

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. My name is Henry Nelson and on the benefits y'all taking out my, um, out my check. Basically, like I told when I first started, I don't need y'all benefits. I'm on Medicaid. I don't need y'all benefits. All right. What's the applicant's social number? I get, I get vision, dental and medical. All right. What's the applicant's social number? I don't need y'all. What's that number I'm getting here for, sir? Um, The Resource. Okay. What's the last four of your Social? 3398. First name? Henry. Last name, Nelson. All right. For security purposes, can you verify your address and date of birth for me? 3210 10, 10, 10, 10th Street, uh, Drive, um, Greensboro, North Carolina, 27405. My birthday, 11/23/76. Thank you. So we got a good phone number, 336-681-5769? Yes. And the email is henrynelson92- Henry Nelson. ... mail.com? Yeah, Henry Nel-, henrynelson923 at gmail.com. Yeah. Yeah. So it looks like you have court-ordered insurance and that's why you're receiving deductions from your paycheck. A what? Court-ordered insurance, and that would be why you're receiving deductions from your paycheck. Yeah, the court order, that's, that's, that's, that's my child support. I ain't talking about that. I know they gonna come out. I'm talking about the vision, the medical and the dental. I don't need that from y'all. I'm on Medicaid. I don't need that coming out my check. Well, that is the court order, sir. That insurance that you're referring to is the one that is court-ordered for your child. My child on medi- Medicaid. So how's it? Well, I can't- Anytime I lost job. I wouldn't be able to disclose that information. You have to reach the, reach out to the court, sir. All right. Yeah, 'cause it seem like y'all got me on y'all book called I Don't Need It. Okay. Was there anything I can help you, anything else I can help you with today, Mr. Nelson? No. Yeah. If, if y'all, y'all, if it's coming out my check, what, what was my code again? Looks like your coverage just started this past Monday. It takes one to two weeks for your ID cards to get to you, sir. Oh, all right. Yeah. Okay. Was there anything else I can help you with today, Mr. Nelson? No. Thank you. This is Tom at Benefits in the Car. I hope you have a great rest of your day. All right. You, too. See you. Thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. My name is Henry Nelson and on the benefits y'all taking out my, um, out my check. Basically, like I told when I first started, I don't need y'all benefits. I'm on Medicaid. I don't need y'all benefits.

Speaker speaker_1: All right. What's the applicant's social number?

Speaker speaker_2: I get, I get vision, dental and medical.

Speaker speaker_1: All right. What's the applicant's social number?

Speaker speaker_2: I don't need y'all.

Speaker speaker_1: What's that number I'm getting here for, sir?

Speaker speaker_2: Um, The Resource.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 3398.

Speaker speaker_1: First name?

Speaker speaker_2: Henry. Last name, Nelson.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 3210 10, 10, 10, 10th Street, uh, Drive, um, Greensboro, North Carolina, 27405. My birthday, 11/23/76.

Speaker speaker_1: Thank you. So we got a good phone number, 336-681-5769?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is henrynelson92-

Speaker speaker_2: Henry Nelson.

Speaker speaker_1: ... mail.com?

Speaker speaker_2: Yeah, Henry Nel-, henrynelson923 at gmail.com. Yeah.

Speaker speaker_1: Yeah. So it looks like you have court-ordered insurance and that's why you're receiving deductions from your paycheck.

Speaker speaker_2: A what?

Speaker speaker_1: Court-ordered insurance, and that would be why you're receiving deductions from your paycheck.

Speaker speaker_2: Yeah, the court order, that's, that's, that's, that's my child support. I ain't talking about that. I know they gonna come out. I'm talking about the vision, the medical and the dental. I don't need that from y'all. I'm on Medicaid. I don't need that coming out my check.

Speaker speaker_1: Well, that is the court order, sir. That insurance that you're referring to is the one that is court-ordered for your child.

Speaker speaker_2: My child on medi- Medicaid. So how's it?

Speaker speaker_1: Well, I can't-

Speaker speaker_2: Anytime I lost job.

Speaker speaker_1: I wouldn't be able to disclose that information. You have to reach the, reach out to the court, sir.

Speaker speaker_2: All right. Yeah, 'cause it seem like y'all got me on y'all book called I Don't Need It. Okay.

Speaker speaker_1: Was there anything I can help you, anything else I can help you with today, Mr. Nelson?

Speaker speaker_2: No. Yeah. If, if y'all, y'all, if it's coming out my check, what, what was my code again?

Speaker speaker_1: Looks like your coverage just started this past Monday. It takes one to two weeks for your ID cards to get to you, sir.

Speaker speaker_2: Oh, all right. Yeah.

Speaker speaker_1: Okay. Was there anything else I can help you with today, Mr. Nelson?

Speaker speaker_2: No. Thank you.

Speaker speaker_1: This is Tom at Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: All right. You, too.

Speaker speaker_1: See you.

Speaker speaker_2: Thanks.