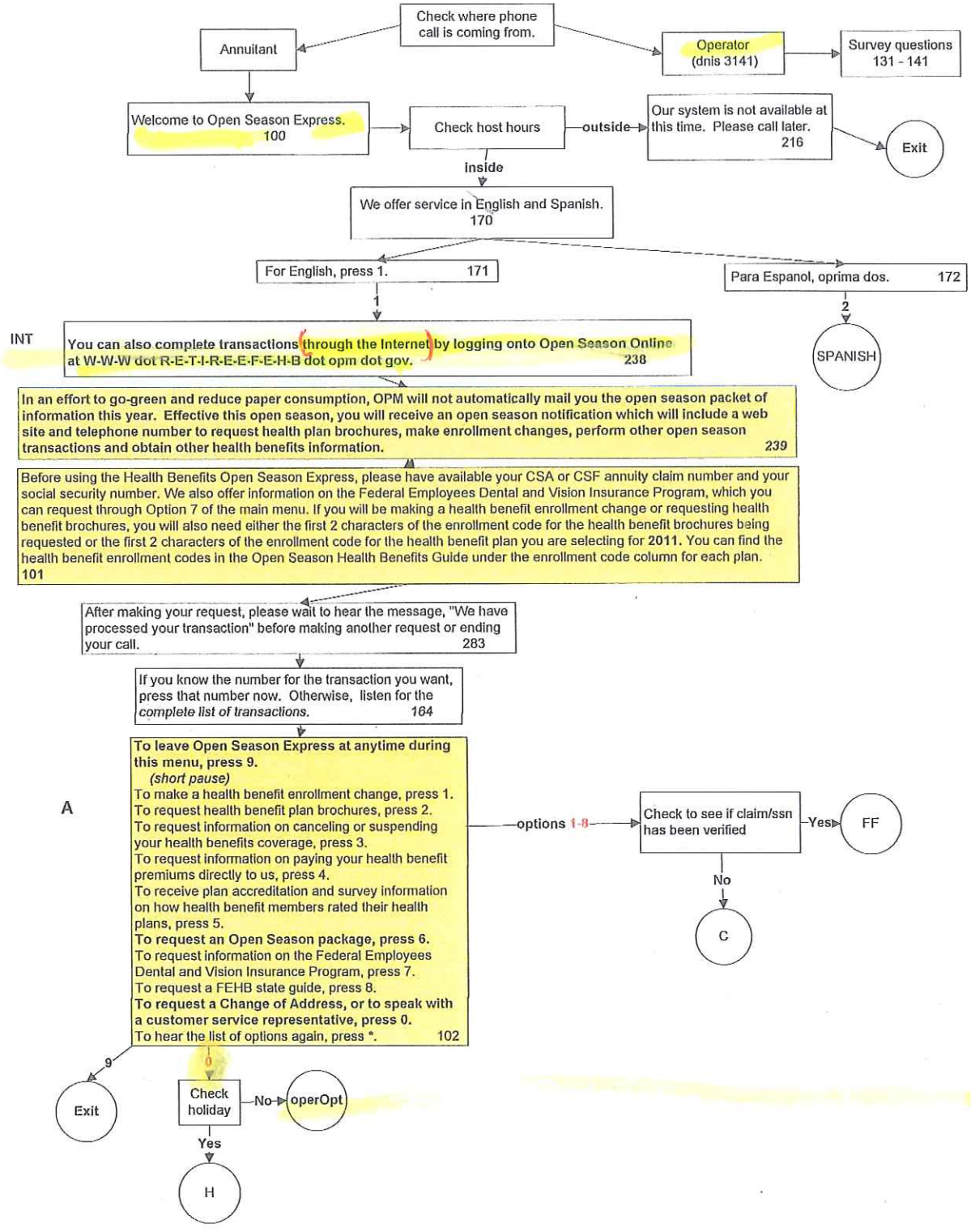
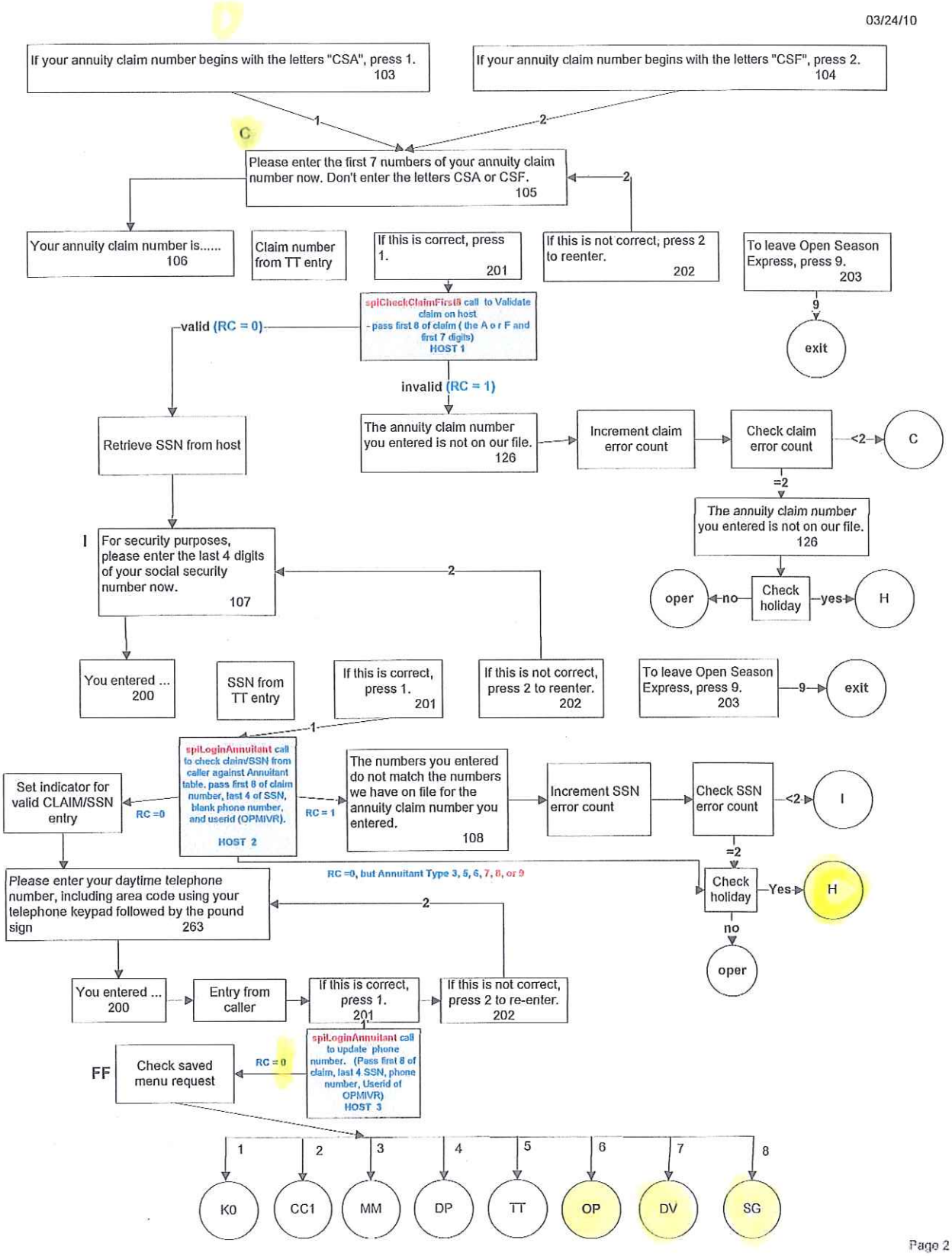
Last approved @ OMB

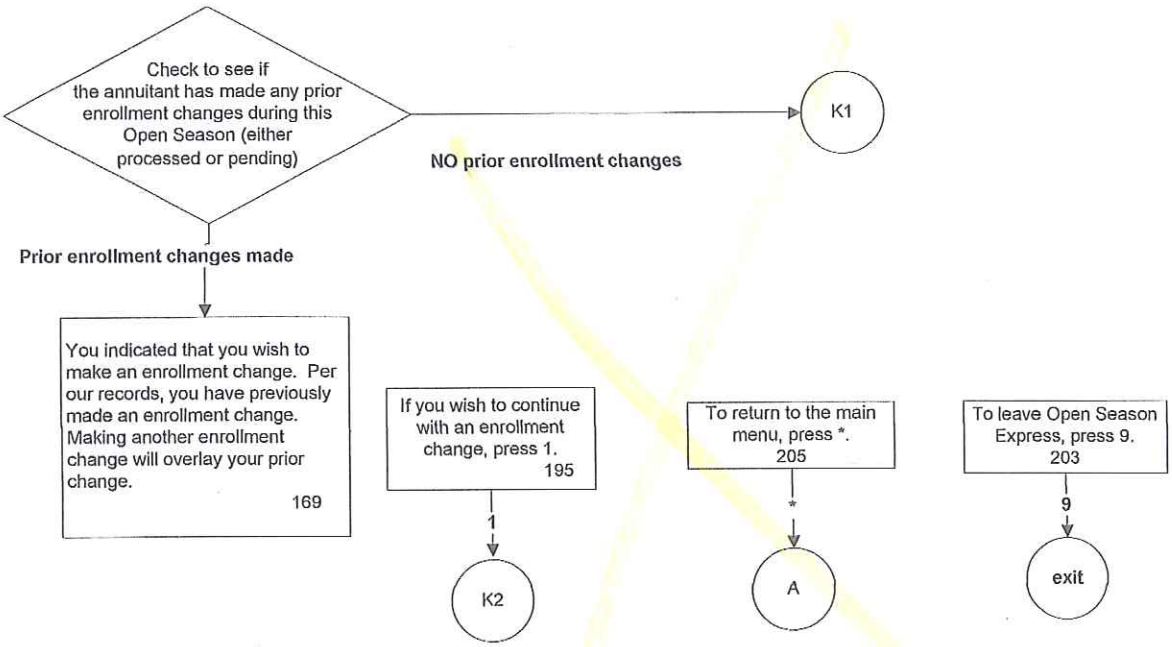
2010 Open Season Express

06/17/10



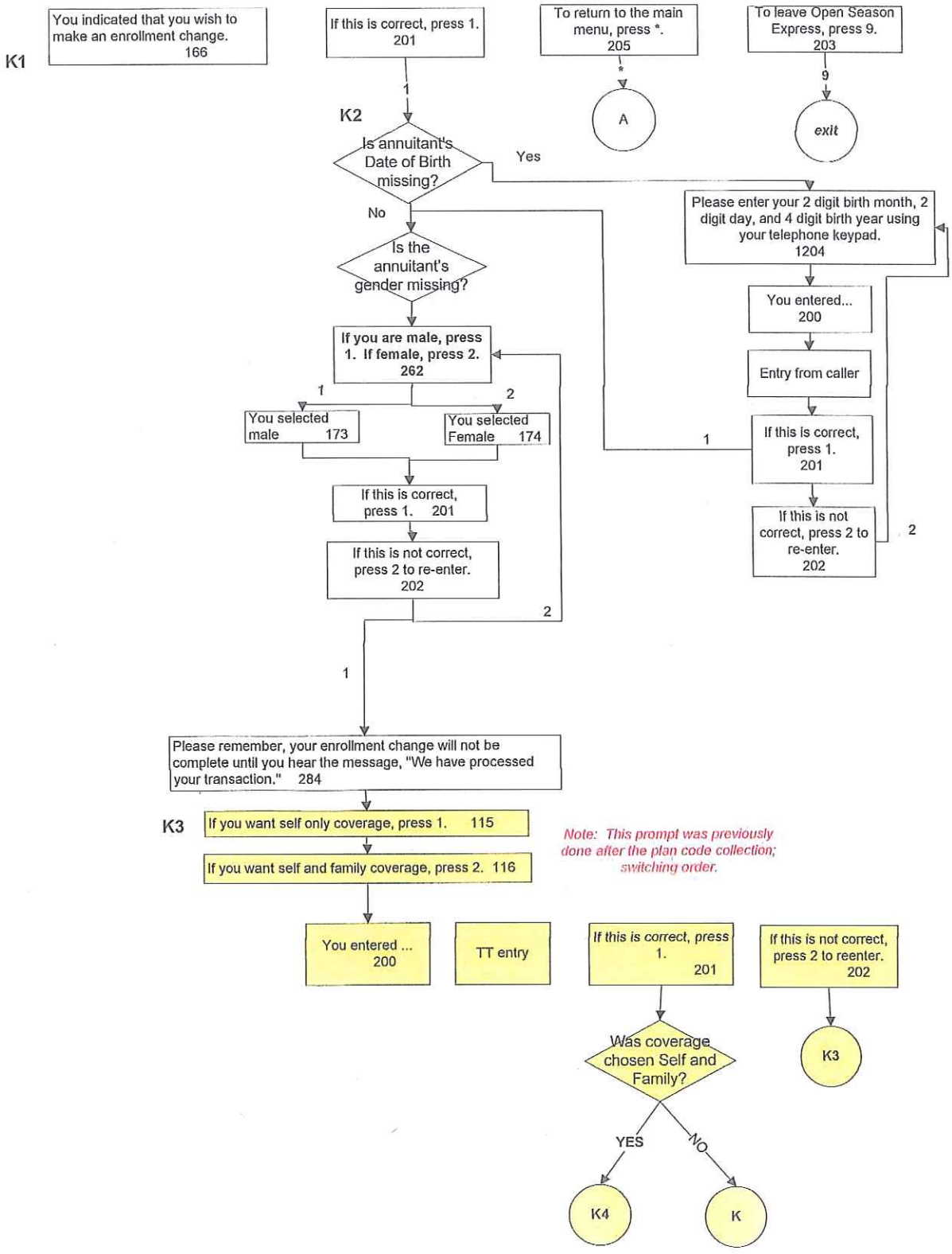

If your annuity claim number begins with the letters "CSA", press 1.
103
If your annuity claim number begins with the letters "CSF", press 2.
104
1
2
C
Please enter the first 7 numbers of your annuity claim number now. Don't enter the letters CSA or CSF.
105
2
Your annuity claim number is.....
106
Claim number from TT entry
If this is correct, press 1.
201
If this is not correct, press 2 to reenter.
202
To leave Open Season Express, press 9.
203
9
exit
splCheckClaimFirst8 call to Validate claim on host
- pass first 8 of claim (the A o r F and first 7 digits)
HOST 1
valid (RC = 0)
invalid (RC = 1)
Retrieve SSN from host
The annuity claim number you entered is not on our file.
126
Increment claim error count
Check claim error count
<2
C
=2
The annuity claim number you entered is not on our file.
126
I
For security purposes, please enter the last 4 digits of your social security number now.
107
2
oper
no
Check holiday
yes
H
You entered ...
200
SSN from TT entry
If this is correct, press 1.
201
If this is not correct, press 2 to reenter.
202
To leave Open Season Express, press 9.
203
9
exit
1
spiLoginAnnuitant call to check claim/SSN from caller against Annuitant table. pass first 8 of claim number, last 4 of SSN, blank phone number, and userid (OPMIVR).
HOST 2
RC =0
RC = 1
Set indicator for valid CLAIM/SSN entry
The numbers you entered do not match the numbers we have on file for the annuity claim number you entered.
108
Increment SSN error count
Check SSN error count
<2
I
=2
RC =0, but Annuitant Type 3, 5, 6, 7, 8, or 9
Check holiday
Yes
H
no
oper
Please enter your daytime telephone number, including area code using your telephone keypad followed by the pound sign
263
2
You entered ...
200
Entry from caller
If this is correct, press 1.
201
If this is not correct, press 2 to re-enter.
202
1
FF
Check saved menu request
RC = 0
spiLoginAnnuitant call to update phone number. (Pass first 8 of claim, last 4 SSN, phone number, Userid of OPMIVR)
HOST 3
1
2
3
4
5
6
7
8
K0
CC1
MM
DP
TT
OP
DV
SG

