

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Hurry. My name is Francesca. How can I assist you today? Uh, my name is Eric Mullins. Uh, I was wanting to know if, uh, I got my insurance from, uh, you all yet, because I just started at Hitachi through the focus group, uh, January 20th and, of this year and I was wanting to know when I was going to get my insurance information and card. Okay. I do want to clarify, we don't own the benefits. You're not getting it through us. You're actually getting it through your staffing, Focus Workforce Management. We only administer it. Let me go ahead and take a look and see if your policy's active. What are the last four of your Social and last name? Social is, uh, 8096. Last name, Mullins, M-U-L-L-I-N-S. Could you please verify your mailing address and date of birth to make sure I'm on the right account currently? Uh, 10-24-1994 is, uh, birthday. Um, mailing address is 885 Goshen Road, Lot 31, Stamford, Kentucky 40484. We have that phone number to reach you down as 859-319-5186? Yes, ma'am. And we have your email down as first and last name783@gmail.com? Yes. So I see here today was the one we received the payment for your coverage, so this will be the first Monday- Uh-huh. ... that you're active. And once your s-carriers receive the first payment of activation, that's when they start creating your policy number, benefit cards and putting you into the system. Uh-huh. Friday of this week will be when they send them out. As I'm looking- Okay. ... at my system, it doesn't look like they have created your benefit cards yet. They haven't? No, sir, they have not. They just received it today. I don't see anything in the system at the moment. Okay. Uh- So if you were looking to get virtual copies, I can ask the front office, but it will take the same amount of time as it usually arrives to us, which is m- Wednesday, Thursday of the activation week usually is when they're loaded that we get the digital copy. Um, but if I ask for the front office to see if they can get a policy number or a copy, it is gonna take 24 to 48 hours for them to get back to me with that information. Okay, so you can't get r- or you can't get me a digital copy? No, sir, 'cause it's not, hasn't been created yet. It's not available. Okay. Uh, I do have another question. Um... Mm-hmm. Is my wife and my son on my insurance policy as well? My benefits and all that? Yes, sir. You requested all coverage to be for yourself and family. The dependents that you put down was your spouse, Hortensia Lolan- Lozano, sorry, Mullins, and then the child on it shows to be... oh, I think we have this wrong. Alan Mullins Lonanzo? Lozano. Quick question, is Lozano supposed to be the second last name? Uh, technically, uh, yes and no. Yes, it's supposed to be his second last name. It's- Mm-hmm. ... technically supposed to be his middle name, but the, uh, birth certificate has it as his, uh, last name. So, we kept it like that for right now. I understand. And then your last name Mullins will be his middle name technically, right? My wife being Mexican, she wanted my last name to be, uh, to be before her la- uh, her, uh- Mm-hmm. ... pre- uh, her, uh, single last name. Mm-hmm. So, because she wa- uh, she wanted to keep that tradition of, uh, o- of the me- uh, the men being first and the women being

