the hospital. Mom is in surgery. Something's happening." And it turned out bow- bowel obstruction, and she was almost 90. And so, I got there and, you know, it's COVID. So I sat there for like an hour, you know, would check, then I sat there 30 minutes, I would check. I kept doing it till they said, "You gotta leave." I said, "Why? What did I do?" He said, "Jonathan is here," and that's my brother. I haven't talked to him for a long time, and I was power of attorney. He came from the back door and to- you know, took over power of attorney, and then he blocked me and my other three brothers from out of town. We couldn't even see our mom. He took her phone and he, um, made sure, like, if we call, it was, uh, blocked. It was a mess. It was a hot mess, and it took a long time until one of my brothers, he grabbed his wife in Texas and when he grabbed her, um, and hey, they don't play that in Texas. They don't play. And he wound up, you know, just grabbing her shoulders, shaking her, and he had to go to jail and she called me and I was really bitter and angry with her because, "What do you want?" I mean, I know she's my mom, so lo- I'm gonna

hurry up. Long story short, okay, finally she was apologizing and, you know, I'm angry. "You hurt me. Like, I didn't do anything to you and you don't even wanna talk to me." So, it just kept going, and finally one girl, she, um, to this day, she's irritating but I will n- never stop talking to her. Her name is Deb. Deb let me in this house and my mother had the TV up so loud and she said, "Don't talk. Just listen." She said, "Keep I- looking at me." She said, "They got cameras watching me." And they did. They had cameras facing her, cameras in the living room that she couldn't walk anymore. So they took advantage of my mother for a year. Took her money, but at the end, when they tell you, your enemies will be your footstool, I became the executor, the personal rep over this whole family, all my other brothers voted me in. And that one brother, I evicted him. But my mother can't... And then they brought her home, dumped her... They did. Dumped her in the bed. She was in hospice. Put her in her bed and left, and she died alone. So, it was that kind of feeling. And so, you know, this has been hurtful to me and so I'm trying to get my health back together or figure out what's going on, you know? So that's why I said I better get up 'cause it could be too late for me too.

Speaker speaker\_3: Yeah. Just remember-

Speaker speaker\_1: Yeah.

Speaker speaker\_3: ... to let them know, like, if they saying you, that you need to, um, fill it out.

Speaker speaker\_1: Do it on textbook.

Speaker speaker\_3: Yeah. Tell them they should do it manually when you get to the doctor's office.

Speaker speaker\_1: I'll do that.

Speaker speaker\_3: All right.

Speaker speaker\_1: And one more, Michelle?

Speaker speaker\_3: Yeah. Go ahead.

Speaker speaker\_1: One more last thing, and I'm sorry. Um, so, but I did get blessed. I just became the new entertainment director for the Milwaukee Bucks and, um, so that's a good thing. You know? So I work with the sales call system.

Speaker speaker\_3: Yeah.

Speaker speaker\_4: Oh, God.

Speaker speaker\_1: So thank you for listening.

Speaker speaker\_3: All right.

Speaker speaker\_1: And I'll go ahead and call them, and I appreciate you.

Speaker speaker\_3: No problem.

Speaker speaker\_1: Yeah. Thank you, sweetheart.

Speaker speaker\_3: Thank you for giving us a call. Have a great rest of the day, ma'am.

Speaker speaker\_1: Thank you, babe. Bye-bye.

Speaker speaker\_3: Bye-bye.