K0

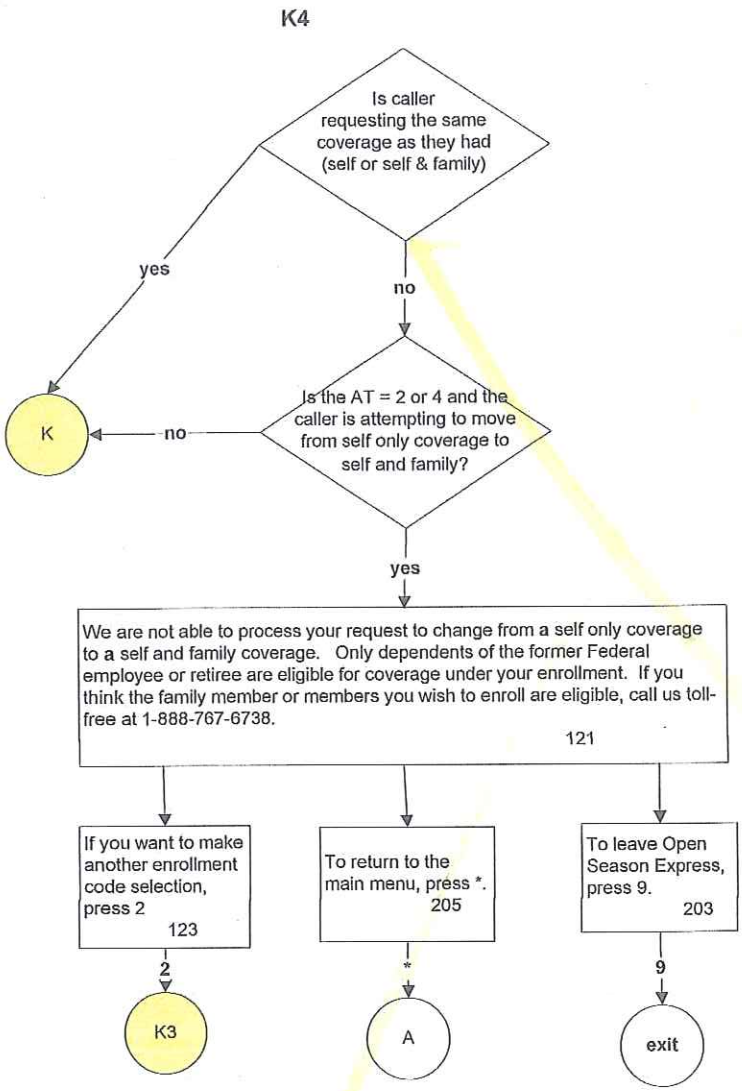


Same as 2013-2014

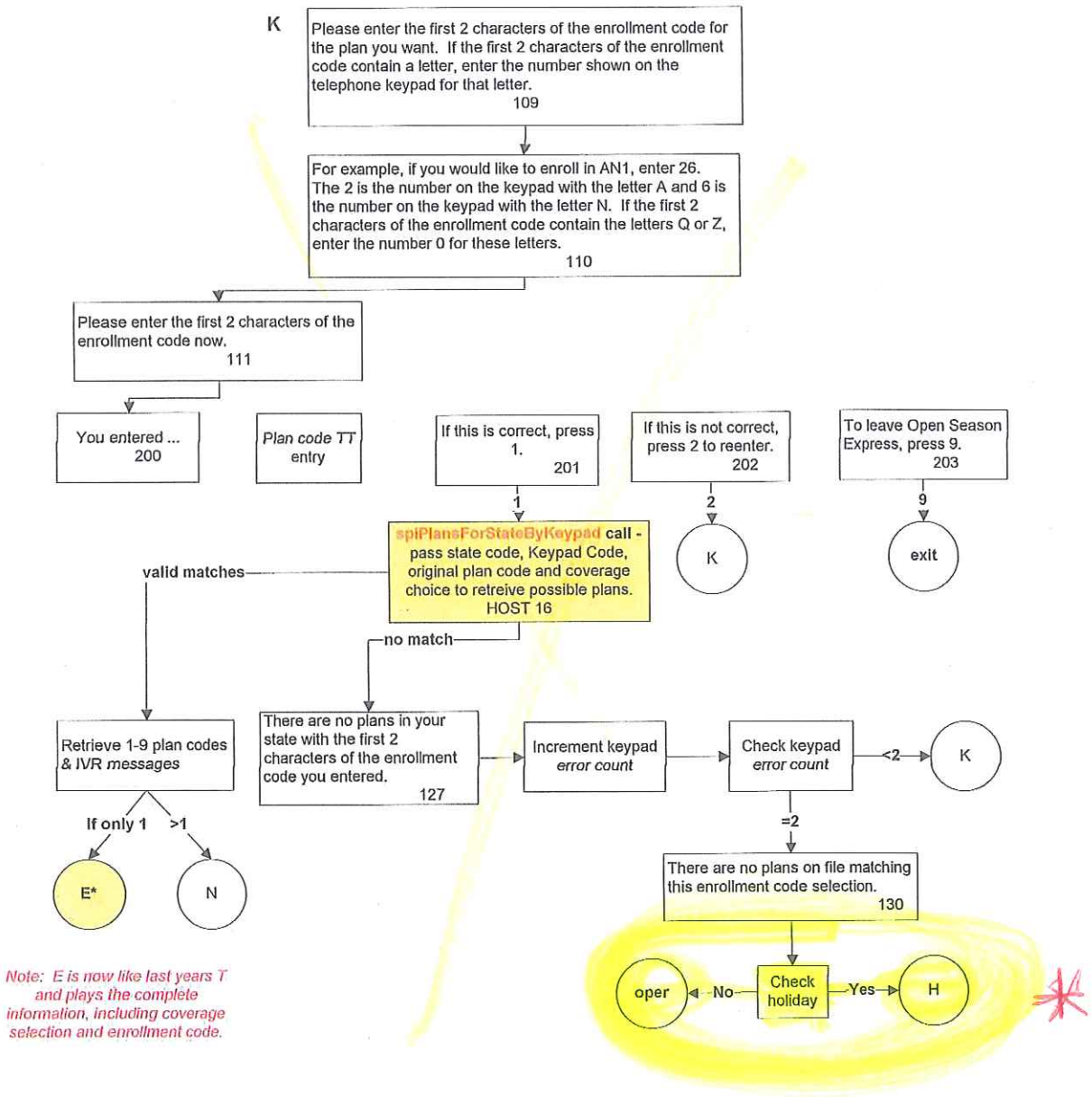
Enrollment Requests



Variations - in this 2013-2014

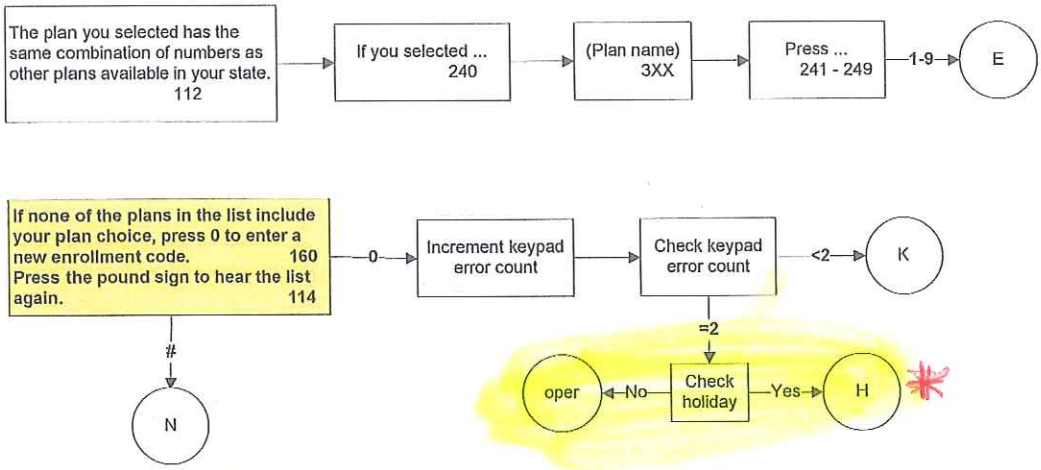

K4
Is caller requesting the same coverage as they had (self or self & family)
yes
no
Is the AT = 2 or 4 and the caller is attempting to move from self only coverage to self and family?
K
no
yes
We are not able to process your request to change from a self only coverage to a self and family coverage. 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.
121
If you want to make another enrollment code selection, press 2
123
To return to the main menu, press *.
205
To leave Open Season Express, press 9.
203
2
*
9
K3
A
exit

SAME

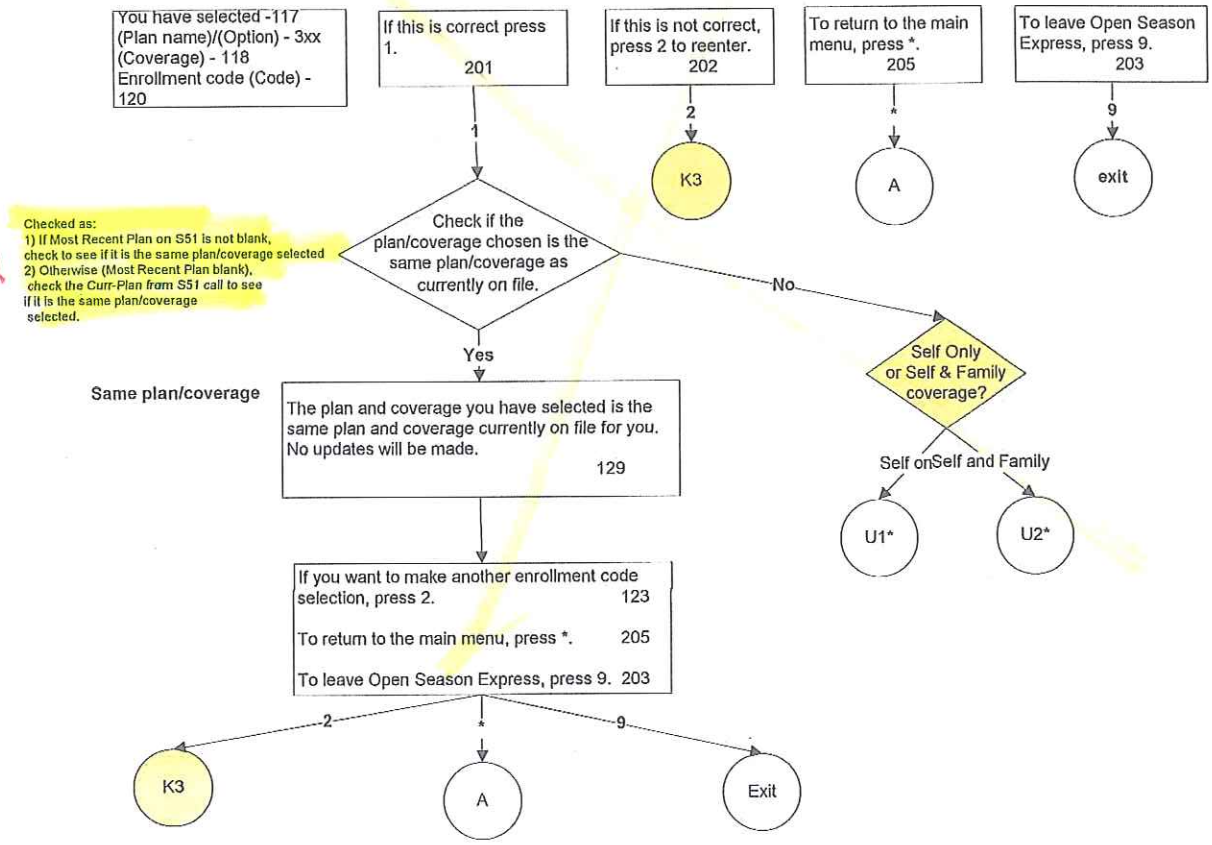


Note: E is now like last years T and plays the complete information, including coverage selection and enrollment code.