second. Mm-hmm. So that's where that comes in play. So... Oh, I see what happened. Yes and no, it was... Yes. So the office was the one that did the process wrong 'cause it's not a very usual thing here. Yeah. Okay. And then is hers then supposed to be her last name, um, her maiden last name, Lozano supposed to be her middle name? Yes. Okay. I understand. Thank you. 'Cause I- I'm not very familiar with the two last names, so that's why I was like, maybe we put- Uh- ... this in the system wrong, so I wanted to double check with you. No, it's, uh, everything on there is correct. My son's name is Alan Mullins Lozano. It's though I've hyphenated, I hyphenate between Mullins and Lozano, uh, because that's how we had it, but that's how she, that's my wife wanted it. I wanted to make it where Lozano is his middle name and Mullins was his last name, but my wife wanted it like Lozano Mullins, so that's how we had, that's how we had his name. Her name is Hortensia Lozano Mullins. Oh, okay. I see. So I'll leave that- And also- ... as it is now then. Huh? Oh, no, I was just saying, so I'll leave that as it is now, I won't touch the way that it was put in for the dependents' information. Yeah. And then if you do have any doctor visits throughout this week before we're able to provide you that digital copy... If the- Hello? ... provider office allows it, you can give us a call and we can verify that you're active in coverage over the phone. Um, we just wouldn't be able to- Uh-huh. ... provide a policy number until it's uploaded into the system. Okay. Uh, uh, I... It's, uh, this is- this is wh- why I'm asking is because, apparently, my wife has an em- appointment tomorrow that I had no idea that was made, and, uh, I'm just wanting to make sure that her and my son are on my policy. If I- if- if that- if I- if- if it's all there, then everything is good and I can tell my wife that- that she is under my insurance policy. Yes. So she is under the policy active right now. The only thing is that- Yeah. ... policy number, we don't have it, or the benefit cards. I sent a ticket- So- ... out to the front office, um, but it is still gonna take that 24 to 48 business hours for them to get back at me with that information. Uh, if you do get- With- ... that information- Yes. ... could you send it to me with a, uh, uh, email? Yes, sir. Of course. Um, now, I do have to say, tomorrow, if her provider's office allows it, she is able to- to call us for us to do them. Um, however, I would advise, if you know it, to provide her email address because per the company policy- Okay. ... when she calls in, if we do have access to the virtual benefit cards, we're not going to be able to send it to her email. It will only be the email that you have placed online on your account or over the phone- Uh-huh. ... with us, because even though she is a dependent on this policy, demographic information can only be updated by you, the policyholder. So if you have her email address and can provide it, I would love to put it on your account as a secondary email. That way, when I do have the benefit cards or if she calls in and they are ready, we're able to email them to her as well. I do know her email. I'm driving at the moment because I just got- Mm-hmm. ... like, out of school. Uh, her email is horde, it's H-O-R-D-E, Mendoza, M-O-N-D-E-S-A, if I'm thinking correctly, 7@gmail.com. All right. Now, if I'm- if I'm wrong, I guess, uh, I can call this number back and give you that information, right? Yes, sir. That is correct. You're able to call this number back to update a second email on the account. Okay. Because I'm just wanting to- I'm just wanting to make sure because if- if I- if there's a let- there might be a letter spelled wrong. I'm trying to remember off the top of my head, but it's just, uh, if I'm thinking correctly, that's wha- uh, that's how it's spelled, and that's, uh, that's her email. I know that's her email, but how it's spelled is the second part, Mendoza. That's, uh, where I'm c- uh, where I'm, uh, iffy on, because I don't always, um, do- do something like this right here and talk to somebody and get her email out like that- uh, like this. But that is her email. I believe the only letter that might or might not be

concerning will be that Z or S in Mendoza, um, but I put a Z since usually that is the one how it's usually spelled. Yes. Uh, it- that, uh, that is how it's spelled. All right, and then we did say it was H-O-R-D-E, right, before Mendoza? H-O-R-T as in Tom. T- And then E as in Emi- Emily. There we go. All right. So I have gone ahead and corrected it. And then for now, you should be all good to go. In the event that before- Uh-huh. ... the front office, um, gets back to me tomorrow morning, and I do have access to the benefit cards, I'll make sure to give you a call and let you know once they're ready. All right. Um, uh, can I provide you with her, uh, cell number as well just to be on the safe side to add to that information? Of course. Go ahead. Uh, let me find it here. Okay. It's 859-319-5275. 859-319-5275? Yes, ma'am. All right. So I have saved both the new phone number as well as a new email to your account. Okay. And then if she calls in during her doctor appointment for any questions, um, just remember to tell her to let us know that she's a dependent on your policy, and she is going to need the last four of your Social and FOCUS Workforce Management name for us to locate that account. Workforce Management name? Yes, sir. Your stopping company's name. Oh, well, that all- that would all go through me then. She, uh, she's, uh- she speaks more Spanish than she does English. Oh, she can call in. We have Spanish agents all the time around because we're open 8:00 AM to 8:00 PM Eastern Time, and we always have someone- Uh-huh. ... that speaks Spanish during that time frame. Okay. Well, I'll let- I'll let her know whenever I get home. Thank you. Of course. It was my pleasure. I hope you have a wonderful rest of your day. All right. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Hurry. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, my name is Eric Mullins. Uh, I was wanting to know if, uh, I got my insurance from, uh, you all yet, because I just started at Hitachi through the focus group, uh, January 20th and, of this year and I was wanting to know when I was going to get my insurance information and card.

Speaker speaker_0: Okay. I do want to clarify, we don't own the benefits. You're not getting it through us. You're actually getting it through your staffing, Focus Workforce Management. We only administer it. Let me go ahead and take a look and see if your policy's active. What are the last four of your Social and last name?

Speaker speaker_1: Social is, uh, 8096. Last name, Mullins, M-U-L-L-I-N-S.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I'm on the right account currently?

