

Transcript: Chris Sofield

(deactivated)-5254826732240896-5221588760477696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... on Benefits in a card. This is Chris. How can I help you today? Uh, this is, uh, Brett. Um, I was wondering, uh... My daughter's on my... just got my insurance, but she already has insurance with the state with her mom, and she already has, like, doctors and everything, so I was wondering if I could take her off. Okay. Let me take a look. What, uh, what staffing company do you work with? It's, uh, Integ- Integrity. Okay. And the last four of your Social? Uh, 2706. Thank you. What's your last name, Brett? Balding. B-A-L-D-I-N-G. Thank you. Can you verify your address and your date of birth for me, please? Uh, 19641 Gwenelle, Mokena, Illinois 60448. And May 13, 1991. Thank you. Uh, we've got a phone on file, looks like it's 708-378-3134. Is that correct? Yes. All right. Uh, looking at it, it looks like what we'll need, because this was set up as part of a court order, um, from, looks like a child support court, so we would need a termination notice from that same court in order to, uh, remove the, r- remove the child from the policy. Uh, only thing I can do right now, I can give you the, uh, the phone number and the case number if necessary, to, uh, looks like it was Illinois Healthcare and Family Services that issued this. Um, but until we receive some sort of termination notice, uh, legally, we can't touch this. Uh, uh, well, doesn't she have, like, have, like, a... I don't know, 'cause they're all, like, yelling at me, like, her mom and stuff, and I didn't even, like, do anything. I mean, this- And, uh, oh, no, 'cause she already has, like, doctors, and, like, insurance through the state or something. I, I mean, this, this isn't something that we, that we set up. This was something that was ma- or... Well, okay, so, rephrase. This isn't something that was done on a whim. This was something that we were told. It was a mandated order. Um, the only people who can reverse that mandate are the people who ordered it. So I really can't tell you anything other than you're going to have to get in contact with that agency and, uh, sp- and speak with them about sending that information on over to Integrity for it to be pro- to, for it to be forwarded to us to process. Uh, 'cause that's how, that's how this was processed in the first place. They sent that to Integrity, Integrity forwarded it to us as per pol- their policy, and we processed it as per the legal mandate. Um... Are you talking- And then obviously- ... about the child support? Yes. Oh, I was talking about just the, like, insurance. Like, the child support- Well, well, if- ... could stay on there. Well, if this is, this is something that was set up from the same child support court, it's, it's a... Typically, this is, like, a child support mandated insurance policy. So, you need to speak with, with that issuing agency, because we can't do anything about this without a termination notice. Oh. So, if you, like I said, if you need it, I can give you the case number and the telephone number to that agency, uh, but that's all I can do at this time. Uh, yeah, I'll j- I'll take that. All right. So, the phone number- I'm s- Just lemme know when you're ready. All right. One second. All right. All right. So, the phone number is gonna be 888... All right. ... 245... All right. ... 1938. All right. And then the case number is CO2716334. All right.

That... Is, what is that? So, for the child support court? Uh, y- that's, yeah, uh, believe that's, uh, child support core. That's the, uh, Illinois Healthcare and Family Services is the name of the agency. All right. All right. Um, but yeah, that... at this, at this point, that's pretty much all I'm able to do. Uh, once we receive the documentation required, we can go ahead and pro-start processing a cancellation on everything, but we, we won't be able to do that until we get that documentation. All right. All right. Anything else, sir? No, I don't know. All right. Thanks again for calling and have a good day. All right. Thank you.

Conversation Format

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

Speaker speaker_1: ... on Benefits in a card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, this is, uh, Brett. Um, I was wondering, uh... My daughter's on my... just got my insurance, but she already has insurance with the state with her mom, and she already has, like, doctors and everything, so I was wondering if I could take her off.

Speaker speaker_1: Okay. Let me take a look. What, uh, what staffing company do you work with?

Speaker speaker_2: It's, uh, Integ- Integrity.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: Uh, 2706.

Speaker speaker_1: Thank you. What's your last name, Brett?

Speaker speaker_2: Balding. B-A-L-D-I-N-G.

Speaker speaker_1: Thank you. Can you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, 19641 Gwenelle, Mokena, Illinois 60448. And May 13, 1991.

Speaker speaker_1: Thank you. Uh, we've got a phone on file, looks like it's 708-378-3134. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Uh, looking at it, it looks like what we'll need, because this was set up as part of a court order, um, from, looks like a child support court, so we would need a termination notice from that same court in order to, uh, remove the, r- remove the child from the policy. Uh, only thing I can do right now, I can give you the, uh, the phone number and the case number if necessary, to, uh, looks like it was Illinois Healthcare and Family Services that issued this. Um, but until we receive some sort of termination notice, uh, legally, we can't touch this.

Speaker speaker_2: Uh, uh, well, doesn't she have, like, have, like, a... I don't know, 'cause they're all, like, yelling at me, like, her mom and stuff, and I didn't even, like, do anything.

Speaker speaker_1: I mean, this-

Speaker speaker_2: And, uh, oh, no, 'cause she already has, like, doctors, and, like, insurance through the state or something.

Speaker speaker_1: I, I mean, this, this isn't something that we, that we set up. This was something that was ma- or... Well, okay, so, rephrase. This isn't something that was done on a whim. This was something that we were told. It was a mandated order. Um, the only people who can reverse that mandate are the people who ordered it. So I really can't tell you anything other than you're going to have to get in contact with that agency and, uh, sp- and speak with them about sending that information on over to Integrity for it to be pro- to, for it to be forwarded to us to process. Uh, 'cause that's how, that's how this was processed in the first place. They sent that to Integrity, Integrity forwarded it to us as per pol- their policy, and we processed it as per the legal mandate. Um...

Speaker speaker_2: Are you talking-

Speaker speaker_1: And then obviously-

Speaker speaker_2: ... about the child support?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, I was talking about just the, like, insurance. Like, the child support-

Speaker speaker_1: Well, well, if-

Speaker speaker_2: ... could stay on there.

Speaker speaker_1: Well, if this is, this is something that was set up from the same child support court, it's, it's a... Typically, this is, like, a child support mandated insurance policy. So, you need to speak with, with that issuing agency, because we can't do anything about this without a termination notice.

Speaker speaker_2: Oh.

Speaker speaker_1: So, if you, like I said, if you need it, I can give you the case number and the telephone number to that agency, uh, but that's all I can do at this time.

Speaker speaker_2: Uh, yeah, I'll j- I'll take that.

Speaker speaker_1: All right. So, the phone number-

Speaker speaker_2: I'm s-

Speaker speaker_1: Just lemme know when you're ready.

Speaker speaker_2: All right. One second. All right.

Speaker speaker_1: All right. So, the phone number is gonna be 888...

Speaker speaker_2: All right.

Speaker speaker_1: ... 245...

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Speaker speaker_1: ... 1938.

Speaker speaker_2: All right.

Speaker speaker_1: And then the case number is CO2716334.

Speaker speaker_2: All right. That... Is, what is that? So, for the child support court?

Speaker speaker_1: Uh, y- that's, yeah, uh, believe that's, uh, child support core. That's the, uh, Illinois Healthcare and Family Services is the name of the agency.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Um, but yeah, that... at this, at this point, that's pretty much all I'm able to do. Uh, once we receive the documentation required, we can go ahead and pro-start processing a cancellation on everything, but we, we won't be able to do that until we get that documentation.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Anything else, sir?

Speaker speaker_2: No, I don't know.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: All right. Thank you.