N


The plan you selected has the same combination of numbers as other plans available in your state. 112
If you selected ... 240
(Plan name) 3XX
Press ... 241 - 249
1-9
E
If none of the plans in the list include your plan choice, press 0 to enter a new enrollment code. 160
Press the pound sign to hear the list again. 114
0
Increment keypad error count
Check keypad error count
<2
K
=2
#
N
oper
No
Check holiday
Yes
H

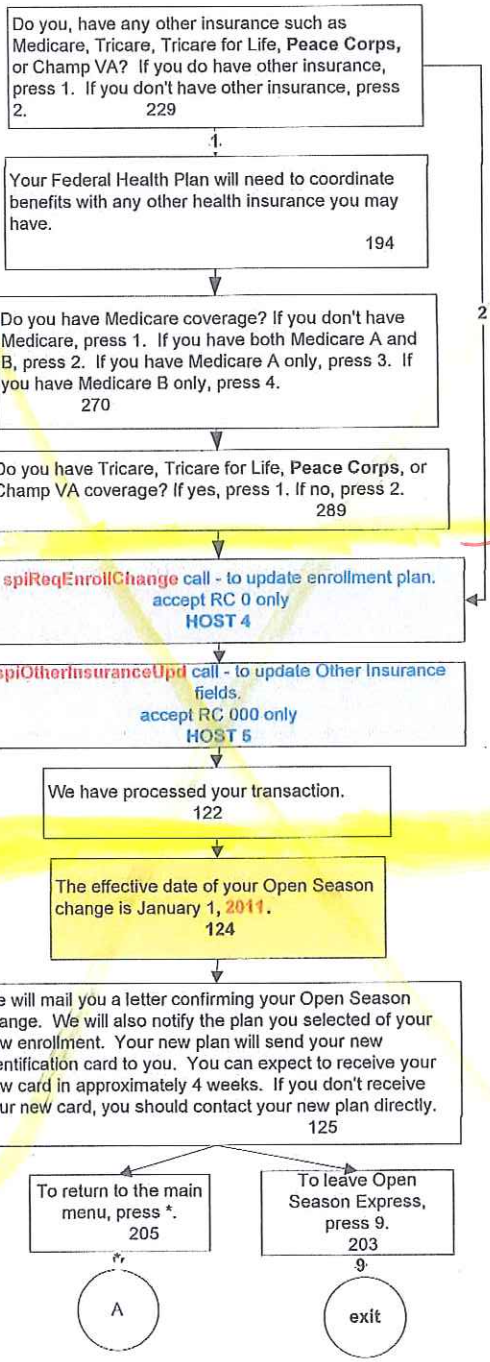
E*


You have selected -117 (Plan name)/(Option) - 3xx (Coverage) - 118 Enrollment code (Code) - 120
If this is correct press 1. 201
If this is not correct, press 2 to reenter. 202
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
1
2
*
9
K3
A
exit
Checked as:
1) If Most Recent Plan on S51 is not blank, check to see if it is the same plan/coverage selected
2) Otherwise (Most Recent Plan blank), check the Curr-Plan from S51 call to see if it is the same plan/coverage selected.
Check if the plan/coverage chosen is the same plan/coverage as currently on file.
No
Yes
Same plan/coverage
The plan and coverage you have selected is the same plan and coverage currently on file for you. No updates will be made. 129
Self Only or Self & Family coverage?
Self on
Self and Family
U1*
U2*
If you want to make another enrollment code selection, press 2. 123
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
2
*
9
K3
A
Exit

