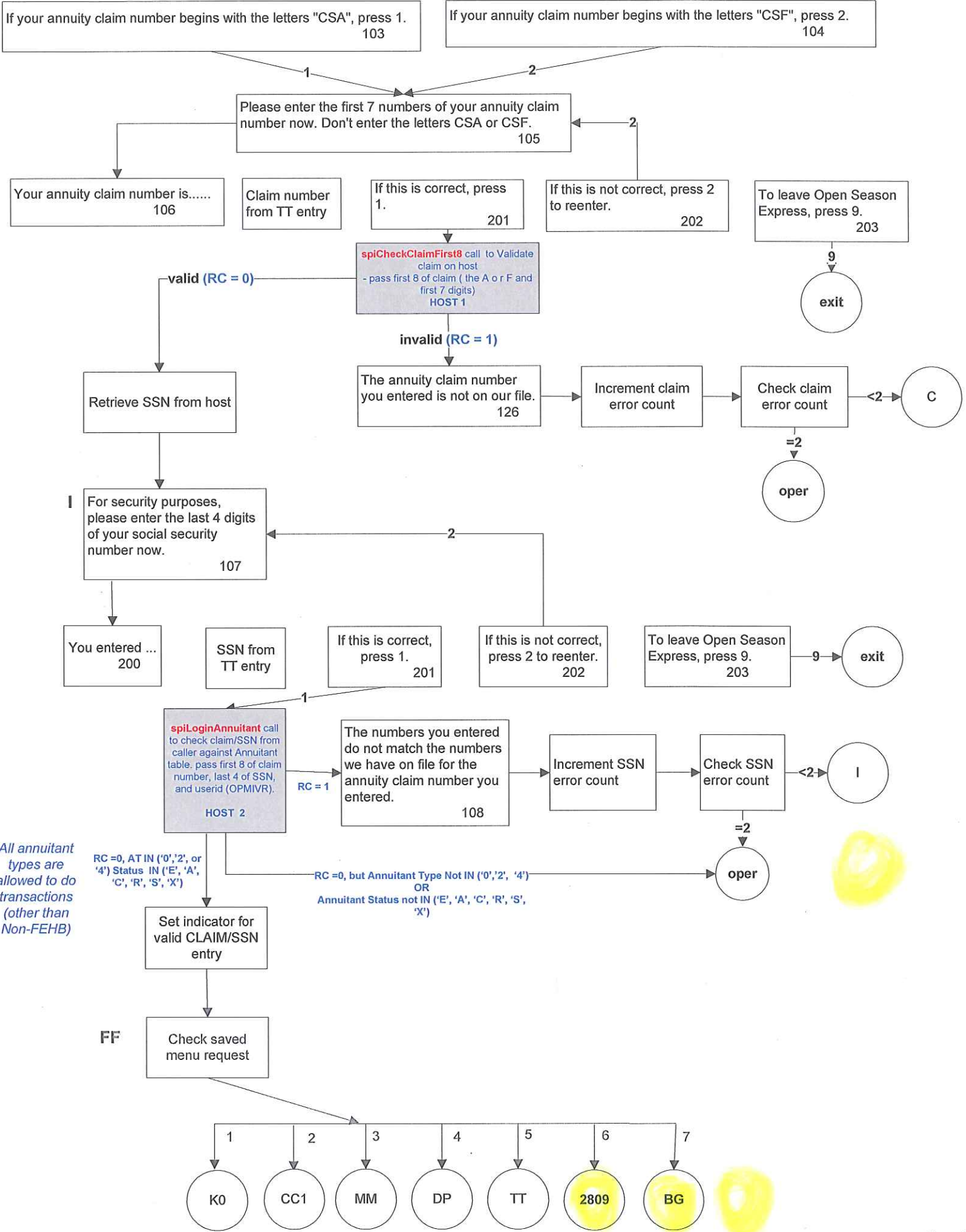


IT

A

Claim/SSN Verification

C

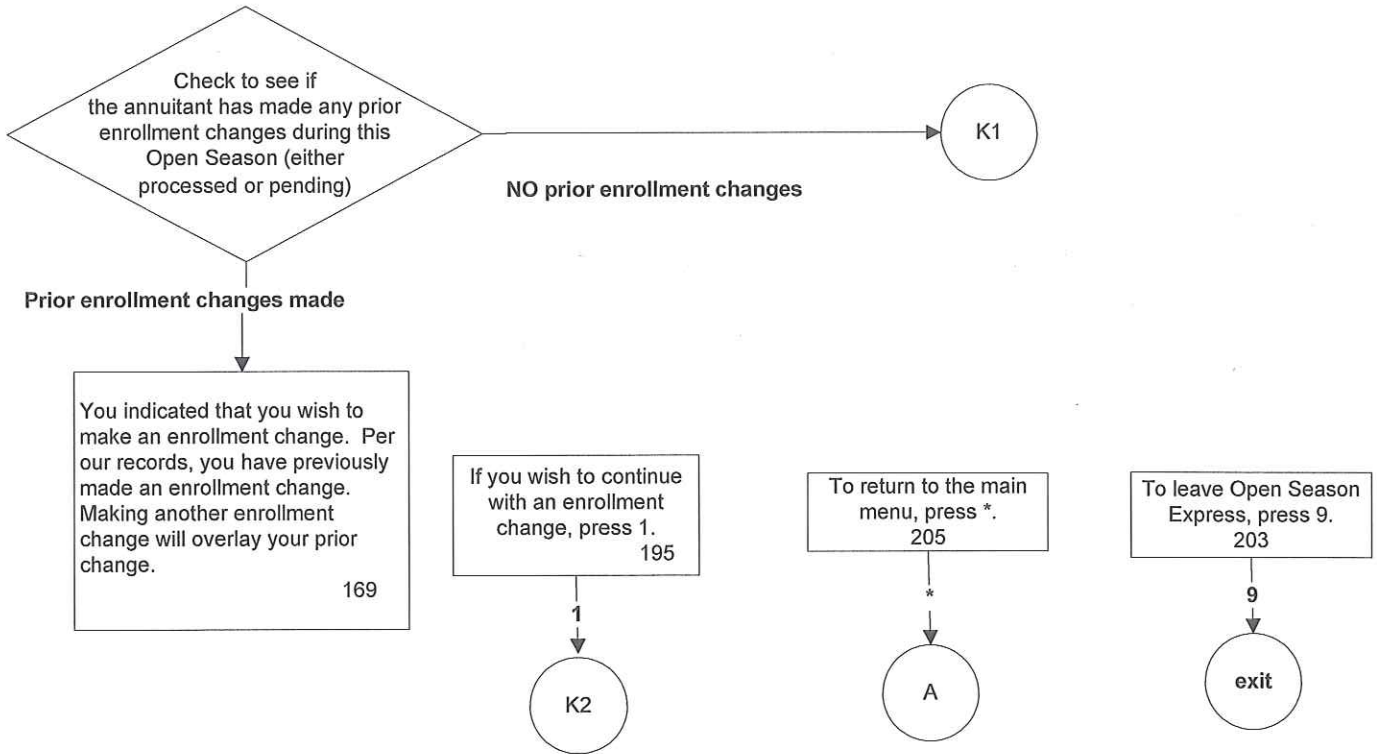


All annuitant types are allowed to do transactions (other than Non-FEHB)

RC=0, AT IN ('0','2', or '4') Status IN ('E', 'A', 'C', 'R', 'S', 'X')

RC=0, but Annuitant Type Not IN ('0','2','4') OR Annuitant Status not IN ('E','A','C','R','S','X')

