

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling card, this is Chris. How can I help you today? Hi, Chris. This is James Queen. I'm an employee of Surge Staffing. And I have insurance, but for some reason it says canceled. I didn't cancel. I'm just sc-... I didn't cancel my insurance. Okay, let me take a look at your file. What's the last four of your Social? 0022... Aaron - All right. ... so that's all. I can't get ahold of it right now. All right, Mr. Queen, could you verify your address and date of birth for me please? Yeah. It's 227 Sonoma Avenue, 44820. A- and what city and state is that in, sir? Bucyrus, Ohio. Thank you. And then, uh, your date of birth? 02/05/70. Thank you. We have a phone on file a 740-485-3053. Is that correct? Nope, that's a old number. What's the correct number, sir? 740-262-0449. All right, thank you. Let me take a look here. Do you need a ID number? No, we wouldn't need that. One moment. Like I said, I didn't call... I didn't call and cancel it. I need insurance. I've been working through Surge since, freaking almost last January. Okay. I see, I see what it was. Um, it looks like you had had this, uh, this, uh, insurance through a court order, and recently, we received a termination stating that the order was no longer in effect. So, per policy, when we receive that documentation, we would cancel the insurance. Uh, but you want, you wanted to keep it? Yeah, 'cause... Yeah, 'cause I'm still... I'm working. Yeah, I'm working. Yeah. Okay, let me... If you could hold on the line for me for just a moment, I just need to see what exactly the, uh, the policy is at this point to, uh, reinstate a, uh, canceled court order that you actually wanted to keep. Now, did, uh, did you want this to be for just yourself or did you still want the child on there? Uh, it's just myself 'cause I'm, I'm divorced now and my kids are all grown. Okay. Let me, let me take a look into it. Do you mind holding for me? Like I said, I didn't... Like I said, I di-... I didn't have a court order to do... I didn't have a court order to do anything. I... Uh, based on the documentation we had on file, this was a court order mandate, but, and when we received the termination documents, we canceled it per policy. But again, if you'll hold on the line for me, I will look into seeing what we can do to try to get this reactivated for you if possible. Please hold for me, okay? All right. Okay. Okay. Mr. Queen? Yeah. Hi. Thanks for holding. I appreciate your patience. It's hard to. Okay. We need to send an email off to our back office team to look, to see what can be done with this, uh, just because I'm not sure on if there's a specific process for re-, for restarting a coverage that was canceled as part of the court order policy. Um, I'm not sure. So I'm going to send- I don't Mm-hmm. Sir, I'm, I'm going to send it to them, have them take a look at it. Give us about a day or two, and then I'll give you a call back and let you know how we can proceed moving forward, okay? Okay. Like I said, I don't understand where the court order came from. Uh, let's see here. It came from the Knox County Child Support- I don't know. I... So. Child support's all paid off. They sent that to Surge. Surge forwarded it to us to process, and then in August, they sent a termination to Surge, who forwarded it over to