U1

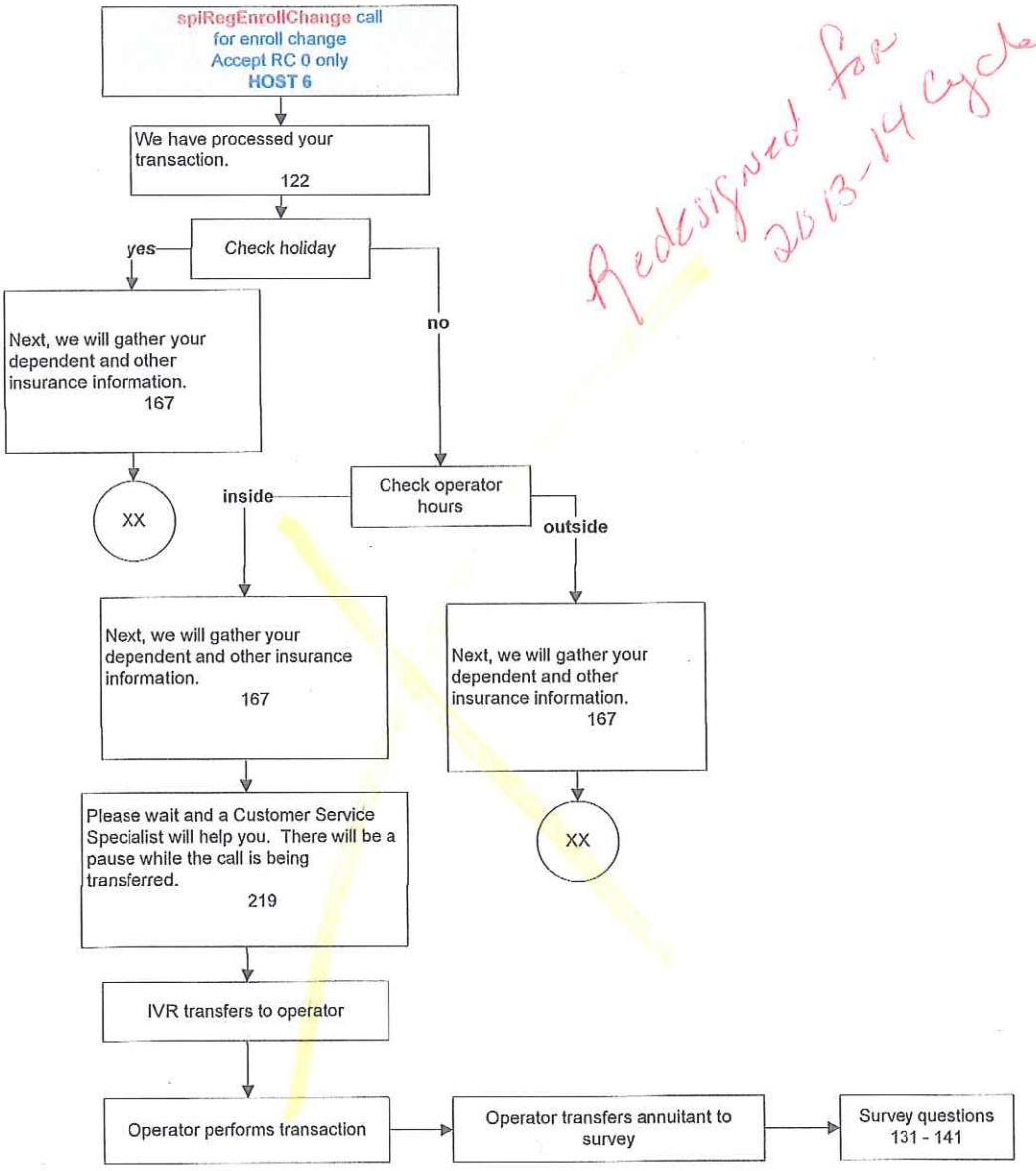
Enrollment Requests

self only



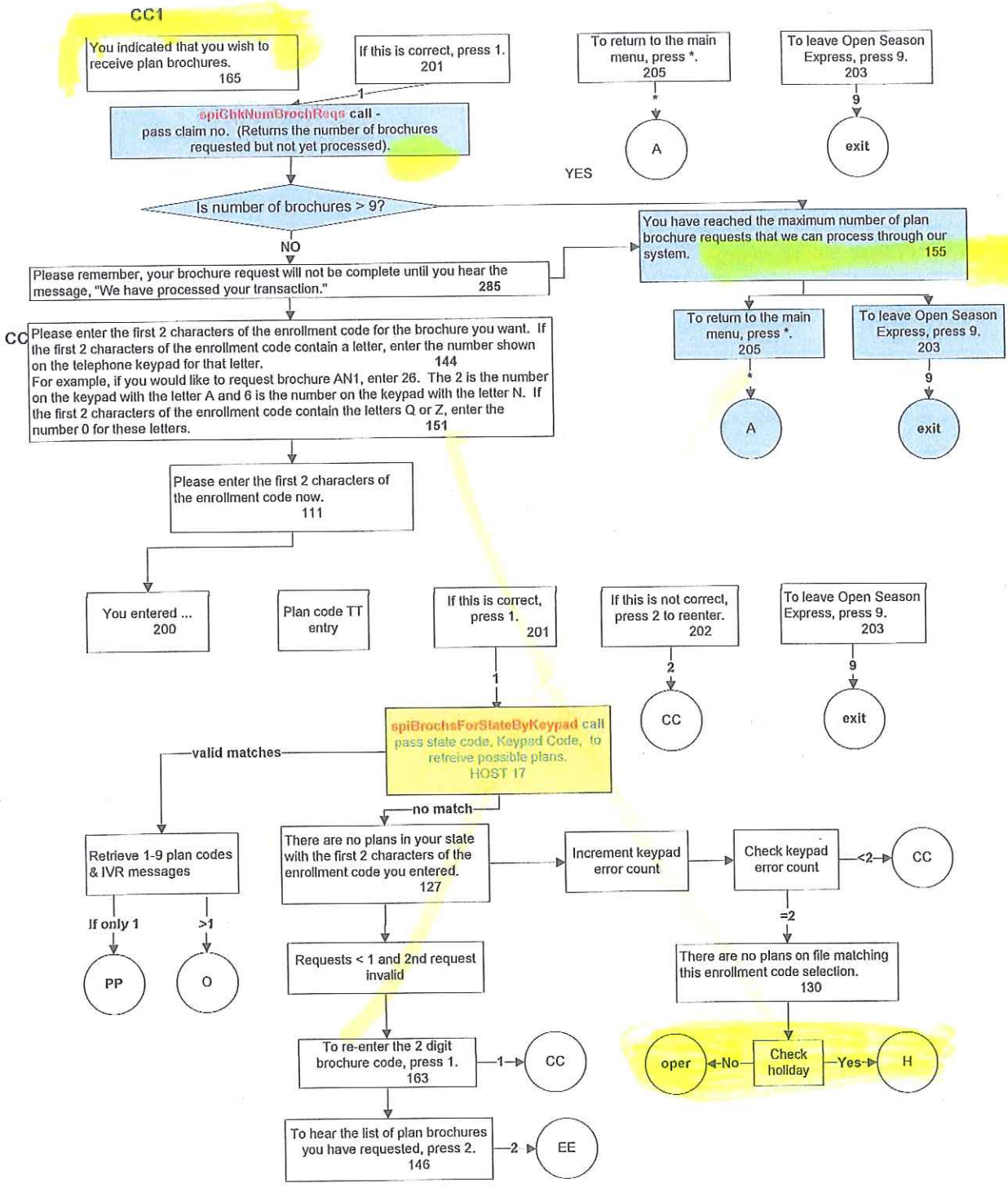
Enrollment Requests
self & family

U2

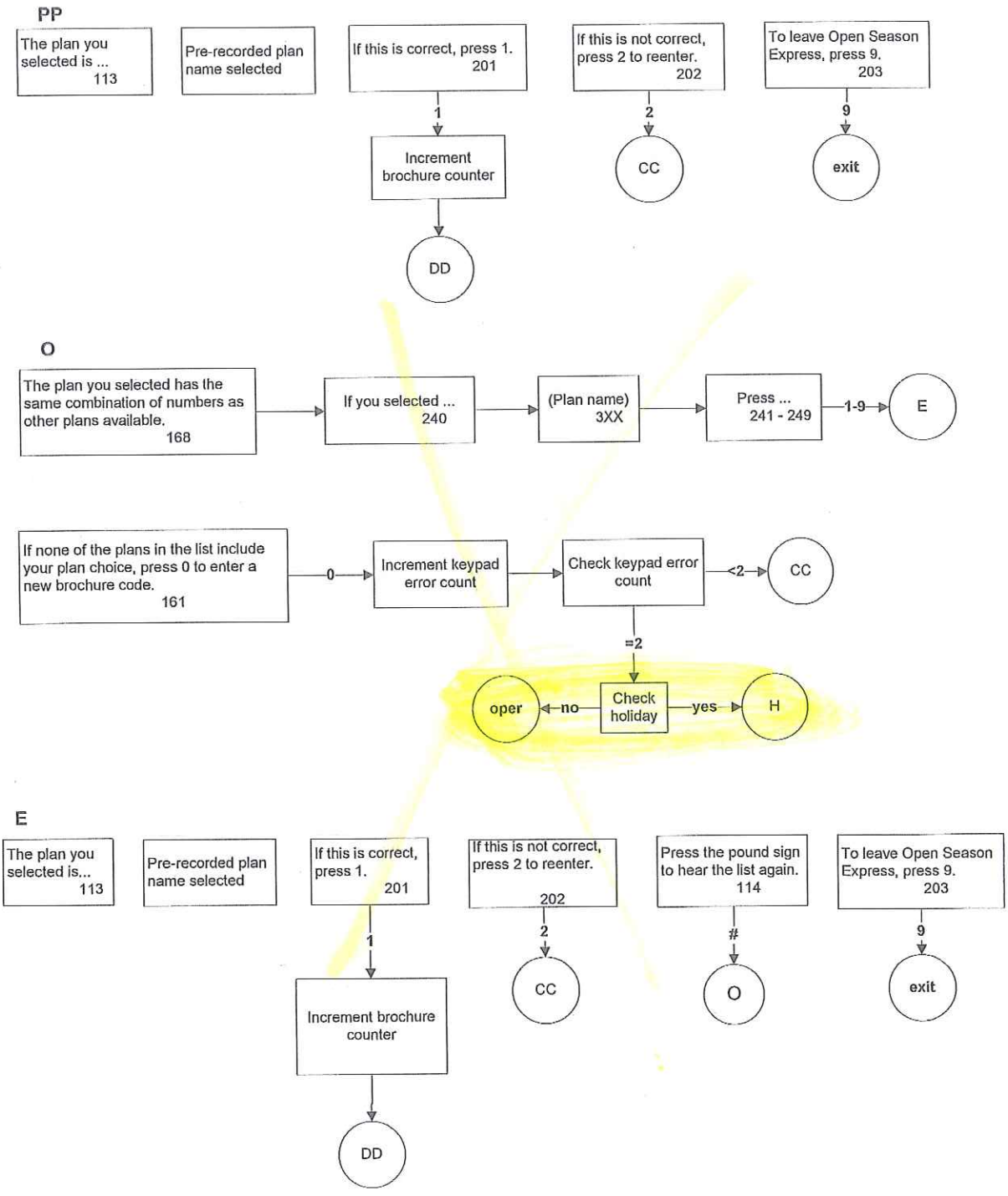


Redesigned for 2013-14 cycle

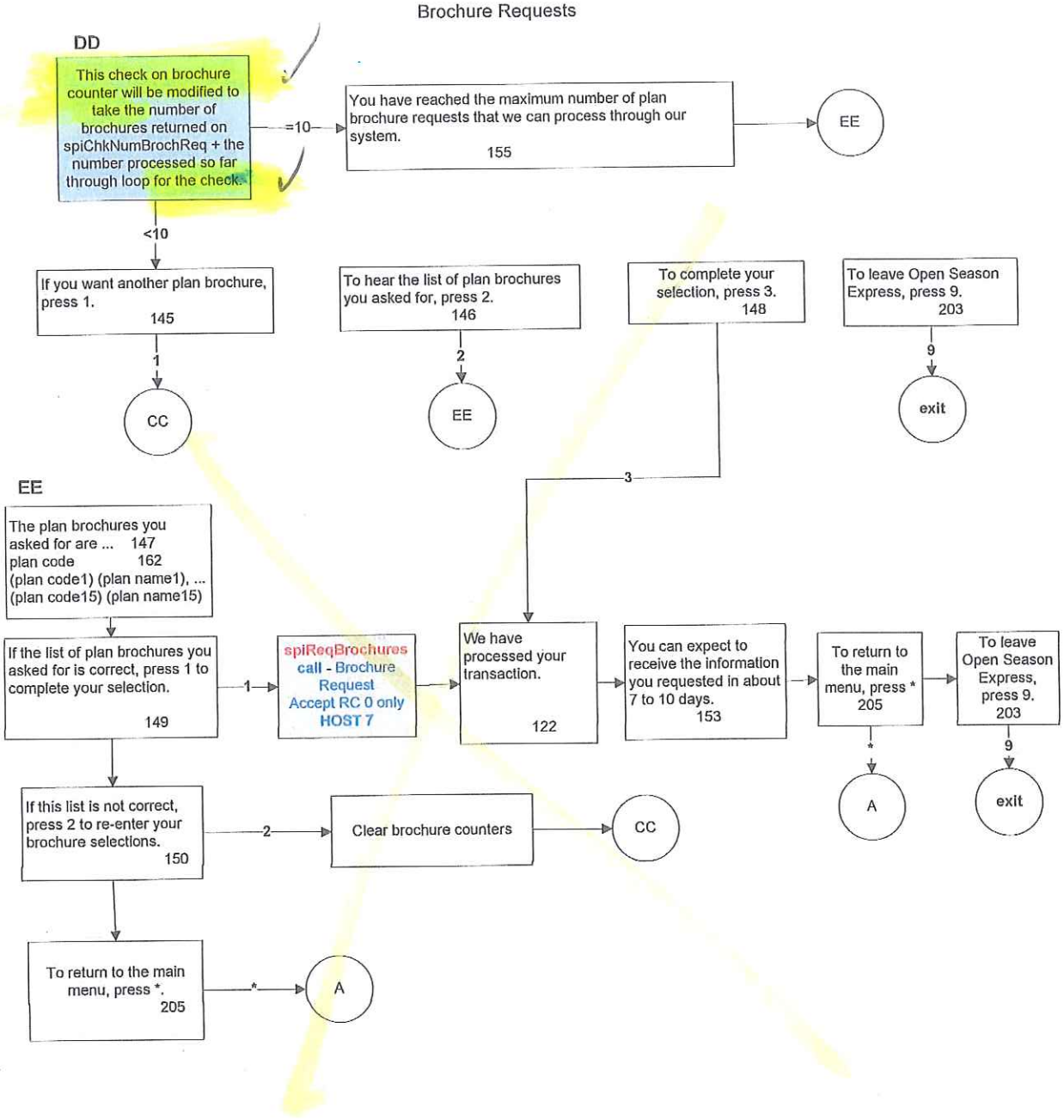
Brochure Requests



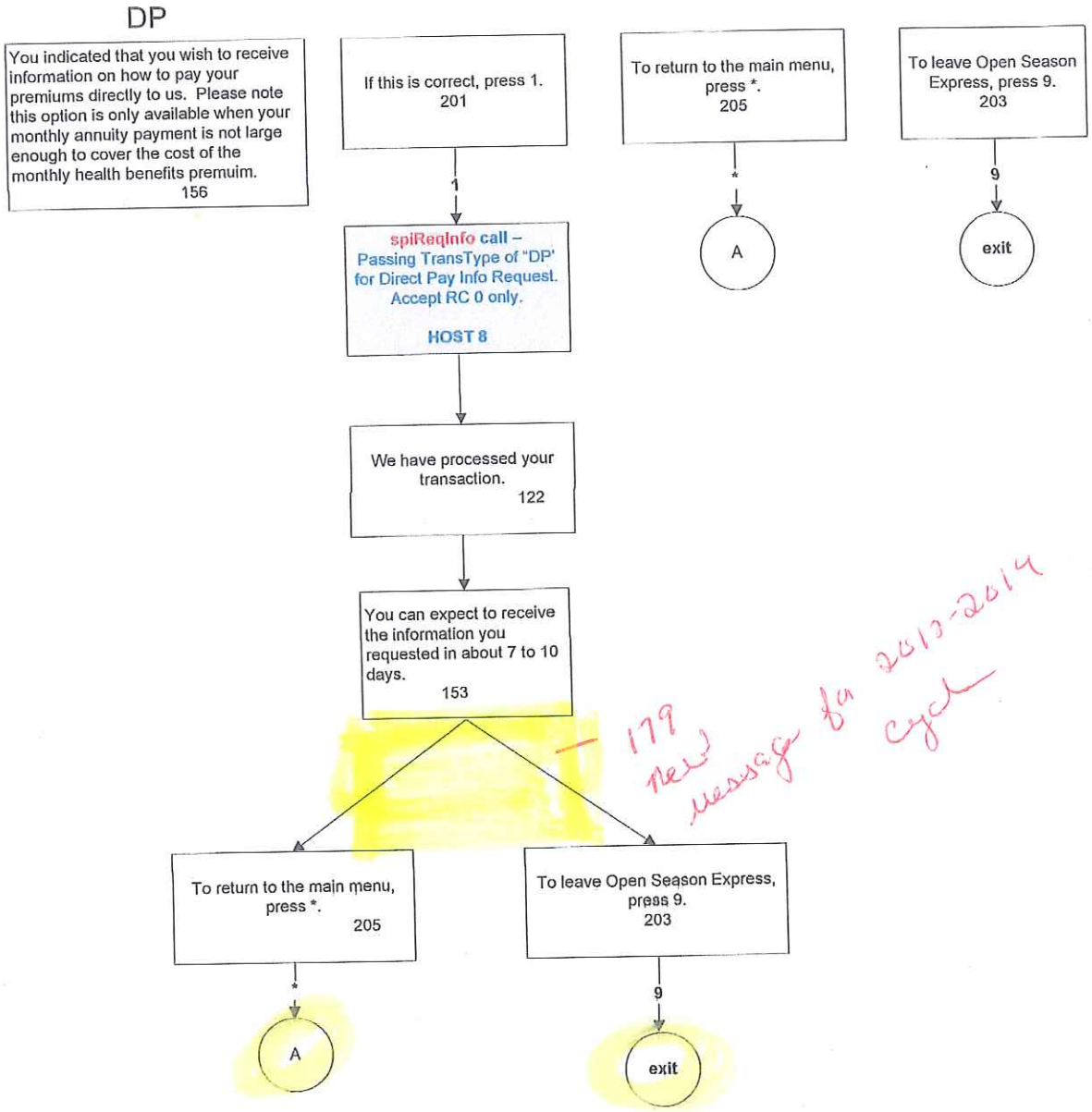
Brochure Requests



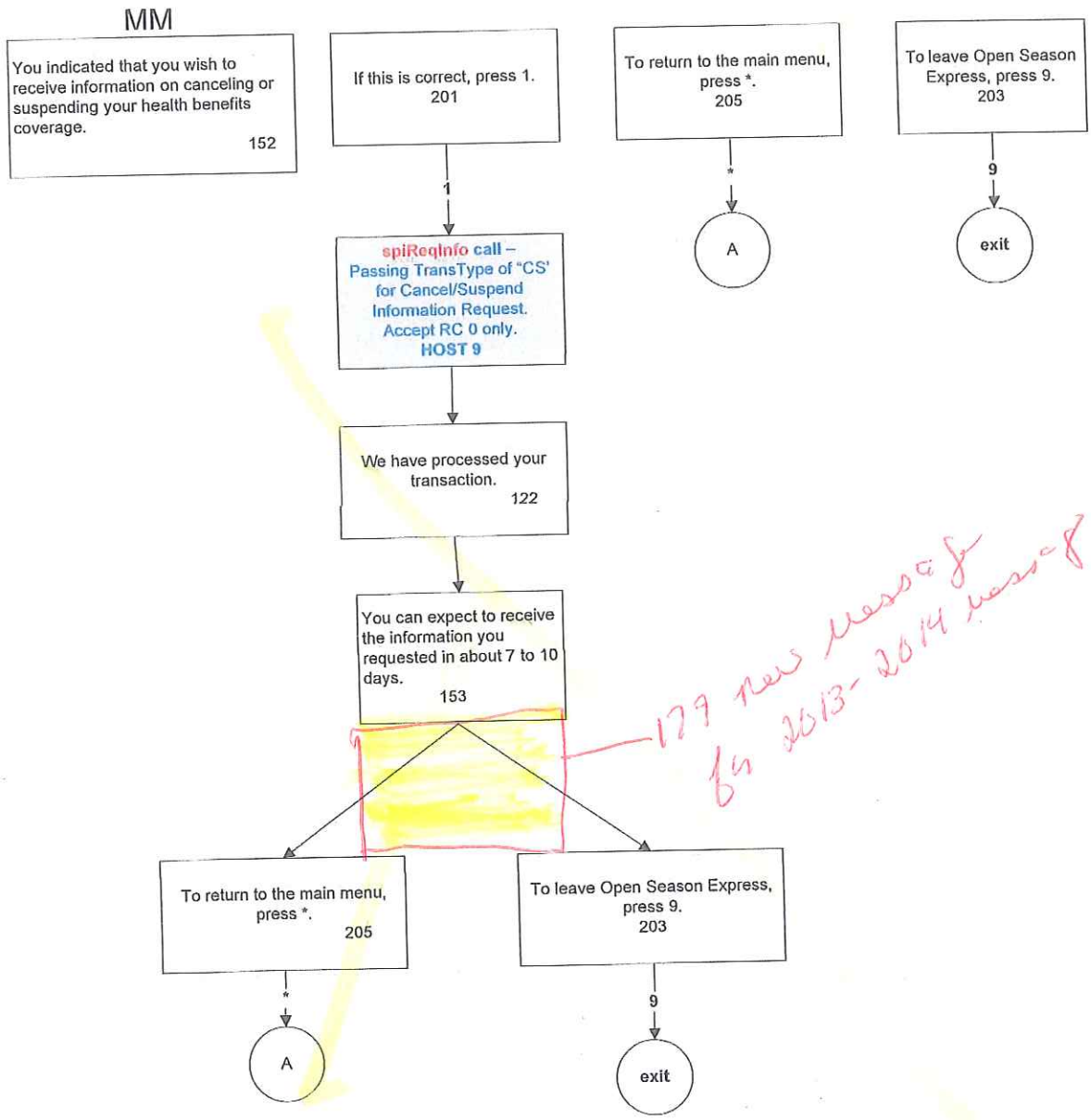
Brochure Requests



Premiums to OPM

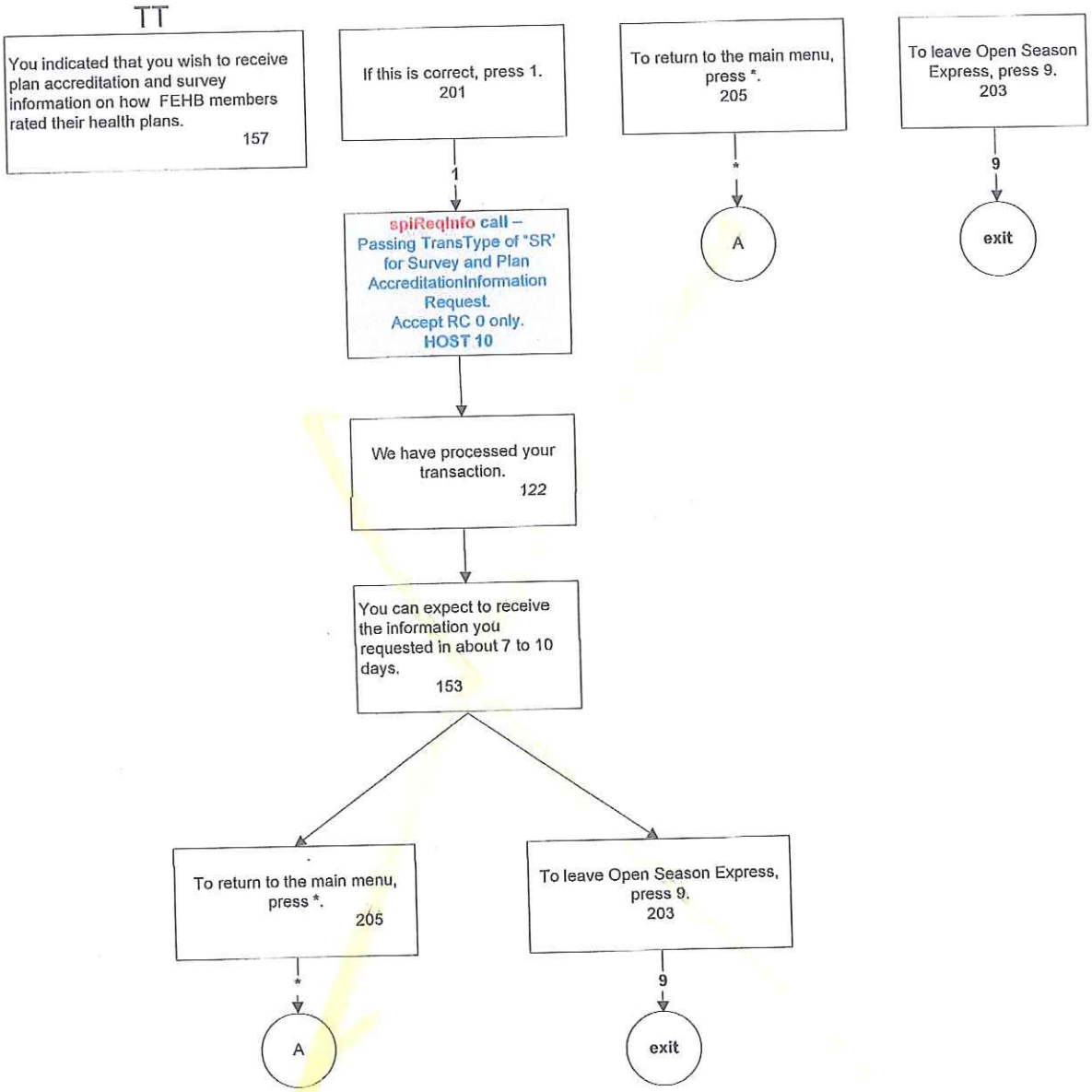


Suspend/Cancel



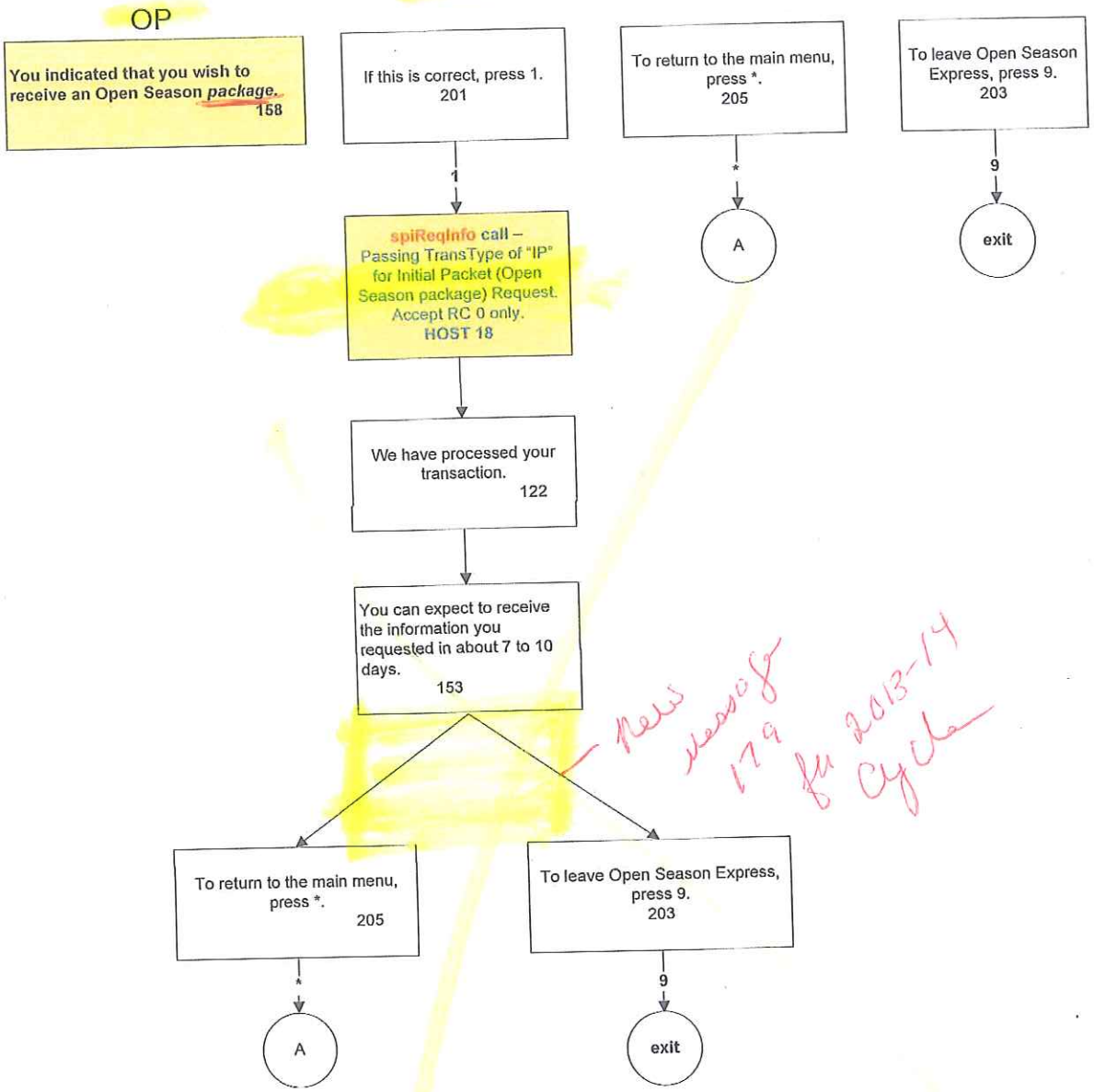
Health Plan Survey

03/24/10



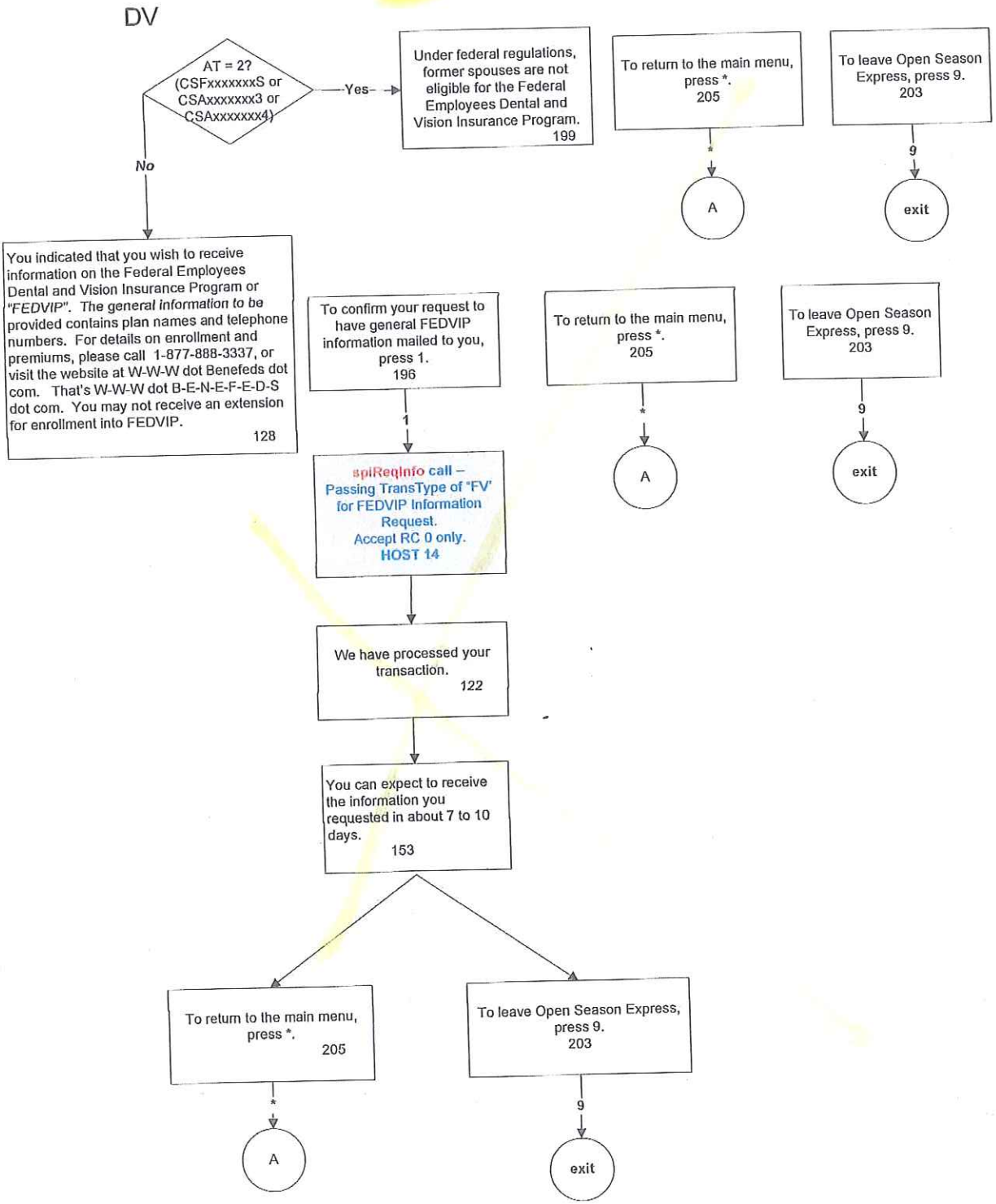
BK No change to 2013-14 Cycle

Open Season Packet

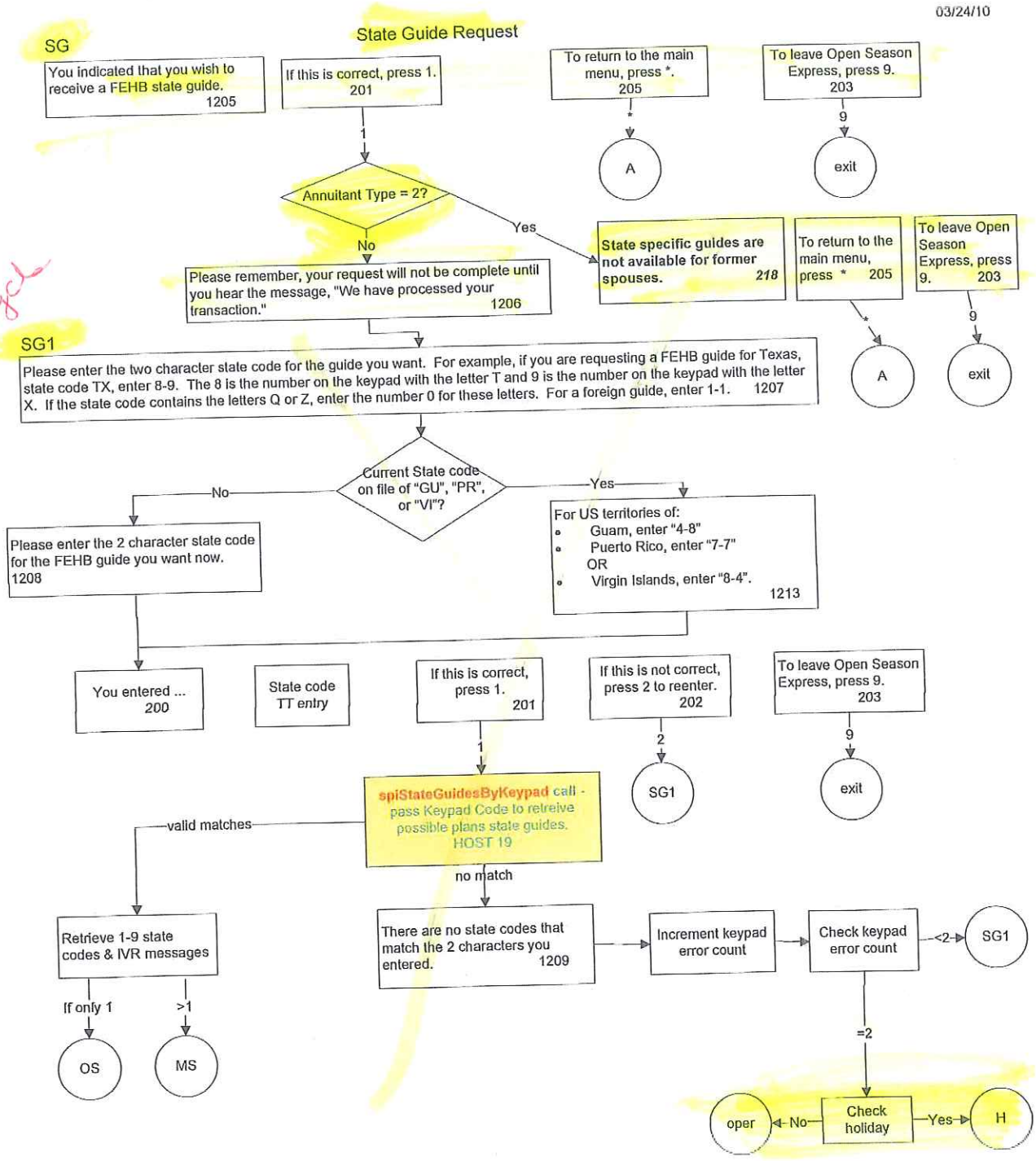


FEDVIP

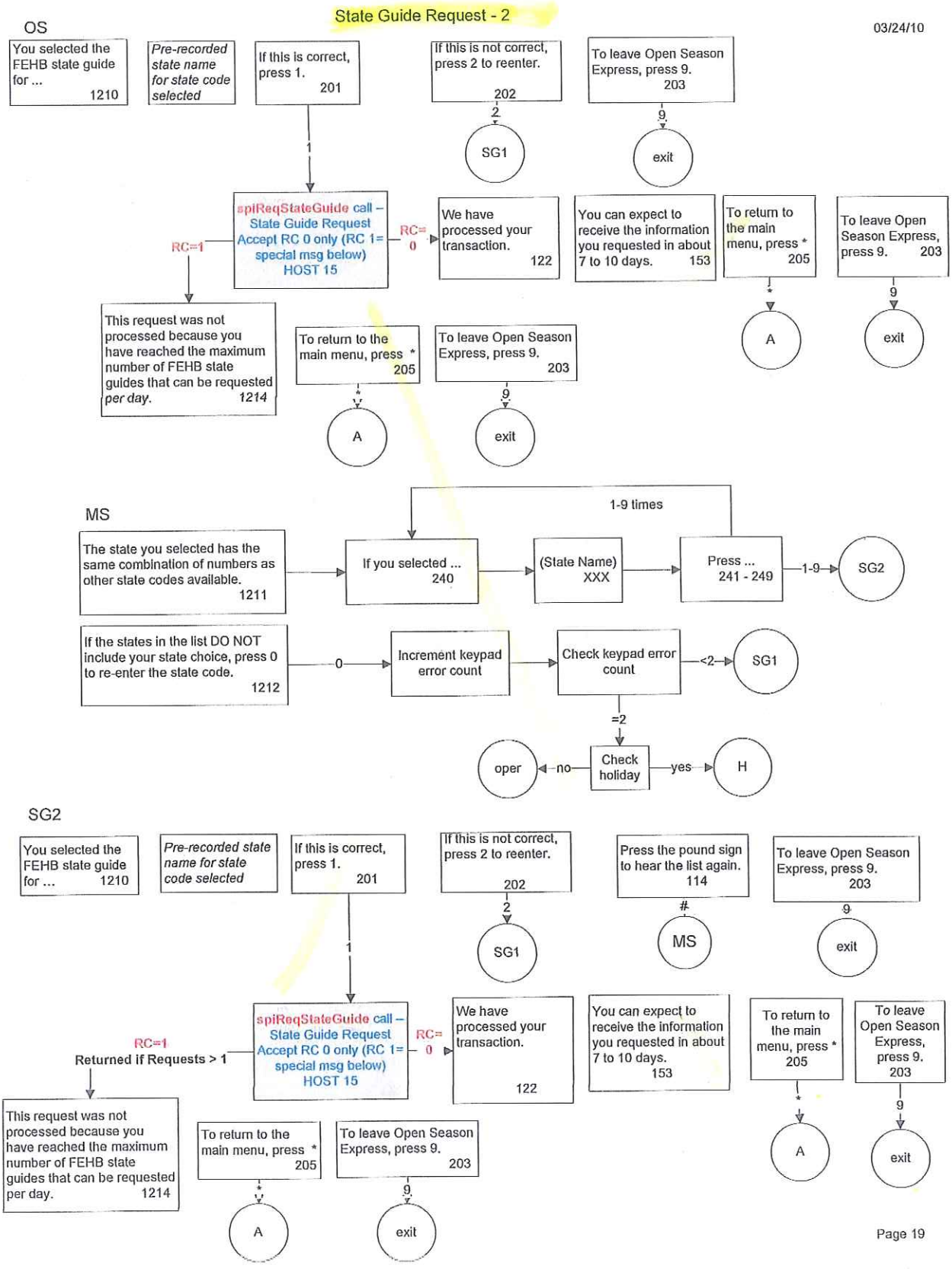
DV


AT = 2? (CSFxxxxxxxS or CSAxxxxxxx3 or CSAxxxxxxx4)
Yes
No
Under federal regulations, former spouses are not eligible for the Federal Employees Dental and Vision Insurance Program. 199
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
*
9
A
exit
You indicated that you wish to receive information on the Federal Employees Dental and Vision Insurance Program or "FEDVIP". The general information to be provided contains plan names and telephone numbers. For details on enrollment and premiums, please call 1-877-888-3337, or visit the website at W-W-W dot Benefeds dot com. That's W-W-W dot B-E-N-E-F-E-D-S dot com. You may not receive an extension for enrollment into FEDVIP. 128