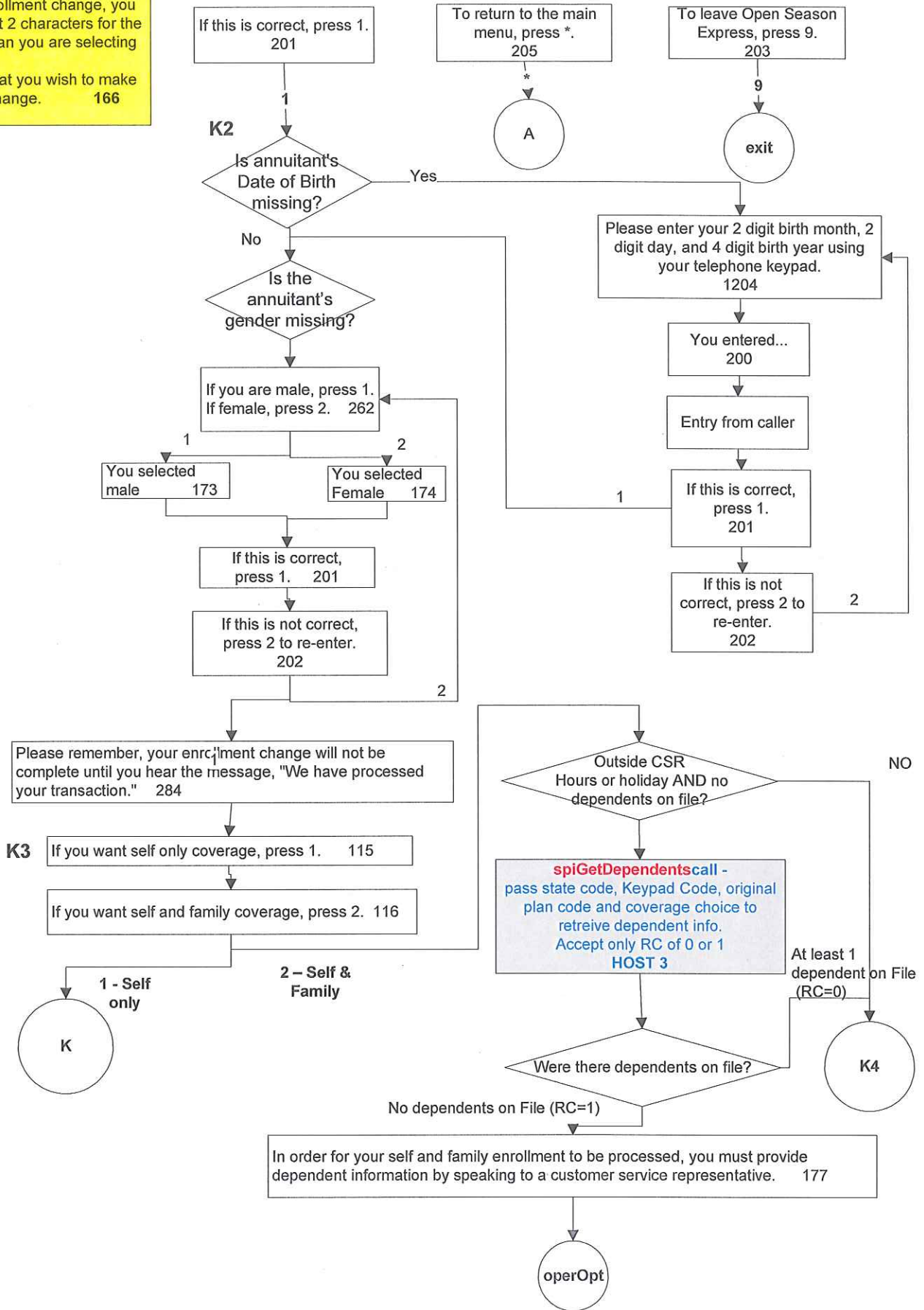
K0



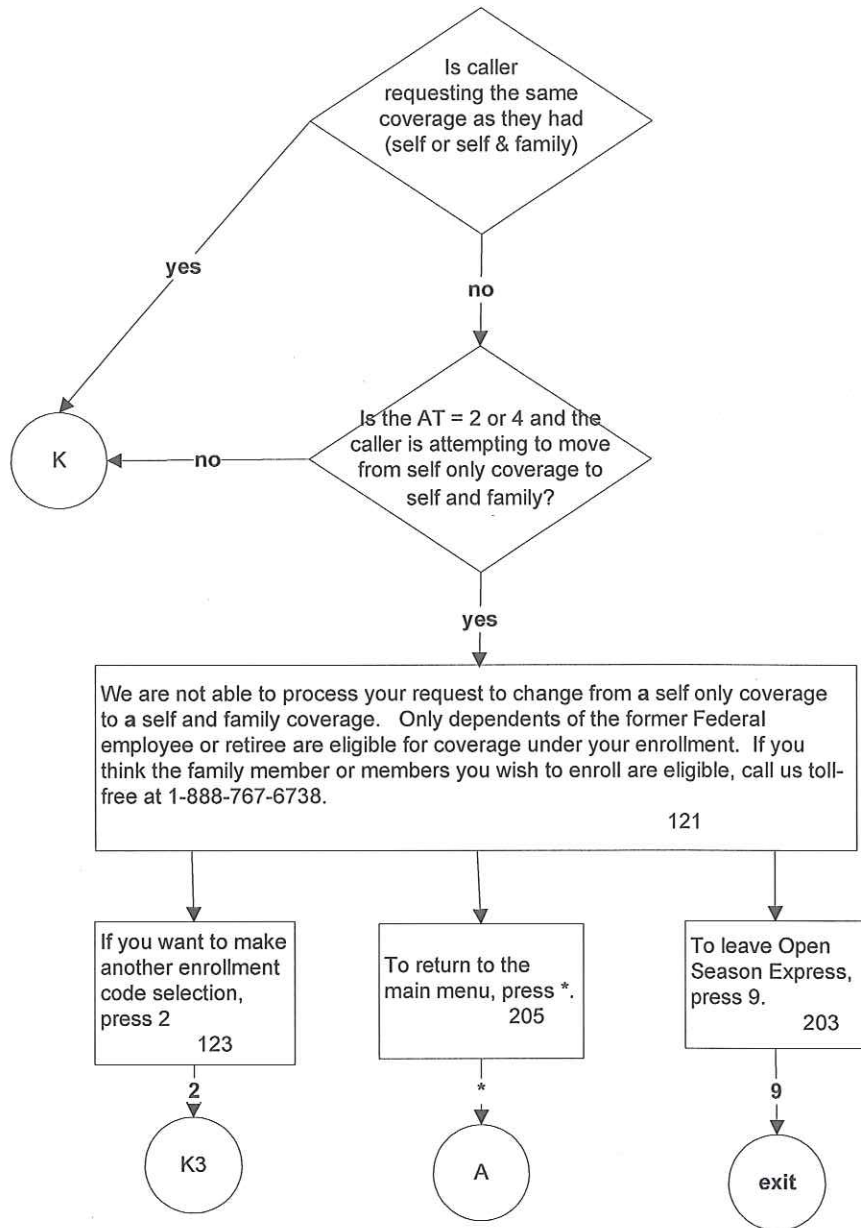
K1

To make an enrollment change, you will need the first 2 characters for the health benefit plan you are selecting for 2014. You indicated that you wish to make an enrollment change. 166