us, so process is process. That's what- Mm-hmm. ... happened with that. Again, I can, I can have our back office take a look at it, see what we can do moving forward. That's all I can tell you at this time. Not now. All right. Was there anything else I could help you with for now? No. No, I just... It's just frustrating, because I don't know, I didn't, I didn't... It's just frustrating because I need insurance and I didn't cancel anything. That's why I, that's why I don't understand. I didn't know anything about that. All right, sir. Well- I mean, it must have been... And they said... Go ahead. Again, I, I, I, this, this was all automatic based on documentation that was received and, and processed through Surge. So I can't... There's nothing we can do about that at this time. All I can do is- Okay. What did- ... send it to the back... Yeah. Send it to the back office and see what they say is, is what we can do moving forward, okay? Okay. Okay, what, okay, what did Surge do? What did they do? So, all right. So how the court order process works is that Surge receives documentation from a child support agency stating that you are mandated to have coverage for the child under that, under that order, under, under that court order. Surge then forwards that document to us to process based on, uh, just they, they send that over to us because we are the enrollment administrator for their insurance benefits. Per policy and le- and legal requirements, we enrolled you into the policies that was mandated through that court order. When that same court then sent a termination notice to Surge, they then forwarded that termination notice to us to process, and again, per policy and the fact that there was no existing enrollment prior to the court order, insurance was canceled per the, per the standard court order process. So with that- Okay, that's, okay. ... being said, we... There was no... There, there was never any sort of communication or even inkling of the fact that you may have wanted to keep this insurance because the- there was, there was never any contact. So we didn't... There was no way- Yeah, no. Yeah. ... for us to know that you wanted to keep the insurance. With that being said, our back office team now needs to review this to see what we can do in this situation. I'm not 100% sure. Please give us one to two business days and we will be, we, we will investigate, review and be back in touch with you to let you know what can happen moving forward, okay? Oh, okay. 'Cause my kid, my kid, my kid graduated to... I mean he, he goes to school now. That's... I can't tell you anything about that. That's something you take up with that child support agency. All I can tell you is that we processed this based on both the standard processing and legal mandates. All right. Okay. Well, thank you for calling and have a good day. All right. All right, all right. You too. Bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. This is James Queen. I'm an employee of Surge Staffing. And I have insurance, but for some reason it says canceled. I didn't cancel. I'm just sc-... I didn't cancel my insurance.

Speaker speaker\_1: Okay, let me take a look at your file. What's the last four of your Social?

Speaker speaker\_2: 0022... Aaron -

Speaker speaker\_1: All right.

Speaker speaker\_2: ... so that's all. I can't get ahold of it right now.

Speaker speaker\_1: All right, Mr. Queen, could you verify your address and date of birth for me please?

Speaker speaker\_2: Yeah. It's 227 Sonoma Avenue, 44820.

Speaker speaker\_1: A- and what city and state is that in, sir?

Speaker speaker\_2: Bucyrus, Ohio.

Speaker speaker\_1: Thank you. And then, uh, your date of birth?

Speaker speaker\_2: 02/05/'70.

Speaker speaker\_1: Thank you. We have a phone on file a 740-485-3053. Is that correct?

Speaker speaker\_2: Nope, that's a old number.

Speaker speaker\_1: What's the correct number, sir?

Speaker speaker\_2: 740-262-0449.

Speaker speaker\_1: All right, thank you. Let me take a look here.

Speaker speaker\_2: Do you need a ID number?

Speaker speaker\_1: No, we wouldn't need that. One moment.

Speaker speaker\_2: Like I said, I didn't call... I didn't call and cancel it. I need insurance. I've been working through Surge since, freaking almost last January.

Speaker speaker\_1: Okay. I see, I see what it was. Um, it looks like you had had this, uh, this, uh, insurance through a court order, and recently, we received a termination stating that the order was no longer in effect. So, per policy, when we receive that documentation, we would cancel the insurance. Uh, but you want, you wanted to keep it?

Speaker speaker\_2: Yeah, 'cause... Yeah, 'cause I'm still... I'm working. Yeah, I'm working. Yeah.

Speaker speaker\_1: Okay, let me... If you could hold on the line for me for just a moment, I just need to see what exactly the, uh, the policy is at this point to, uh, reinstate a, uh, canceled court order that you actually wanted to keep. Now, did, uh, did you want this to be for just yourself or did you still want the child on there?

Speaker speaker\_2: Uh, it's just myself 'cause I'm, I'm divorced now and my kids are all grown.

Speaker speaker\_1: Okay. Let me, let me take a look into it. Do you mind holding for me?

Speaker speaker\_2: Like I said, I didn't... Like I said, I di-... I didn't have a court order to do... I didn't have a court order to do anything.

Speaker speaker\_1: I... Uh, based on the documentation we had on file, this was a court order mandate, but, and when we received the termination documents, we canceled it per policy. But again, if you'll hold on the line for me, I will look into seeing what we can do to try to get this reactivated for you if possible. Please hold for me, okay?