To confirm your request to have general FEDVIP information mailed to you, press 1. 196
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
1
*
9
A
exit
spiReqInfo call – Passing TransType of "FV" for FEDVIP Information Request. Accept RC 0 only. HOST 14
We have processed your transaction. 122
You can expect to receive the information you requested in about 7 to 10 days. 153
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
*
9
A
exit

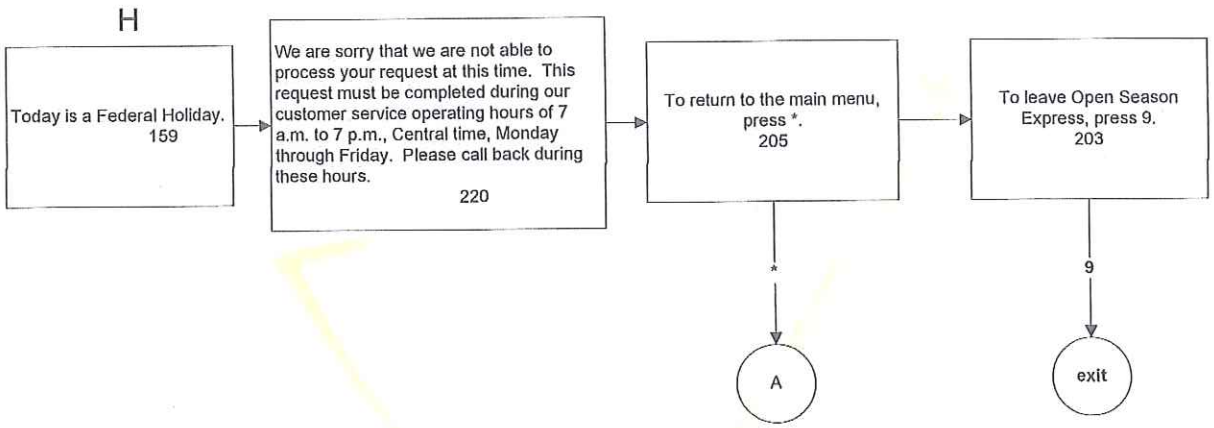
State Guide Request



Page 18


State Guide Request - 2
03/24/10
OS
You selected the FEHB state guide for ... 1210
Pre-recorded state name for state code selected
If this is correct, press 1. 201
If this is not correct, press 2 to reenter. 202
To leave Open Season Express, press 9. 203
1
2
9
SG1
exit
spiReqStateGuide call – State Guide Request Accept RC 0 only (RC 1= special msg below) HOST 15
RC=1
RC= 0
We have processed your transaction. 122
You can expect to receive the information you requested in about 7 to 10 days. 153
To return to the main menu, press * 205
To leave Open Season Express, press 9. 203
*
9
A
exit
This request was not processed because you have reached the maximum number of FEHB state guides that can be requested per day. 1214
To return to the main menu, press * 205
To leave Open Season Express, press 9. 203
MS
1-9 times
The state you selected has the same combination of numbers as other state codes available. 1211
If you selected ... 240
(State Name) XXX
Press ... 241 - 249
1-9
SG2
If the states in the list DO NOT include your state choice, press 0 to re-enter the state code. 1212
0
Increment keypad error count
Check keypad error count
<2
SG1
=2
oper
no
Check holiday
yes
H
SG2
You selected the FEHB state guide for ... 1210
Pre-recorded state name for state code selected
If this is correct, press 1. 201
If this is not correct, press 2 to reenter. 202
Press the pound sign to hear the list again. 114
To leave Open Season Express, press 9. 203
#
MS
spiReqStateGuide call – State Guide Request Accept RC 0 only (RC 1= special msg below) HOST 15
RC=1
Returned if Requests > 1
RC= 0
We have processed your transaction. 122
You can expect to receive the information you requested in about 7 to 10 days. 153
To return to the main menu, press * 205
To leave Open Season Express, press 9. 203
This request was not processed because you have reached the maximum number of FEHB state guides that can be requested per day. 1214
To return to the main menu, press * 205
To leave Open Season Express, press 9. 203
A
exit