Speaker speaker_1: Uh, 10-24-1994 is, uh, birthday. Um, mailing address is 885 Goshen Road, Lot 31, Stamford, Kentucky 40484.

Speaker speaker_0: We have that phone number to reach you down as 859-319-5186?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we have your email down as first and last name783@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So I see here today was the one we received the payment for your coverage, so this will be the first Monday-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... that you're active. And once your s- carriers receive the first payment of activation, that's when they start creating your policy number, benefit cards and putting you into the system.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Friday of this week will be when they send them out. As I'm looking-

Speaker speaker_1: Okay.

Speaker speaker_0: ... at my system, it doesn't look like they have created your benefit cards yet.

Speaker speaker_1: They haven't?

Speaker speaker_0: No, sir, they have not. They just received it today. I don't see anything in the system at the moment.

Speaker speaker_1: Okay. Uh-

Speaker speaker_0: So if you were looking to get virtual copies, I can ask the front office, but it will take the same amount of time as it usually arrives to us, which is m- Wednesday, Thursday of the activation week usually is when they're loaded that we get the digital copy. Um, but if I ask for the front office to see if they can get a policy number or a copy, it is gonna take 24 to 48 hours for them to get back to me with that information.

Speaker speaker_1: Okay, so you can't get r- or you can't get me a digital copy?

Speaker speaker_0: No, sir, 'cause it's not, hasn't been created yet. It's not available.

Speaker speaker_1: Okay. Uh, I do have another question. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Is my wife and my son on my insurance policy as well? My benefits and all that?

Speaker speaker_0: Yes, sir. You requested all coverage to be for yourself and family. The dependents that you put down was your spouse, Hortensia Lolan- Lozano, sorry, Mullins, and then the child on it shows to be... oh, I think we have this wrong. Alan Mullins Lonanzo?

Speaker speaker_1: Lozano.

Speaker speaker_0: Quick question, is Lozano supposed to be the second last name?

Speaker speaker_1: Uh, technically, uh, yes and no. Yes, it's supposed to be his second last name. It's-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... technically supposed to be his middle name, but the, uh, birth certificate has it as his, uh, last name. So, we kept it like that for right now.

Speaker speaker_0: I understand. And then your last name Mullins will be his middle name technically, right?

Speaker speaker_1: My wife being Mexican, she wanted my last name to be, uh, to be before her la- uh, her, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... pre- uh, her, uh, single last name.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, because she wa- uh, she wanted to keep that tradition of, uh, o- of the me- uh, the men being first and the women being second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So that's where that comes in play. So...

Speaker speaker_0: Oh, I see what happened.

Speaker speaker_1: Yes and no, it was... Yes.

Speaker speaker_0: So the office was the one that did the process wrong 'cause it's not a very usual thing here.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then is hers then supposed to be her last name, um, her maiden last name, Lozano supposed to be her middle name?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I understand. Thank you. 'Cause I- I'm not very familiar with the two last names, so that's why I was like, maybe we put-

Speaker speaker_1: Uh-

Speaker speaker_0: ... this in the system wrong, so I wanted to double check with you.

Speaker speaker_1: No, it's, uh, everything on there is correct. My son's name is Alan Mullins Lozano. It's though I've hyphenated, I hyphenate between Mullins and Lozano, uh, because that's how we had it, but that's how she, that's my wife wanted it. I wanted to make it where Lozano is his middle name and Mullins was his last name, but my wife wanted it like Lozano Mullins, so that's how we had, that's how we had his name. Her name is Hortensia Lozano Mullins.

Speaker speaker_0: Oh, okay. I see. So I'll leave that-

Speaker speaker_1: And also-

Speaker speaker_0: ... as it is now then.

Speaker speaker_1: Huh?

Speaker speaker_0: Oh, no, I was just saying, so I'll leave that as it is now, I won't touch the way that it was put in for the dependents' information.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then if you do have any doctor visits throughout this week before we're able to provide you that digital copy...If the-

Speaker speaker_1: Hello?

Speaker speaker_0: ... provider office allows it, you can give us a call and we can verify that you're active in coverage over the phone. Um, we just wouldn't be able to-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... provide a policy number until it's uploaded into the system.

Speaker speaker_1: Okay. Uh, uh, I... It's, uh, this is- this is wh- why I'm asking is because, apparently, my wife has an em- appointment tomorrow that I had no idea that was made, and, uh, I'm just wanting to make sure that her and my son are on my policy. If I- if- if that- if I- if- if it's all there, then everything is good and I can tell my wife that- that she is under my insurance policy.

