

2003-04 OPM COMPLETE MESSAGE SCRIPTS

- 100 Welcome to Open Season Express.
- 101 Before using the system, please have available your CSA or CSF annuity claim number and your social security number. If you will be making an enrollment change or requesting brochures, you will also need either the first 2 characters of the enrollment code for the brochures being requested or the first 2 characters of the enrollment code for the plan you are selecting for 2004. The enrollment codes can be found in the Open Season Health Benefits Guide under the enrollment code column for each plan.
- 102 To make an enrollment change, press 1.
To request plan brochures, press 2.
To request information on canceling or suspending your health benefits coverage, press 3.
To request information on paying your premiums directly to us, press 4.
To receive satisfaction survey information on how FEHB members rated their health plans, press 5.
If you have moved to another state and need a new Open Season package, press 6.
To leave Open Season Express, press 9.
To hear the list of options again, press *.
- 103 If your annuity claim number begins with the letters "CSA", press 1.
- 104 If your annuity claim number begins with the letters "CSF", press 2.
- 105 Please enter the first 7 numbers of your annuity claim number now. Don't enter the letters CSA or CSF.
- 106 Your annuity claim number is
- 107 For security purposes, please enter the last 4 digits of your social security number now.
- 108 The numbers you entered do not match the numbers we have on file for the annuity claim number you entered.
- 109 Please enter the first 2 characters of the enrollment code for the plan you want. If the first 2 characters of the enrollment code contain a letter, enter the number shown on the telephone keypad for that letter.

- 110 For example, if you would like to enroll in AN1, enter 26. The 2 is the number on the keypad with the letter A and 6 is the number on the keypad with the letter N. If the first 2 characters of the enrollment code contain the letters Q or Z, enter the number zero for these letters.
- 111 Please enter the first 2 characters of the enrollment code now.
- 112 The plan you selected has the same combination of numbers as other plans available in your state.
- 113 The plan you selected is
- 114 Press the pound sign to hear the list again.
- 115 If you want Self Only coverage, press 1.
- 116 If you want Self and Family coverage, press 2.
- 117 You have selected
- 118 Self Only coverage
- 119 Self and Family coverage
- 120 Enrollment code
- 121 We are not able to process your request to change from self only coverage to self and family coverage. Only dependents of the former Federal employee or retiree are eligible for coverage under your enrollment. If you think the family member or members you wish to enroll are eligible, call us toll-free at 1-888-767-6738. If you are calling within the local Washington, DC, calling area, please contact us at 202-606-0500.
- 122 We have processed your transaction.
- 123 If you want to make another enrollment code selection, press 2.
- 124 The effective date of your Open Season change is January 1, 2004.
- 125 We will mail you a letter confirming your Open Season change. We will also notify the plan you selected of your new enrollment. Your new plan will send your new identification card to you. You can expect to receive your new card in approximately 4 weeks. If you don't receive your new card, you should contact your new plan directly.
- 126 The annuity claim number you entered is not on our file.

- 127 There are no plans in your state with the first two characters of the enrollment code you entered.
- 129 The numbers you entered do not match the numbers on file for this annuity claim number.
- 130 There are no plans on file matching this enrollment code selection.
- 144 Please enter the first 2 characters of the enrollment code for the brochure you want. If the first 2 characters of the enrollment code contain a letter, enter the number shown on the telephone keypad for that letter.
- 145 If you want another plan brochure, press 1.
- 146 To hear the list of plan brochures you asked for, press 2.
- 147 The plan brochures you asked for are ...
(plan code1) (plan name1),...(plan code15) (plan name15)
- 148 To complete your selection, press 3.
- 149 If the list of plan brochures you asked for is correct, press 1 to complete your selection.
- 150 If this list is not correct, press 2 to re-enter your brochure selections.
- 151 For example, if you would like to request brochure AN1, enter 26. The 2 is the number on the keypad with the letter A and 6 is the number on the keypad with the letter N. If the first 2 characters of the enrollment code contain the letters Q or Z, enter the number zero for these letters.
- 152 You indicated that you wish to receive information on canceling or suspending your health benefits coverage.
- 153 You can expect to receive the information you asked for in about 7 to 10 days.
- 155 You have reached the maximum number of plan brochure requests that we can process through our system.
- 156 You indicated that you wish to receive information on how to pay your premiums directly to us. Please note this option is only available when your monthly annuity payment is not large enough to cover the cost of the monthly health benefits premium.
- 157 You indicated that you wish to receive survey information on how FEHB members rated their health plans.

