

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hey, uh, this is Clyde Spurbeck. Um, I noticed that on my last paycheck, uh, medical, uh, benefits, were, uh, they deducted. But when I first started back up, I called them, and I have my own insurance that I wouldn't be taking insurance through you guys. But the d- deductions came out anyway. What staff or company do you work for, sir? Uh, Virgella Tierra. What's the last four of your social? 2053. Did you say 2053? Correct. And first name? Clyde. For s- for security purposes, can you verify your address and date of birth for me? 6014 South 238th Place, uh, Apartment, uh, D204, Kent, Washington 98032. Or wait, you guys might- Okay. ... have the old... Uh, six- That's the address we have. What's that? And your date of birth. So, that's the address that we have, and your date of birth. Oh, okay. Uh, November 16th, 1969. I wasn't sure if I changed it yet. Thank you. So, we got your phone number, 253-410-7123. Correct. And your email is spurbecksp@clyde9Gmail.com? Correct. Thank you. Um, it's not showing any deductions have been taken since 2024, sir. Looks like your coverage ended on 12/23/24. That's weird, because I started back up a few weeks ago, uh, just kind of part-time with, uh, Rainier Rubber. And I've already- Mm-hmm. ... been paid once. It was 180, and then they deducted out of that. What did... Did it say BIC anything, or are you looking at the, the Medicaid tax? Because sometimes people confuse the Medicaid tax with the... What does taking benefits, or company taking benefits. Oh, so that Medicaid tax, that's something that's just a deduction no matter what? I- I'm pretty sure it isn't, because I- I was... We all... It's not... It goes from us to the BIC. If you want more... I wouldn't be able to tell you that, please, because we don't have access to your pay stubs. All we do, we're just the plan administrator. All we do is get you- Oh. ... enrolled or unenrolled from the coverage. That would be a question you would ask, uh, Virgella directly. Okay, but I can unenroll with you today, just in case, right? So, we don't do anything with Medicaid, sir. If it was coverage from us, it would be BI- Oh, I see. Okay. It would say BIC Medical- I'll- ... BIC Dental. Oh, okay. Or Medicaid. Uh, I'll get ahold of them and find out what's going on. Yes, sir. And if you, if you are seeing that, like you do see BIC Dental or BIC Medical, feel free to give us a call back, and then we can do an investigation and see- Okay, cool. ... why you're still receiving deductions. Okay, well, thanks for your help. No problem, Mr. Clyde. Thanks for calling Benefits in the Car. I hope you have a great weekend. You too. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, uh, this is Clyde Spurbeck. Um, I noticed that on my last paycheck, uh, medical, uh, benefits, were, uh, they deducted. But when I first started back up, I called them, and I have my own insurance that I wouldn't be taking insurance through you guys. But the d- deductions came out anyway.

Speaker speaker_0: What staff or company do you work for, sir?

Speaker speaker_1: Uh, Virgella Tierra.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 2053.

Speaker speaker_0: Did you say 2053?

Speaker speaker_1: Correct.

Speaker speaker_0: And first name?

Speaker speaker_1: Clyde.

Speaker speaker_0: For s- for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 6014 South 238th Place, uh, Apartment, uh, D204, Kent, Washington 98032. Or wait, you guys might-

Speaker speaker_0: Okay.

Speaker speaker_1: ... have the old... Uh, six-

Speaker speaker_0: That's the address we have.

Speaker speaker_1: What's that?

Speaker speaker_0: And your date of birth. So, that's the address that we have, and your date of birth.

Speaker speaker_1: Oh, okay. Uh, November 16th, 1969. I wasn't sure if I changed it yet.

Speaker speaker_0: Thank you. So, we got your phone number, 253-410-7123.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is spurbecksp@clyde9Gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. Um, it's not showing any deductions have been taken since 2024, sir. Looks like your coverage ended on 12/23/24.

Speaker speaker_1: That's weird, because I started back up a few weeks ago, uh, just kind of part-time with, uh, Rainier Rubber. And I've already-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... been paid once. It was 180, and then they deducted out of that.

Speaker speaker_0: What did... Did it say BIC anything, or are you looking at the, the Medicaid tax? Because sometimes people confuse the Medicaid tax with the... What does taking benefits, or company taking benefits.

Speaker speaker_1: Oh, so that Medicaid tax, that's something that's just a deduction no matter what?

Speaker speaker_0: I- I'm pretty sure it isn't, because I- I was... We all... It's not... It goes from us to the BIC. If you want more... I wouldn't be able to tell you that, please, because we don't have access to your pay stubs. All we do, we're just the plan administrator. All we do is get you-

Speaker speaker_1: Oh.

Speaker speaker_0: ... enrolled or unenrolled from the coverage. That would be a question you would ask, uh, Virgella directly.

Speaker speaker_1: Okay, but I can unenroll with you today, just in case, right?

Speaker speaker_0: So, we don't do anything with Medicaid, sir. If it was coverage from us, it would be BI-

Speaker speaker_1: Oh, I see. Okay.

Speaker speaker_0: It would say BIC Medical-

Speaker speaker_1: I'll-

Speaker speaker_0: ... BIC Dental.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Or Medicaid.

Speaker speaker_1: Uh, I'll get ahold of them and find out what's going on.

Speaker speaker_0: Yes, sir. And if you, if you are seeing that, like you do see BIC Dental or BIC Medical, feel free to give us a call back, and then we can do an investigation and see-

Speaker speaker_1: Okay, cool.

Speaker speaker_0: ... why you're still receiving deductions.

Speaker speaker_1: Okay, well, thanks for your help.

Speaker speaker_0: No problem, Mr. Clyde. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_1: You too. Bye.