Speaker speaker_0: Yes. So she is under the policy active right now. The only thing is that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... policy number, we don't have it, or the benefit cards. I sent a ticket-

Speaker speaker_1: So-

Speaker speaker_0: ... out to the front office, um, but it is still gonna take that 24 to 48 business hours for them to get back at me with that information.

Speaker speaker_1: Uh, if you do get-

Speaker speaker_0: With-

Speaker speaker_1: ... that information-

Speaker speaker_0: Yes.

Speaker speaker_1: ... could you send it to me with a, uh, uh, email?

Speaker speaker_0: Yes, sir. Of course. Um, now, I do have to say, tomorrow, if her provider's office allows it, she is able to- to call us for us to do them. Um, however, I would advise, if you

know it, to provide her email address because per the company policy-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when she calls in, if we do have access to the virtual benefit cards, we're not going to be able to send it to her email. It will only be the email that you have placed online on your account or over the phone-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... with us, because even though she is a dependent on this policy, demographic information can only be updated by you, the policyholder. So if you have her email address and can provide it, I would love to put it on your account as a secondary email. That way, when I do have the benefit cards or if she calls in and they are ready, we're able to email them to her as well.

Speaker speaker_1: I do know her email. I'm driving at the moment because I just got-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... like, out of school. Uh, her email is horde, it's H-O-R-D-E, Mendoza, M-O-N-D-E-S-A, if I'm thinking correctly, 7@gmail.com.

Speaker speaker_0: All right.

Speaker speaker_1: Now, if I'm- if I'm wrong, I guess, uh, I can call this number back and give you that information, right?

Speaker speaker_0: Yes, sir. That is correct. You're able to call this number back to update a second email on the account.

Speaker speaker_1: Okay. Because I'm just wanting to- I'm just wanting to make sure because if- if I- if there's a let- there might be a letter spelled wrong. I'm trying to remember off the top of my head, but it's just, uh, if I'm thinking correctly, that's wha- uh, that's how it's spelled, and that's, uh, that's her email. I know that's her email, but how it's spelled is the second part, Mendoza. That's, uh, where I'm c- uh, where I'm, uh, iffy on, because I don't always, um, do- do something like this right here and talk to somebody and get her email out like that- uh, like this. But that is her email.

Speaker speaker_0: I believe the only letter that might or might not be concerning will be that Z or S in Mendoza, um, but I put a Z since usually that is the one how it's usually spelled.

Speaker speaker_1: Yes. Uh, it- that, uh, that is how it's spelled.

Speaker speaker_0: All right, and then we did say it was H-O-R-D-E, right, before Mendoza?

Speaker speaker_1: H-O-R-T as in Tom.

Speaker speaker_0: T-

Speaker speaker_1: And then E as in Emi- Emily.

Speaker speaker_0: There we go. All right. So I have gone ahead and corrected it. And then for now, you should be all good to go. In the event that before-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... the front office, um, gets back to me tomorrow morning, and I do have access to the benefit cards, I'll make sure to give you a call and let you know once they're ready.

Speaker speaker_1: All right. Um, uh, can I provide you with her, uh, cell number as well just to be on the safe side to add to that information?

Speaker speaker_0: Of course. Go ahead.

Speaker speaker_1: Uh, let me find it here. Okay. It's 859-319-5275.

Speaker speaker_0: 859-319-5275?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So I have saved both the new phone number as well as a new email to your account.

Speaker speaker_1: Okay.

Speaker speaker_0: And then if she calls in during her doctor appointment for any questions, um, just remember to tell her to let us know that she's a dependent on your policy, and she is going to need the last four of your Social and FOCUS Workforce Management name for us to locate that account.

Speaker speaker_1: Workforce Management name?

Speaker speaker_0: Yes, sir. Your stopping company's name.

Speaker speaker_1: Oh, well, that all- that would all go through me then. She, uh, she's, uh- she speaks more Spanish than she does English.

Speaker speaker_0: Oh, she can call in. We have Spanish agents all the time around because we're open 8:00 AM to 8:00 PM Eastern Time, and we always have someone-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... that speaks Spanish during that time frame.

Speaker speaker_1: Okay. Well, I'll let- I'll let her know whenever I get home. Thank you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: All right. Bye.

Speaker speaker_0: Bye.