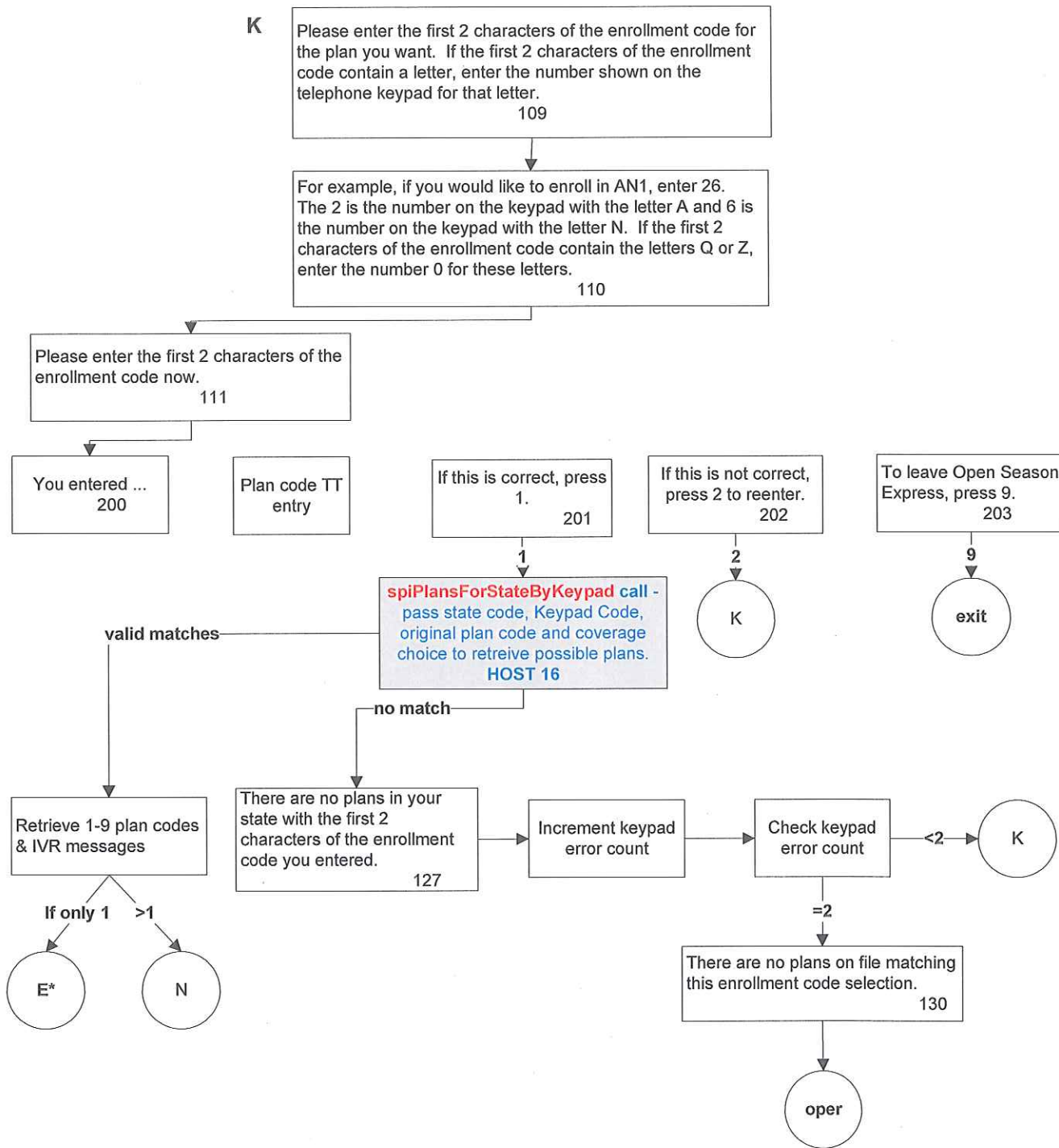
Enrollment Requests



K4

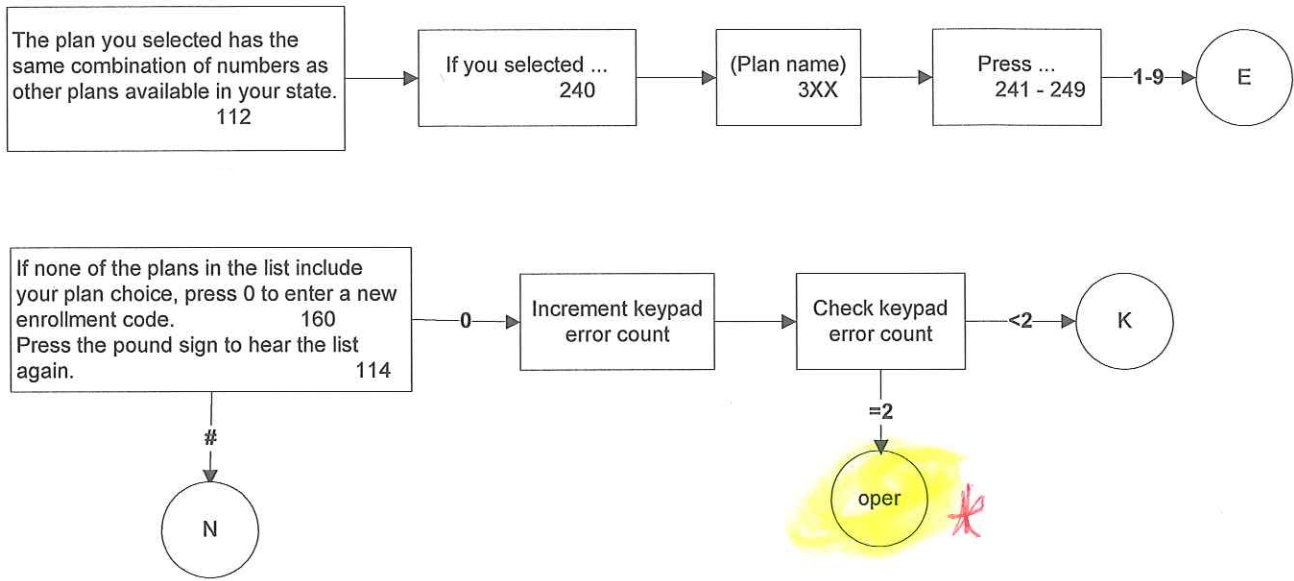


Enrollment Requests

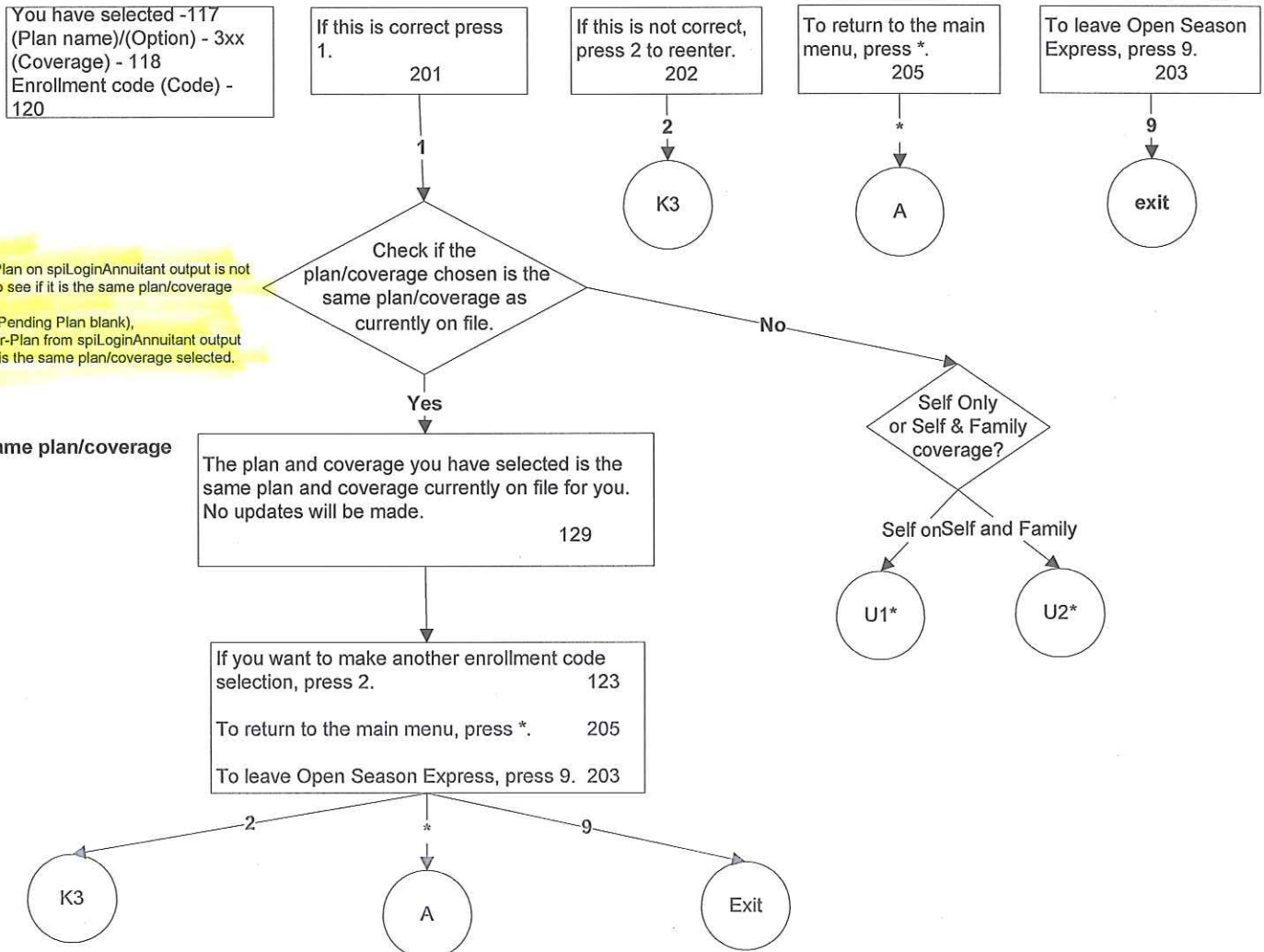


Enrollment Requests

N



E



Checked as:
 1) If Pending Plan on spiLoginAnnuitant output is not blank, check to see if it is the same plan/coverage selected
 2) Otherwise (Pending Plan blank), check the Curr-Plan from spiLoginAnnuitant output call to see if it is the same plan/coverage selected.

Same plan/coverage

Enrollment Requests
 Self Only or Self &
 Family Outside CSR
 hours

U1