Speaker speaker\_2: All right. Okay. Okay.

Speaker speaker\_1: Mr. Queen?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Hi. Thanks for holding. I appreciate your patience.

Speaker speaker\_2: It's hard to.

Speaker speaker\_1: Okay. We need to send an email off to our back office team to look, to see what can be done with this, uh, just because I'm not sure on if there's a specific process for re-, for restarting a coverage that was canceled as part of the court order policy. Um, I'm not sure. So I'm going to send-

Speaker speaker\_2: I don't

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: Sir, I'm, I'm going to send it to them, have them take a look at it. Give us about a day or two, and then I'll give you a call back and let you know how we can proceed moving forward, okay?

Speaker speaker\_2: Okay. Like I said, I don't understand where the court order came from.

Speaker speaker\_1: Uh, let's see here. It came from the Knox County Child Support-

Speaker speaker\_2: I don't know. I...

Speaker speaker\_1: So.

Speaker speaker\_2: Child support's all paid off.

Speaker speaker\_1: They sent that to Surge. Surge forwarded it to us to process, and then in August, they sent a termination to Surge, who forwarded it over to us, so process is process. That's what-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... happened with that. Again, I can, I can have our back office take a look at it, see what we can do moving forward. That's all I can tell you at this time.

Speaker speaker\_3: Not now.

Speaker speaker\_2: All right.

Speaker speaker\_1: Was there anything else I could help you with for now?

Speaker speaker\_2: No. No, I just... It's just frustrating, because I don't know, I didn't, I didn't... It's just frustrating because I need insurance and I didn't cancel anything. That's why I, that's why I don't understand. I didn't know anything about that.

Speaker speaker\_1: All right, sir. Well-

Speaker speaker\_2: I mean, it must have been... And they said... Go ahead.

Speaker speaker\_1: Again, I, I, I, this, this was all automatic based on documentation that was received and, and processed through Surge. So I can't... There's nothing we can do about that at this time. All I can do is-

Speaker speaker\_2: Okay. What did-

Speaker speaker\_1: ... send it to the back... Yeah. Send it to the back office and see what they say is, is what we can do moving forward, okay?

Speaker speaker\_2: Okay. Okay, what, okay, what did Surge do? What did they do?

Speaker speaker\_1: So, all right. So how the court order process works is that Surge receives documentation from a child support agency stating that you are mandated to have coverage for the child under that, under that order, under, under that court order. Surge then forwards that document to us to process based on, uh, just they, they send that over to us because we are the enrollment administrator for their insurance benefits. Per policy and le- and legal requirements, we enrolled you into the policies that was mandated through that court order. When that same court then sent a termination notice to Surge, they then forwarded that termination notice to us to process, and again, per policy and the fact that there was no existing enrollment prior to the court order, insurance was canceled per the, per the standard court order process. So with that-

Speaker speaker\_2: Okay, that's, okay.

Speaker speaker\_1: ... being said, we... There was no... There, there was never any sort of communication or even inkling of the fact that you may have wanted to keep this insurance because the- there was, there was never any contact. So we didn't... There was no way-

Speaker speaker\_2: Yeah, no. Yeah.

Speaker speaker\_1: ... for us to know that you wanted to keep the insurance. With that being said, our back office team now needs to review this to see what we can do in this situation. I'm not 100% sure. Please give us one to two business days and we will be, we, we will investigate, review and be back in touch with you to let you know what can happen moving forward, okay?

Speaker speaker\_2: Oh, okay. 'Cause my kid, my kid, my kid graduated to... I mean he, he goes to school now.

Speaker speaker\_1: That's... I can't tell you anything about that. That's something you take up with that child support agency. All I can tell you is that we processed this based on both the

standard processing and legal mandates.

Speaker speaker\_2: All right. Okay.

Speaker speaker\_1: Well, thank you for calling and have a good day.

Speaker speaker\_2: All right. All right, all right. You too. Bye.