- 158 You indicated that you wish to receive a new Open Season package due to a change in your address.
- 159 Today is a Federal Holiday.
- 160 If none of the plans in the list include your plan choice, press 0 to enter a new enrollment code.
- 161 If none of the plans in the list include your plan choice, press 0 to enter a new brochure code.
- 162 Plan code
- 163 To re-enter the 2 digit brochure code, press 1.
- 164 If you know the number for the transaction you want, press that number now. Otherwise, listen for the complete list of transactions.
- 165 You indicated that you wish to receive plan brochures.
- 166 You indicated that you wish to make an enrollment change.
- 167 Please stay on the line while we transfer your call to collect dependent and other insurance information. There will be a pause while the call is being transferred.
- 168 The plan you selected has the same combination of numbers as other plans available.
- 169 We are unable to take your dependent information at this time. Please call back during customer service hours 7 AM to 7 PM Central Time.
- 170 We offer service in English and Spanish.
- 171 Si prefiere continuar su llamada en español, oprima el numero uno.
- 173 you selected male
- 174 you selected female
- 175 you selected spouse
- 176 you selected unmarried child
- 177 you selected stepchild
- 178 you selected disabled dependent child

- 198 Your call may be monitored for quality assurance purposes.
- 200 You entered
- 201 If this is correct, press 1.
- 202 If this is not correct, press 2 to re-enter.
- 203 To leave Open Season Express, press 9.
- 204 Thank you for using Open Season Express. Goodbye
- 205 To return to the main menu, press *.
- 211 We didn't detect a touch tone entry.
- 212 We detected a possible line interrupt. To continue, press 1.
- 213 You made an invalid entry.
- 214 We are having difficulties processing your request. Please try later.
- 215 One moment please.
- 216 Our system is not available at this time. Please call later.
- 217 You have reached Open Season Express.
- 219 Please wait and a Customer Service Specialist will help you. There may be a pause before you are connected to a customer service representative.
- 220 We are sorry that we are not able to process your request at this time. This request must be completed during our customer service operating hours of 7 a.m. to 7 p.m., Central Time, Monday through Friday. Please call back during these hours.
- 221 Lo sentimos, no podemos procesar su solicitud en este momento. Esta solicitud debe ser hecha durante el horario de oficina de servicio al cliente, de 7:00am a 7:00pm de lunes a viernes. Por favor, vuelva a llamar durante este horario el proximo dia laborable.
- 222 Gracias por utilizar el sistema expreso de la temporada abierta.
- 223 Hoy es un dia feriado federal.

- 224 Para utilizar nuestro sistema automatizado, disponible solamente en inglés, oprima el asterisco.
- 225 Para salir del sistema expreso de la temporada abierta, oprima el numero 9.
- 240 If you selected ...
- 241 Press 1
- 242 Press 2
- 243 Press 3
- 244 Press 4
- 245 Press 5
- 246 Press 6
- 247 Press 7
- 248 Press 8
- 249 Press 9
- 250 Press 0
- 251 Press Star
- 252 Press the Pound sign
- 283 After making your request, please wait to hear the message, "We have processed your transaction" before making another request or ending your call.
- 284 Please remember, your enrollment change will not be complete until you hear the message, "We have processed your transaction."
- 285 Please remember, your brochure request will not be complete until you hear the message, "We have processed your transaction."