Do you have any other insurance such as Medicare, Tricare, Tricare for Life, Peace Corps, or Champ VA? If you do have other insurance, press 1. If you don't have other insurance, press 2. 229

1

Your Federal Health Plan will need to coordinate benefits with any other health insurance you may have. 194

Do you have Medicare coverage? If you don't have Medicare, press 1. If you have both Medicare A and B, press 2. If you have Medicare A only, press 3. If you have Medicare B only, press 4. 270

2,3, or 4

1

Do you have Medicare D? If yes, press 1. If no, press 2. 274

Do you have Tricare, Tricare for Life, Peace Corps, or Champ VA coverage? If yes, press 1. If no, press 2. 289

spiReqEnrollChange call - to update enrollment plan.
 accept RC 0 only
 HOST 4

spiOtherInsuranceUpd call - to update Other Insurance fields.
 accept RC 000 only
 HOST 5

Self and Family?

NO

YES

We have processed your transaction. 122

We have received your enrollment change, but *remember*, you must also provide your dependent information. 178

The effective date of your Open Season change is January 1, 2014. 124

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. 125

To return to the main menu, press *. 205

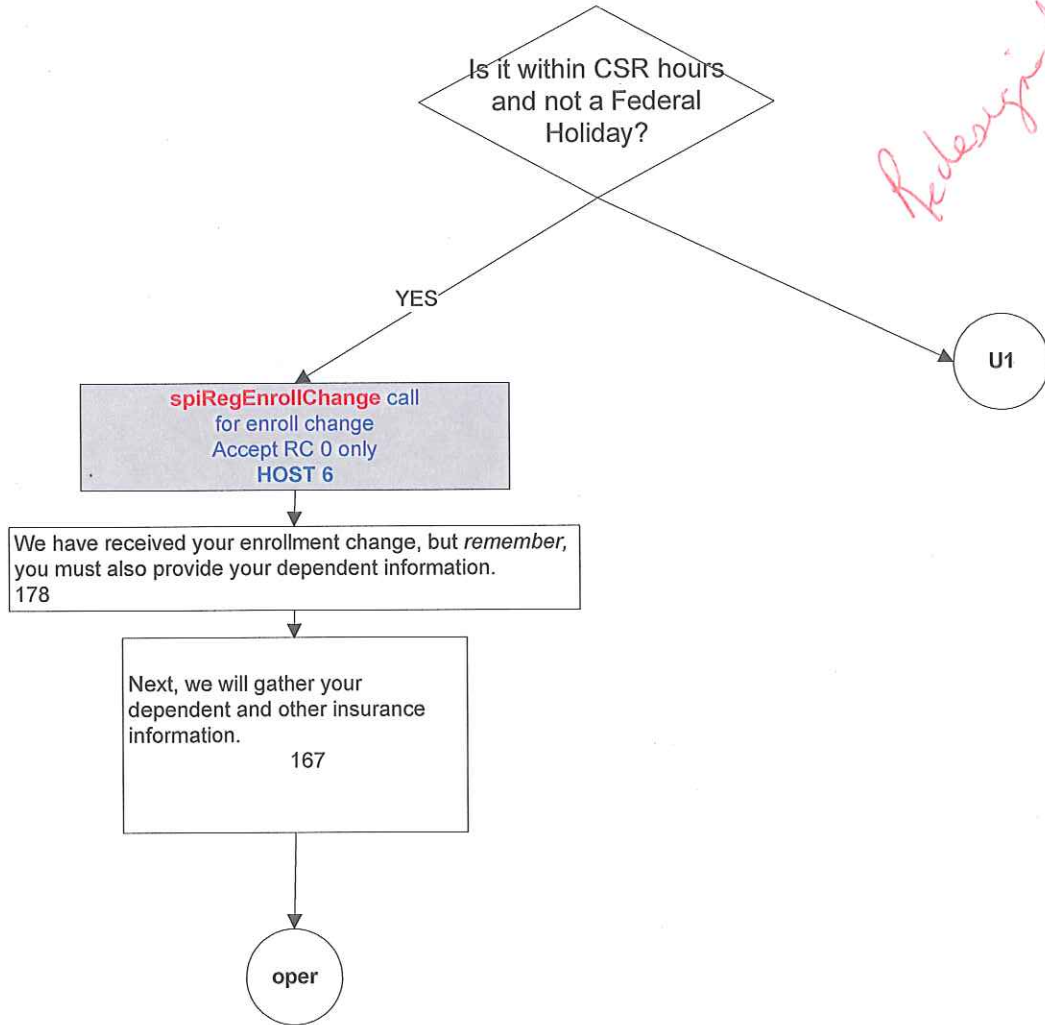
To leave Open Season Express, press 9. 203