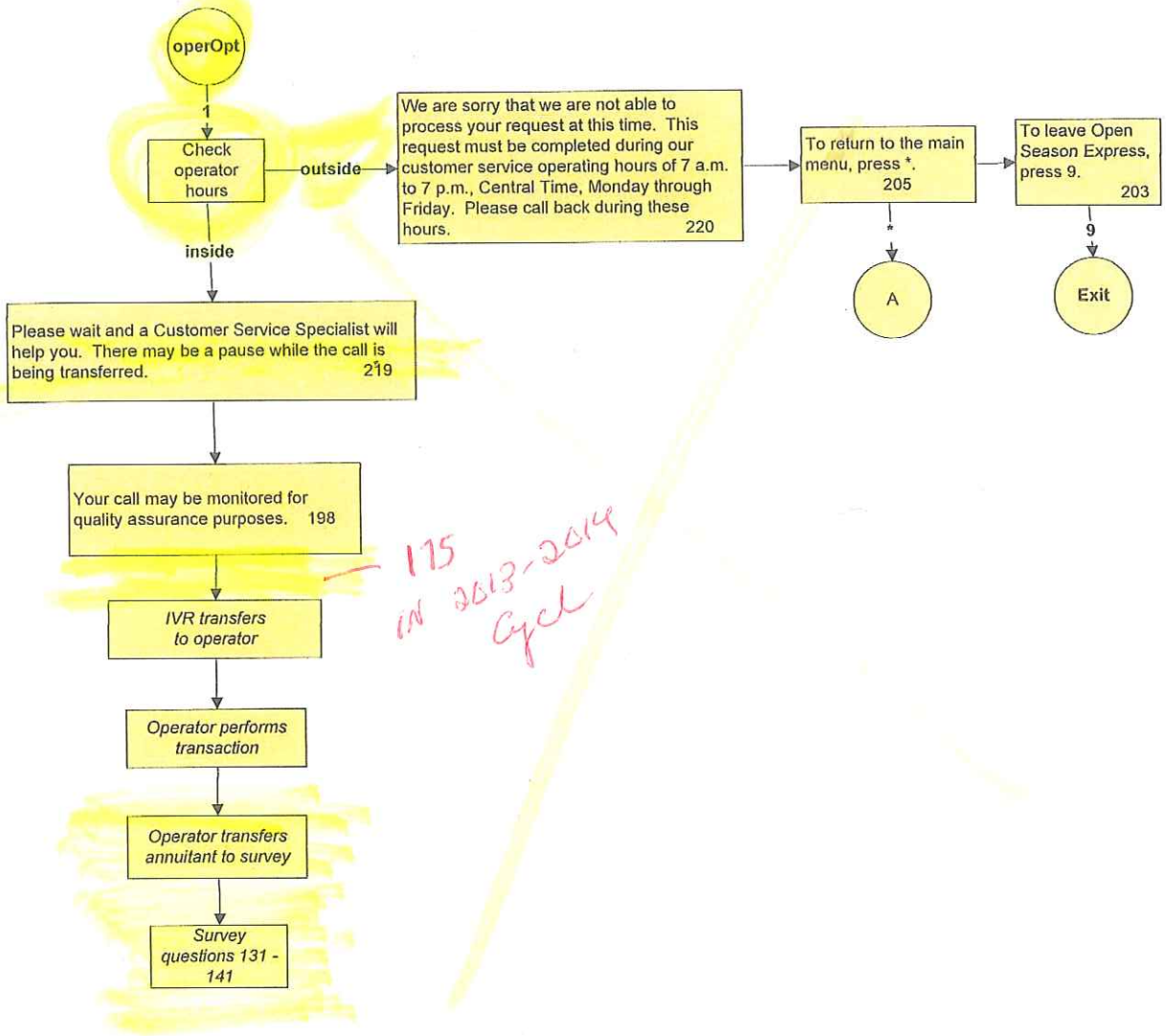
Federal Holiday



Transfer to Operator

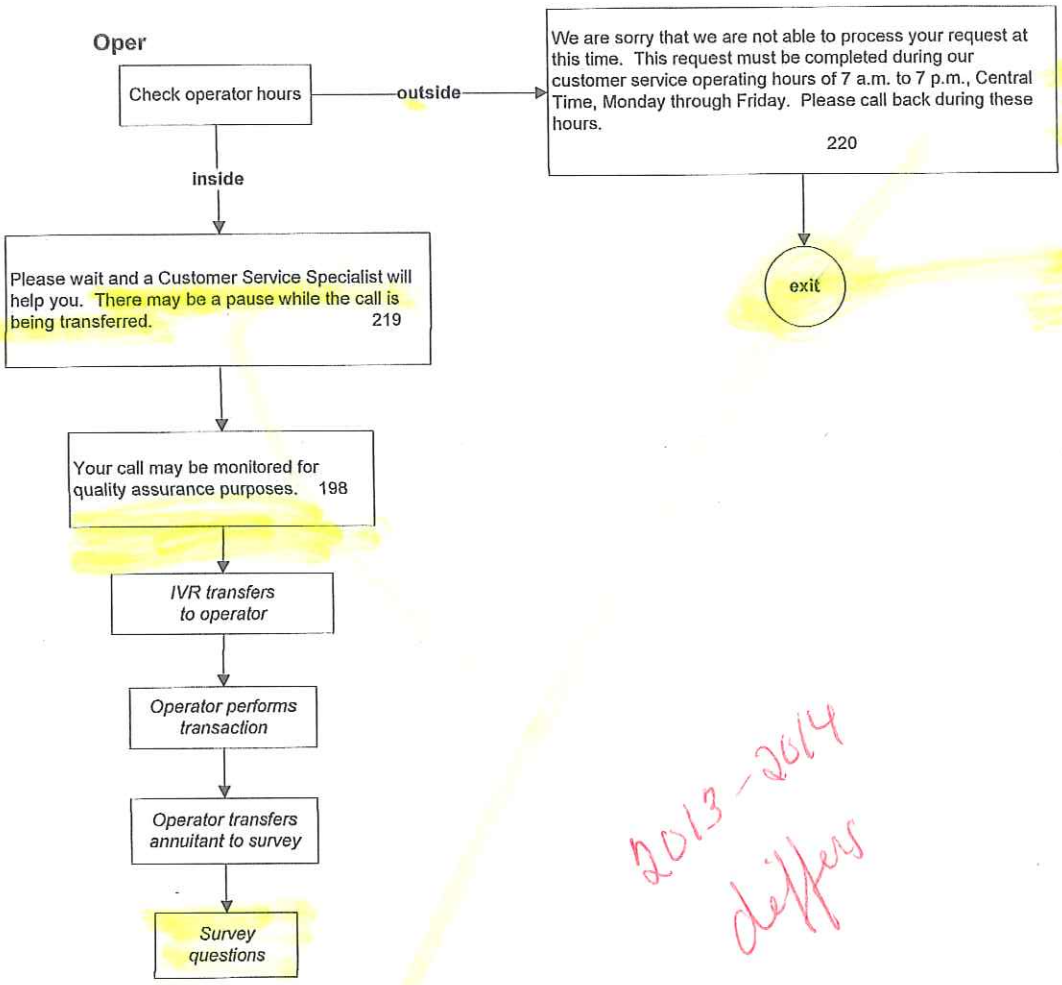
with option to return to MM

if Outside of CSR hours



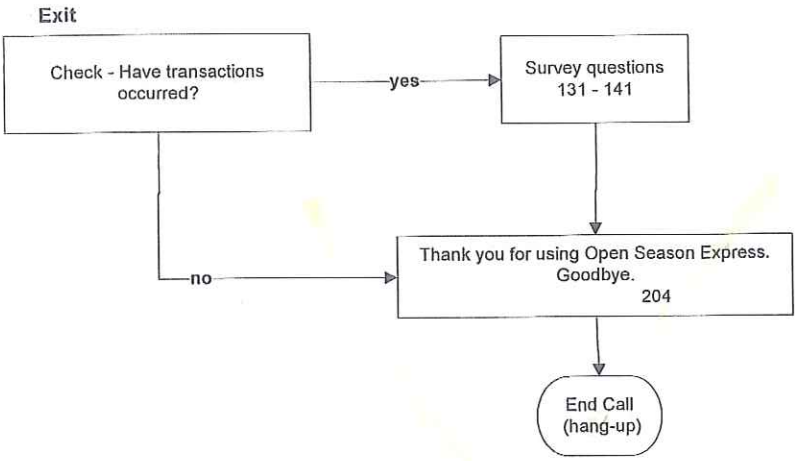
175 in 2013-2014 Cycle

Transfer to operator



2013 - 2014 differs

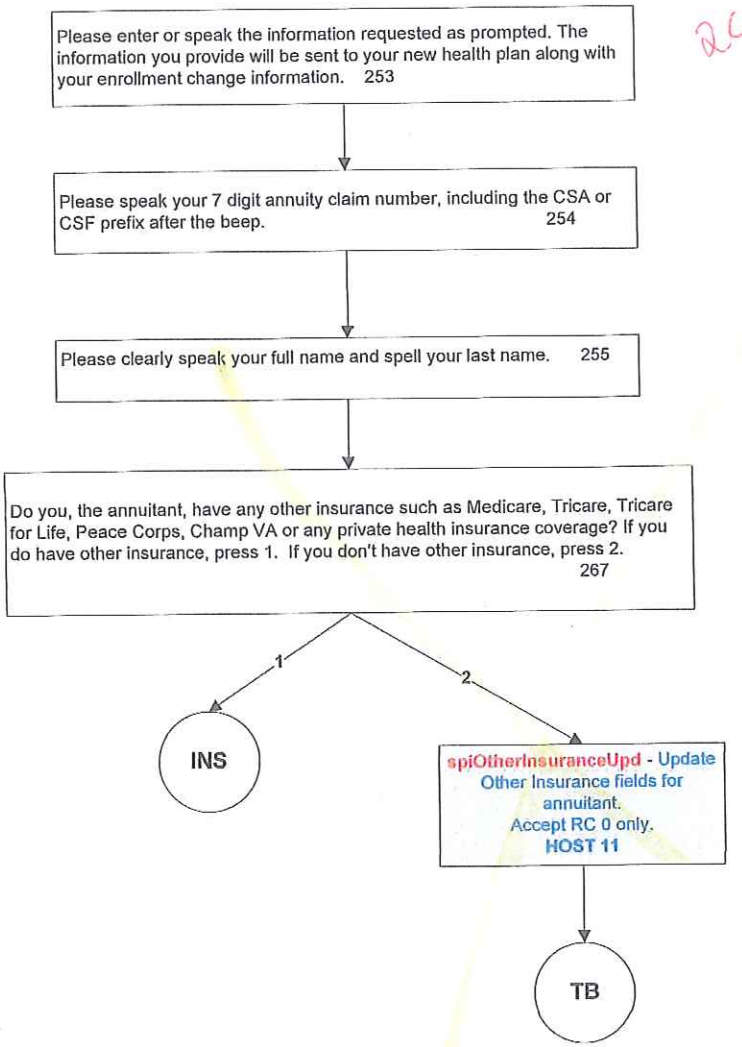
Exit Routine



Transcription Box

Don't see in 2013-2014 Cycle

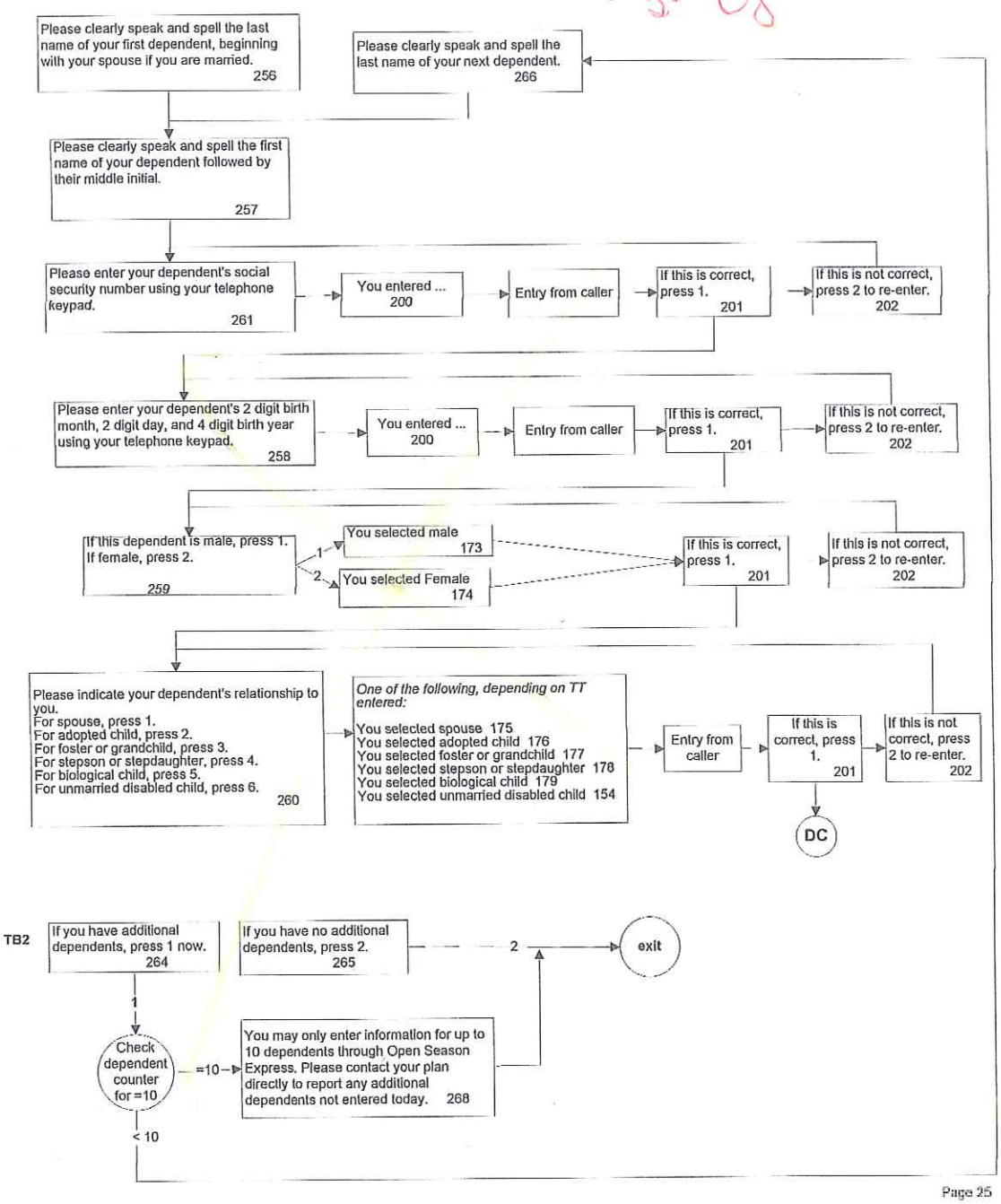
XX



Transcription Box
Dependent Information

Not in 2013-2014 Cycle

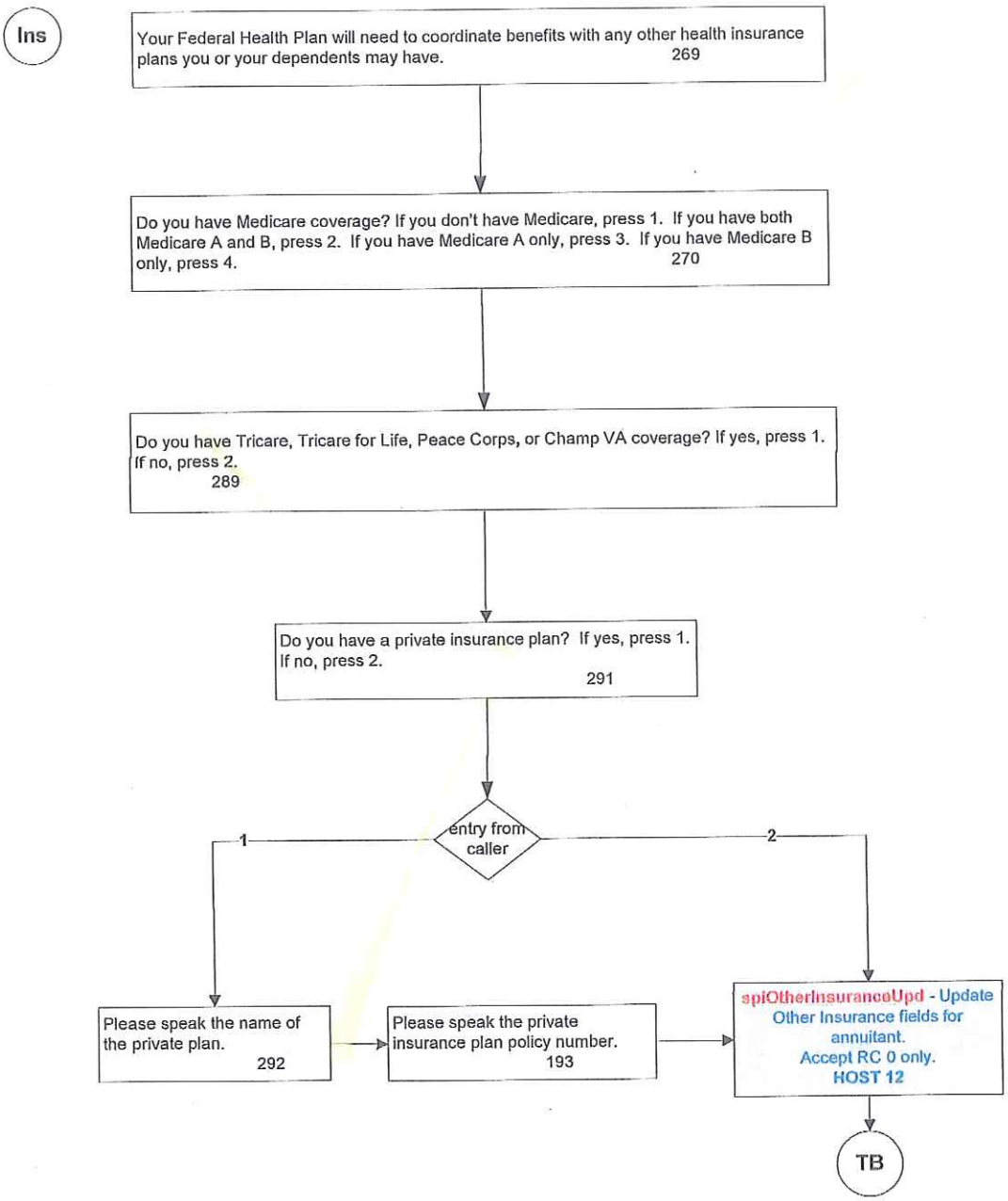
TB



TB2