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- 131 Your opinion about this system is very important to us. In our efforts to better serve you, we ask that you stay on the line and answer a few short questions that will take less than a minute. Your participation will help us improve our customer service.
- 132 Were the open season materials we sent you easy to read and understand?
- 133 Press 1, if you found them easy to read and understand. Press 2, if you found them difficult to read and understand, or Press 3, if you found no difference from previous years.
- 134 Was our automated Open Season Express system easy to use?
- 135 Press 1, if it was easy, press 2, if it was difficult, or press 3 if you found no difference from previous years.
- 136 Do you have access to the Internet?
- 137 Press 1, if you have access to the Internet. Press 2, if don't have access to the Internet.
- 138 In general, how courteous was the Customer Service Specialist during this call?
- 139 Press 1, for courteous, Press 2, for discourteous, or Press 3, if you have no opinion.
- 140 Overall, how would you rate the Open Season Express?
- 141 Press 1, for good, Press 2, for fair, or Press 3, for poor.

System Maintenance Text

- 100* Welcome to Open Season Express.
- 213* An invalid entry was made.
- 204* Thank you for using Open Season Express.
- 271 Welcome to System Maintenance.
- 272 To review dependent information messages, Press 1.
- 274 To go to the next message, Press 1.
- 275 To hear again, Press 2.
- 276 There are no more messages to review.
- 280 To exit System Maintenance, Press 9.
- 281 To review dependent information messages, press 1. For the number of annuitant dependent data recordings, press 2.
- 282 The number of transcriptions is...
- 300> Recorded Plan Names, each plan name/option will correspond to an individual speech message.
- 400> Recorded Plan Names, each plan name/option will correspond to an individual speech message.
- NOTE: Messages with an * are currently used in the IVR script.

Transcription Box Text

- 253 Please enter or speak the information requested as prompted. The information you provide will be sent to your new health plan along with your enrollment change information.
- 254 Please speak your 7 digit annuity claim number, including the CSA or CSF prefix after the beep.
- 255 Please clearly speak your full name and spell your last name.
- 256 Please clearly speak and spell the last name of your first dependent, beginning with your spouse if you are married.
- 257 Please clearly speak and spell the first name of your dependent.
- 258 Please enter your dependent's 2 digit birth month, 2 digit day, and 4 digit birth year using your telephone keypad.
- 259 If this dependent is male, press 1. If female, press 2.
- 260 Please indicate your dependent's relationship to you. For spouse, press 1. For unmarried child, press 2. For stepchild, press 3. For disabled dependent child, press 4.
- 261 Please enter your dependent's social security number using your telephone keypad.
- 262 Please enter your dependent's 5 digit zip code using your telephone keypad.
- 263 Please enter your daytime telephone number, including area code using your telephone keypad followed by the pound sign.
- 264 If you have additional dependents, press 1 now.
- 265 If you have no additional dependents, press 2.
- 266 Please clearly speak and spell the last name of your next dependent.
- 267 Do you or your dependents have any other insurance such as Medicare, Tricare, Tricare for Life or Champ VA or any private health insurance coverage? Press 1 if you don't have any other insurance. Press 2 if you do have other insurance.
- 268 You may only enter information for up to 10 dependents through Open Season Express. Please contact your plan directly to report any additional dependants not entered today.

- 269 Your Federal health plan will need to coordinate benefits with any other health insurance you or your dependents may have.
- 270 Do you have Medicare coverage? Press 1 if you don't have Medicare, press 2 if you have both Medicare A and B, press 3 if you have Medicare A only or press 4 if you have Medicare B only.
- 286 Please state whether you have Medicare A or Medicare B only.
- 287 Does your spouse have Medicare coverage? Press 1 if your spouse doesn't have Medicare coverage, press 2 if your spouse has both Medicare A and B, press 3 if your spouse has Medicare A only or press 4 if your spouse has Medicare B only.
- 288 Please state whether your spouse has Medicare A or Medicare B only.
- 289 Do you or your spouse have Tricare, Tricare for Life, or Champ VA coverage? Press 1 if you have Tricare, Tricare for Life or ChampVA. Press 2 if you don't have Tricare, Tricare for Life or Champ VA coverage.
- 290 Please speak and spell the last name and first name of the Tricare, Tricare for Life, or Champ VA policyholder.
- 291 Do you or your dependents have a private insurance plan? Press 1 if you do not have private insurance, press 2 if you do.
- 292 Please speak the name of the private plan and speak and spell the last and first name of the private insurance policyholder.