A

exit

Enrollment Requests
self & family

U2



Brochure Requests

CC1

To request health benefit brochures, you will need the first 2 characters of the enrollment code for the brochure or brochures you are requesting. You indicated that you wish to receive plan brochures. 165

If this is correct, press 1. 201

To return to the main menu, press *. 205

To leave Open Season Express, press 9. 203

spiChkNumBrochReqs call -
pass claim no. (Returns the number of brochures requested but not yet processed).
HOST 13

Is number of brochures > 9?

Please remember, your brochure request will not be complete until you hear the message, "We have processed your transaction." 285

You have reached the maximum number of plan brochure requests that we can process through our system in one day. 155

CC

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. 144
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 0 for these letters. 151

Please enter the first 2 characters of the enrollment code now. 111

You entered ... 200

Plan code 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

spiBrochsForStateByKeypad call
pass state code, Keypad Code, to retrieve possible plans.
HOST 17

Retrieve 1-9 plan codes & IVR messages

There are no plans in your state with the first 2 characters of the enrollment code you entered. 127

Increment keypad error count

Check keypad error count

If only 1
PP

>1
O

Requests < 1 and 2nd request invalid

To re-enter the 2 digit brochure code, press 1. 163

CC

To hear the list of plan brochures you have requested, press 2. 146

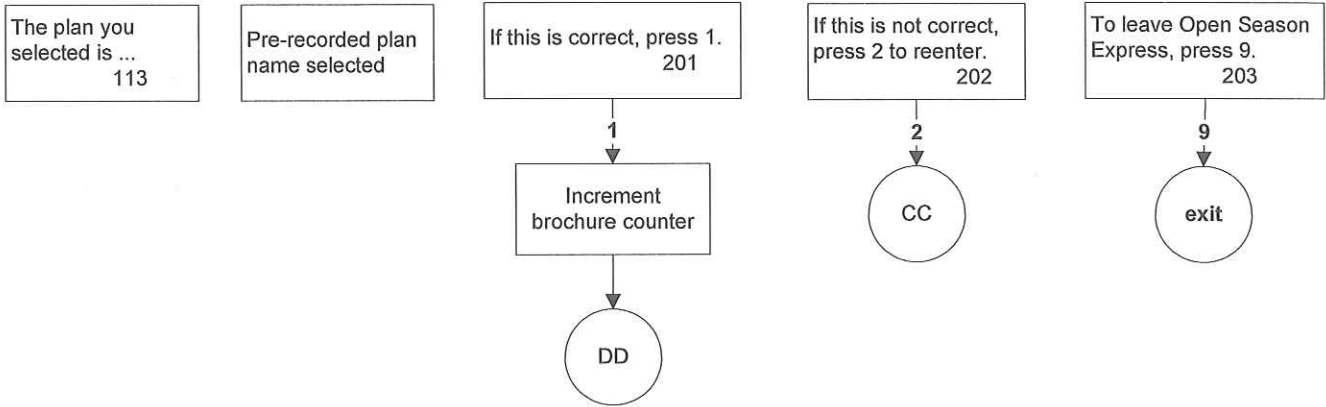
EE

There are no plans on file matching this enrollment code selection. 130

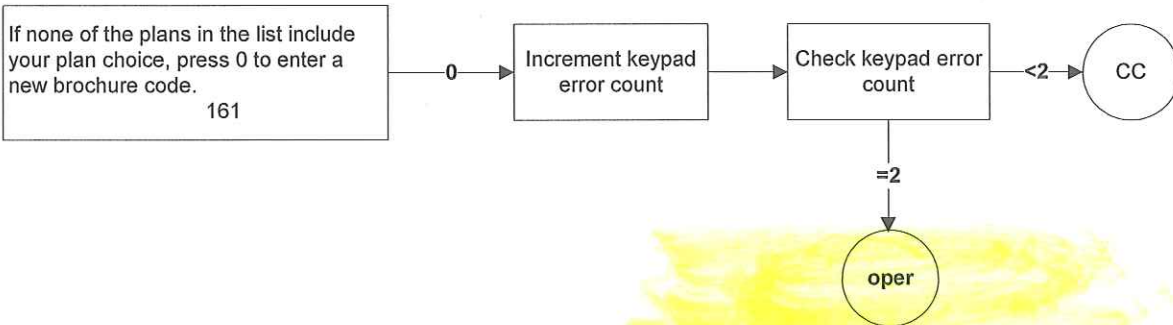
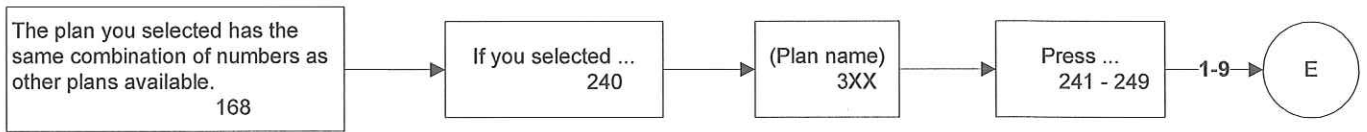
oper