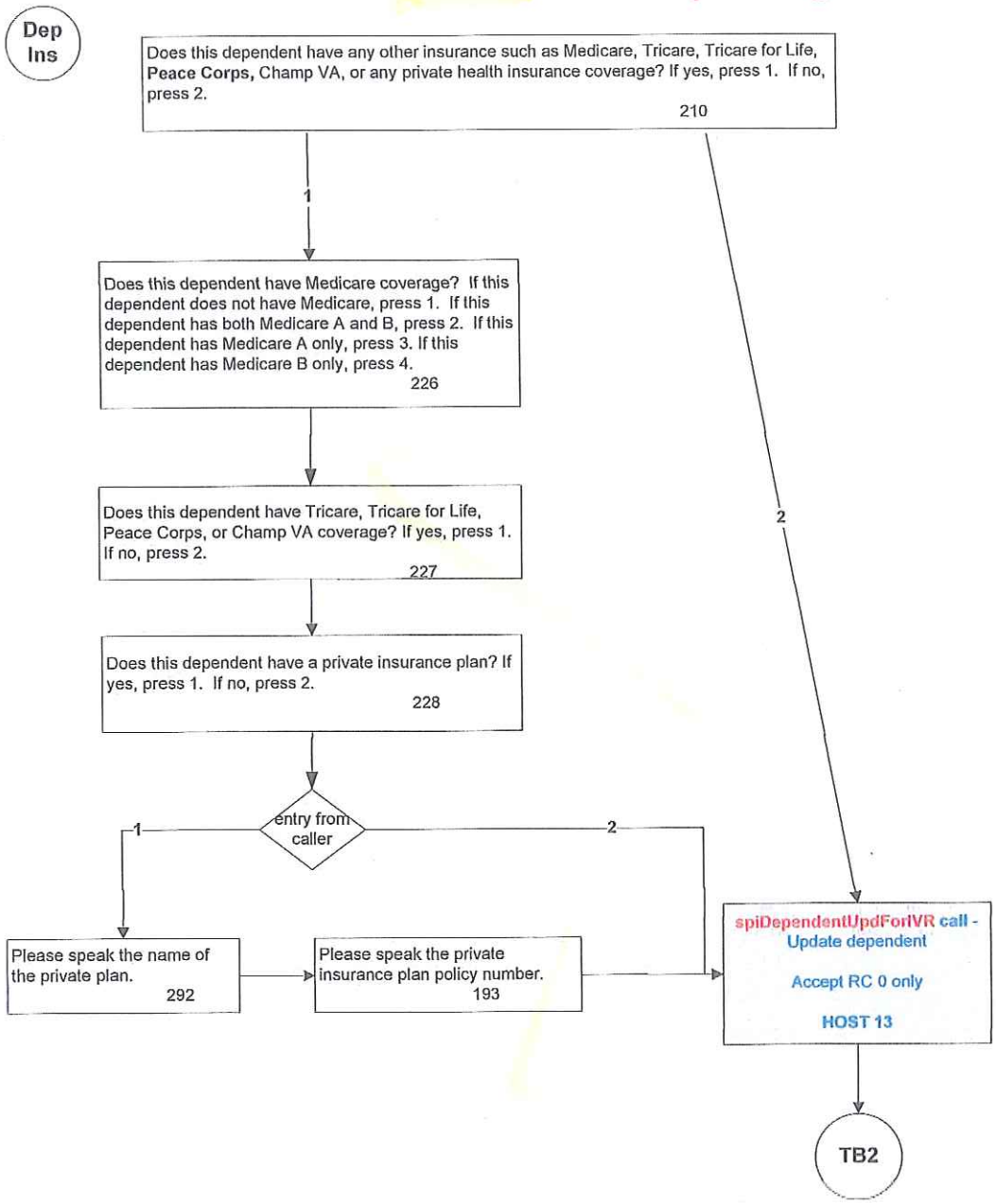
Transcription Box
Other Insurance

Not in 2013-2014 cycle

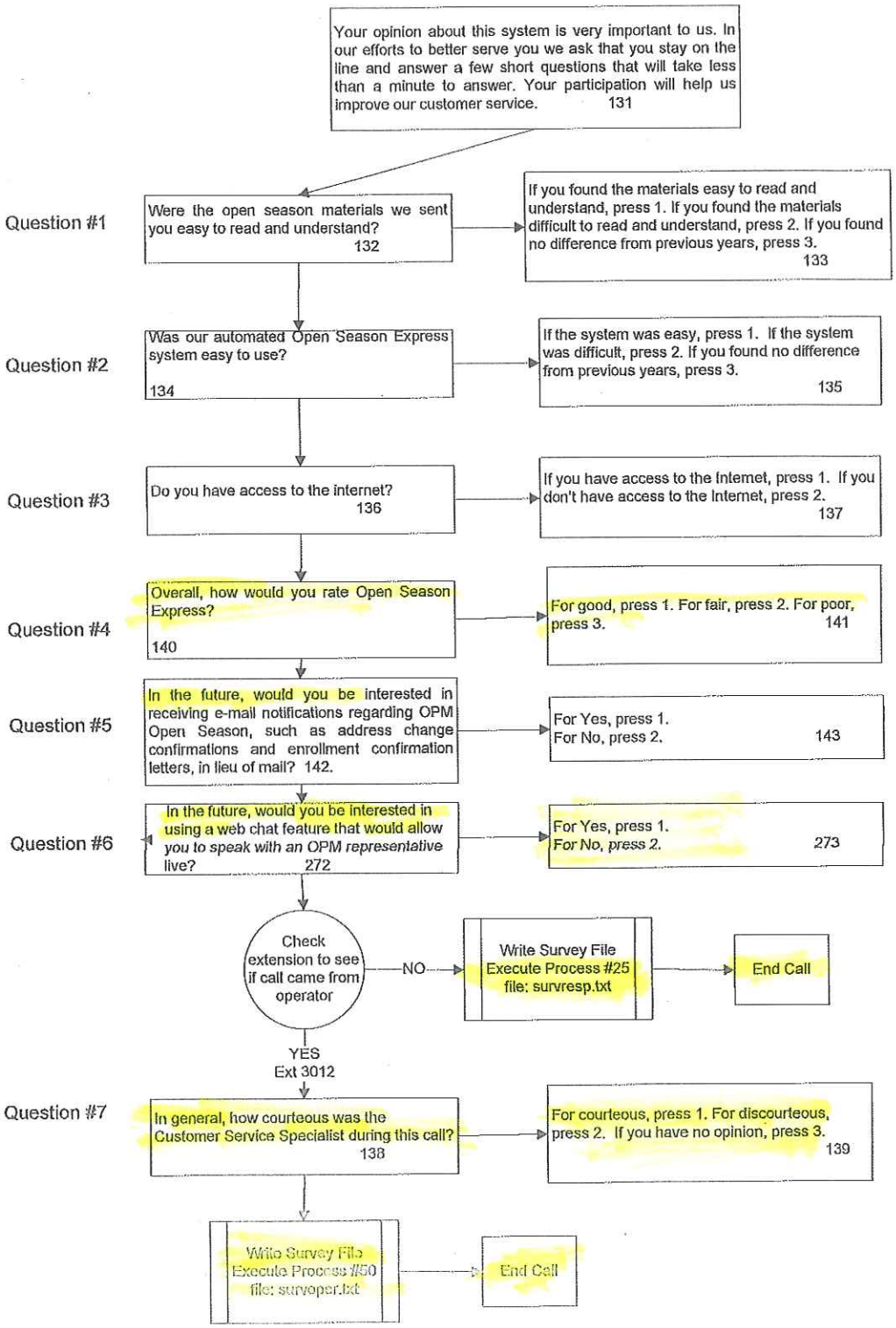


Transcription Box
Dependent Other Insurance

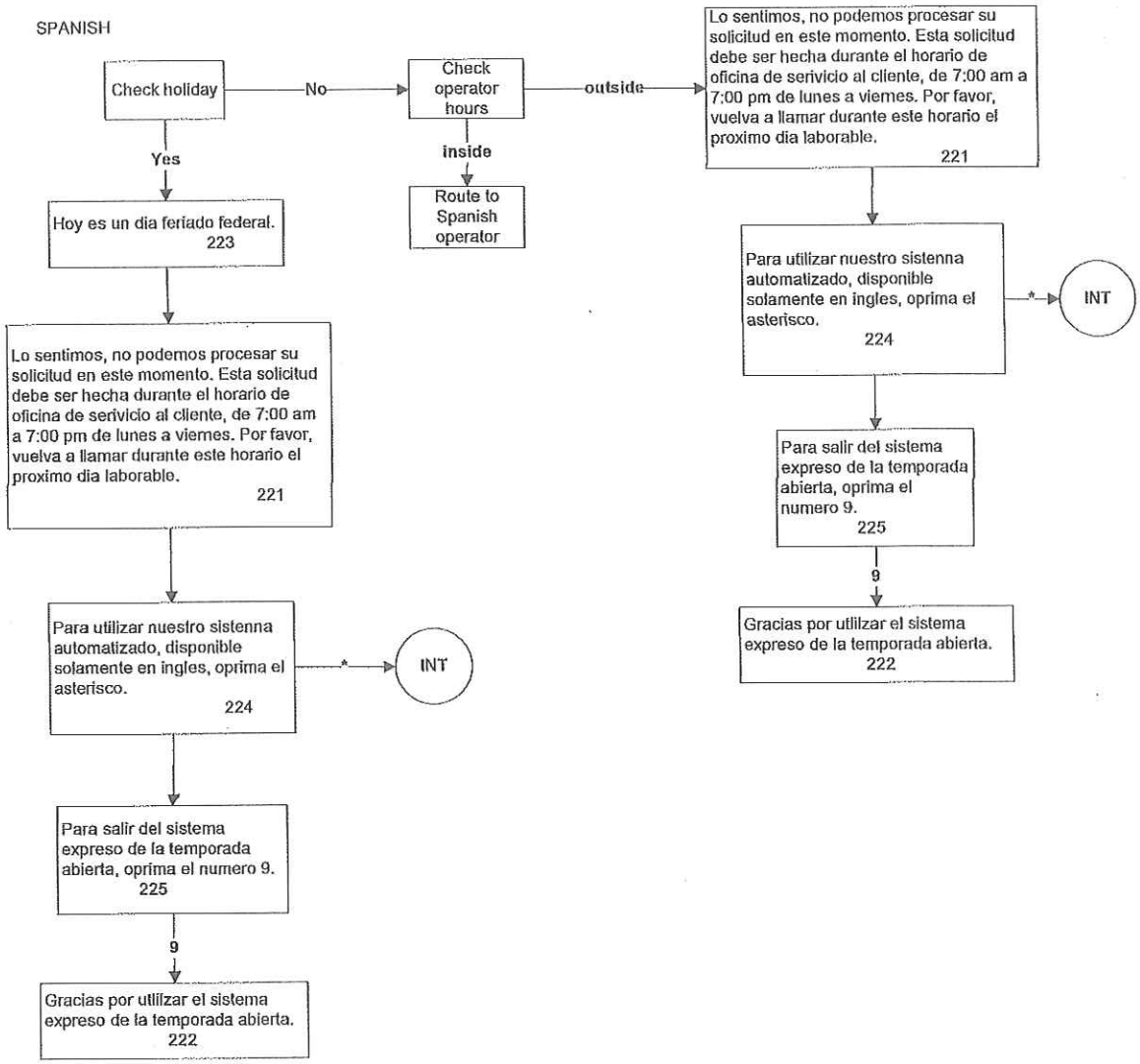
Not in 2013-2014 cycle



Survey Questions

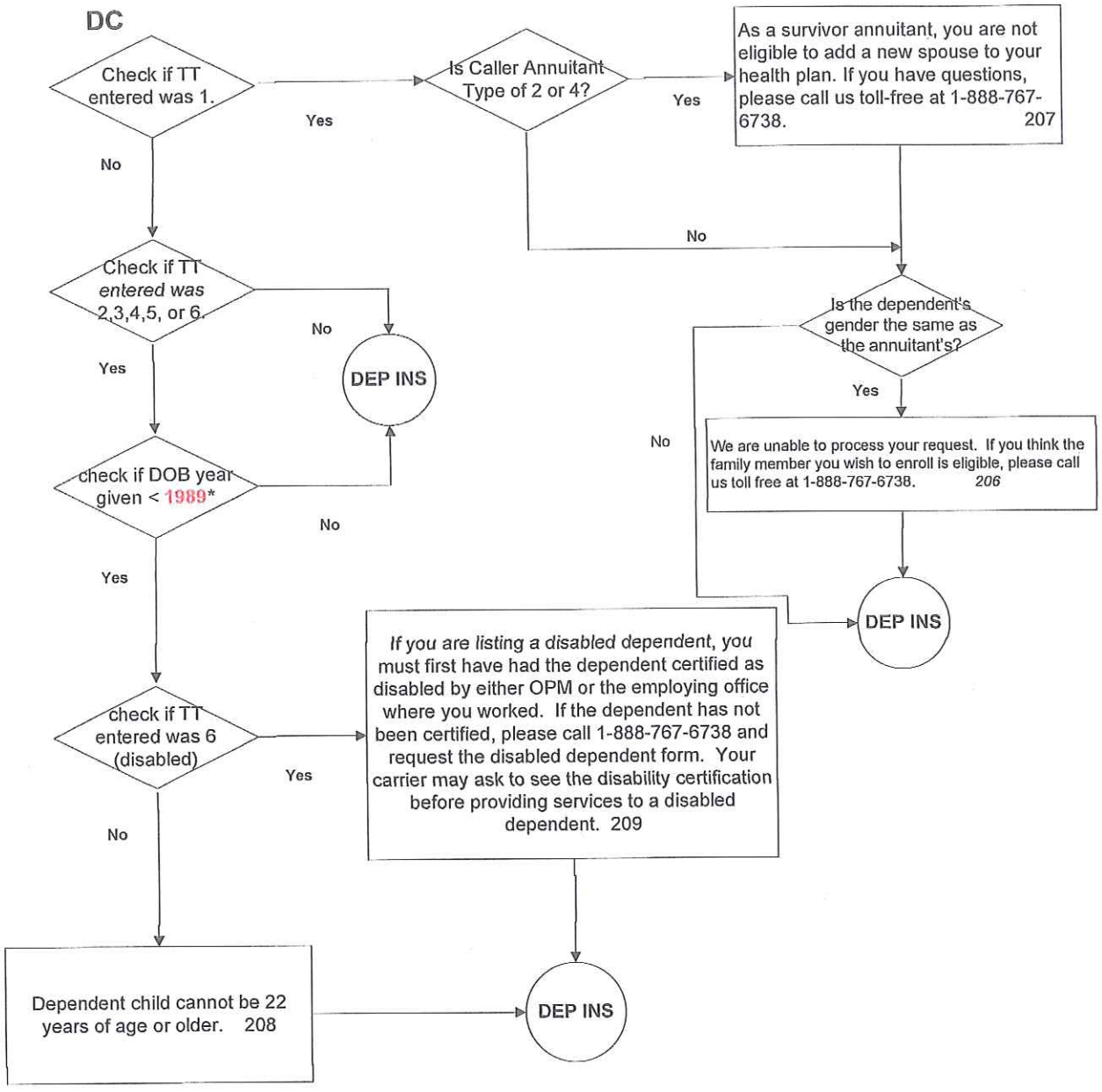


Spanish Flow



DEPENDENT CHECKS

07/29/09



* Note: the application code uses current year to calculate the year checked against so that code modifications do not need to be made to accommodate the change each year.

Not in 2013-2014 Cycle