Brochure Requests

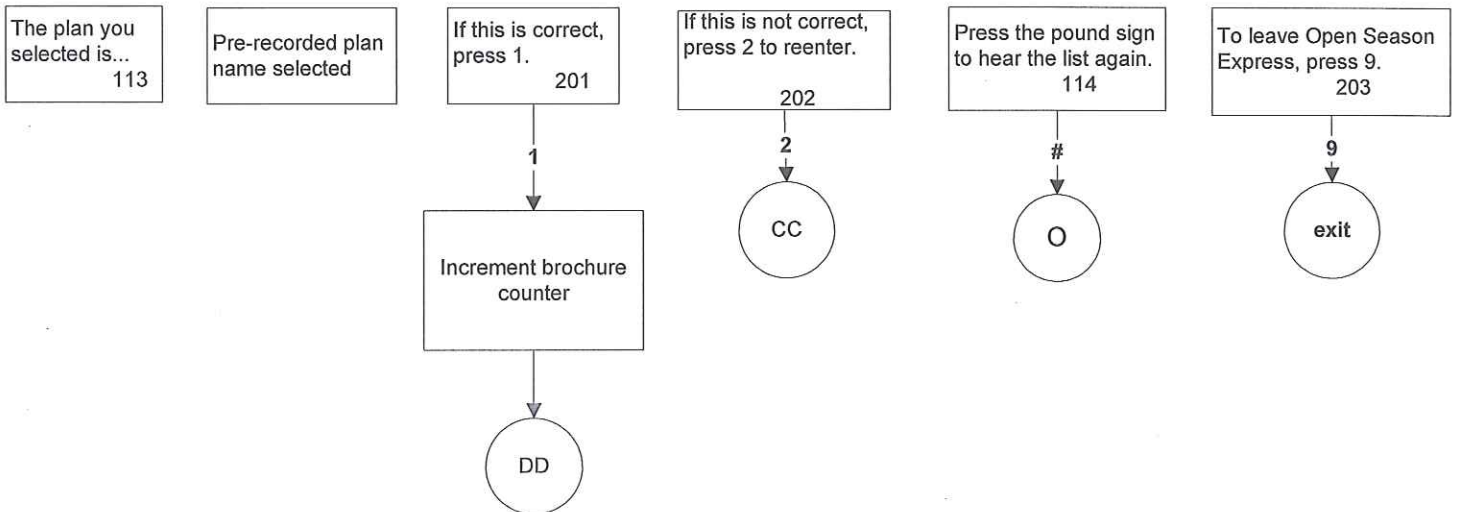
PP



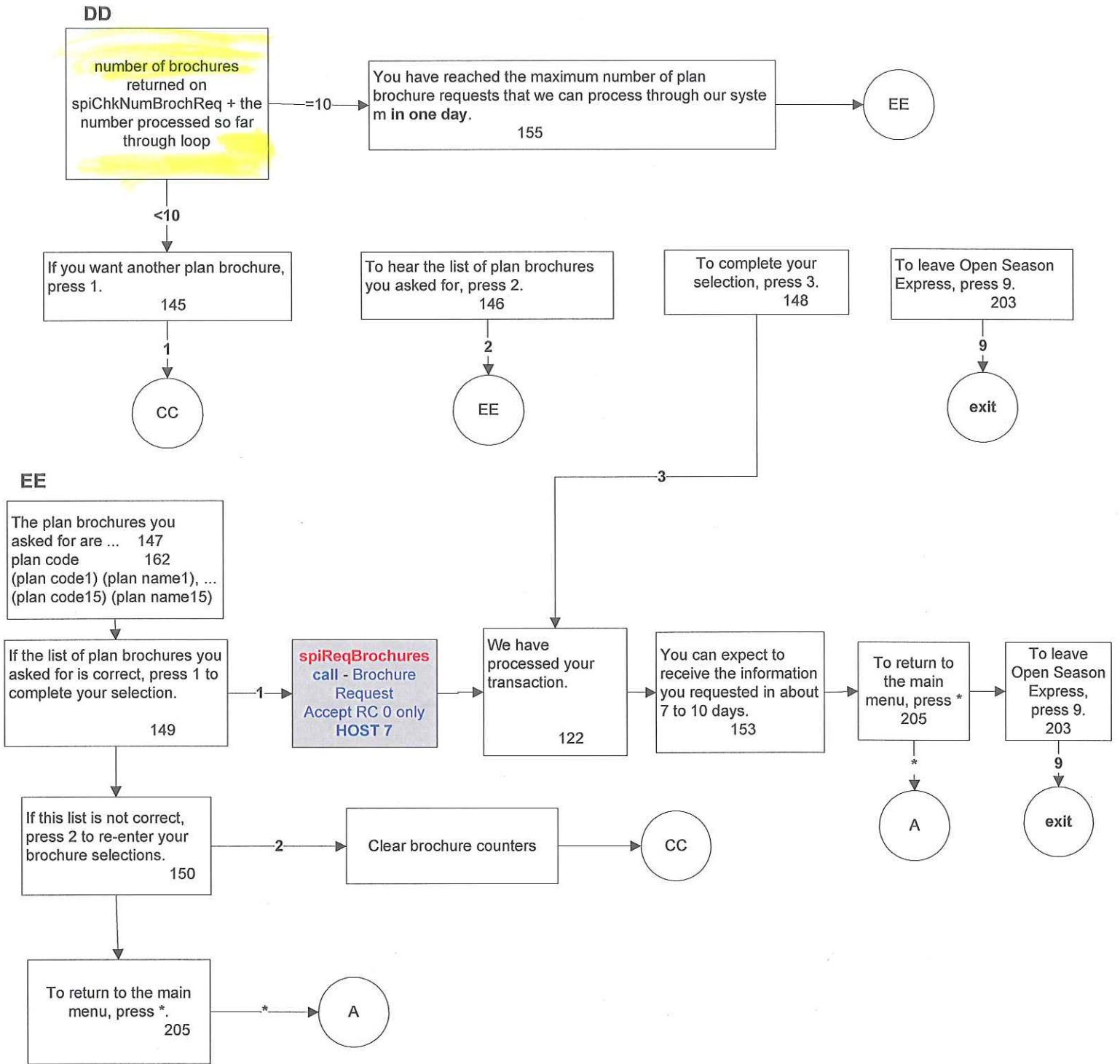
O



E



Brochure Requests



Premiums to OPM

DP

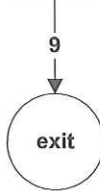
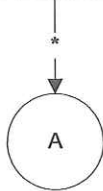
You indicated that you wish to receive information on how to pay your premiums directly to us. Please note this option is only available when your monthly annuity payment is not large enough to cover the cost of the monthly health benefits premium.
156

If this is correct, press 1.
201

To return to the main menu, press *.
205

To leave Open Season Express, press 9.
203

spiReqInfo call –
Passing TransType of "DP" for Direct Pay Info Request.
Accept RC 0 only.
HOST 8



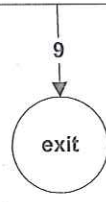
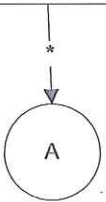
We have processed your transaction.
122

You can expect to receive the information you requested in about 7 to 10 days.
153

The completed form must be postmarked by December 9, 2013. Forms postmarked after this date will be returned to you unprocessed.
179 (new message)

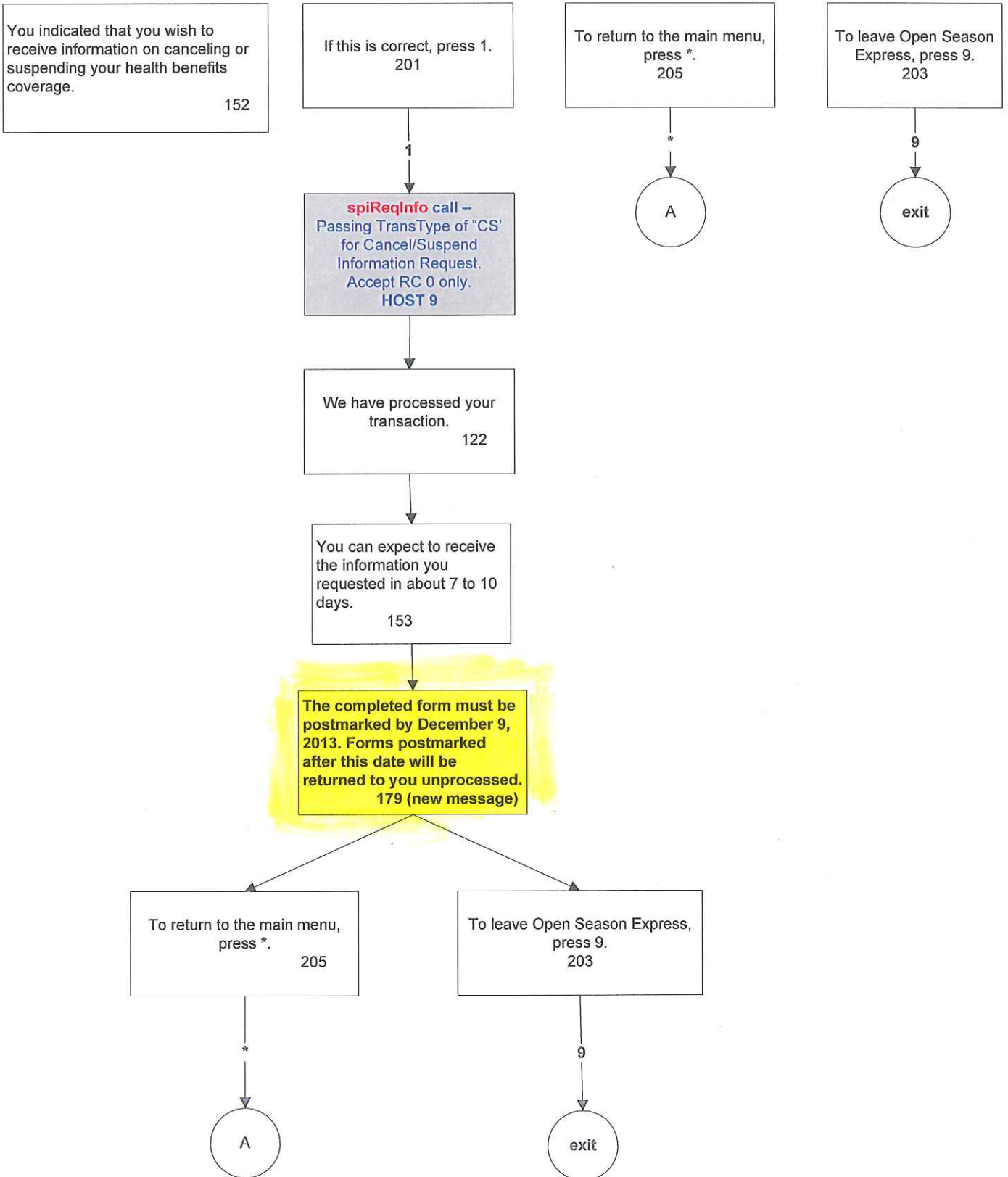
To return to the main menu, press *.
205

To leave Open Season Express, press 9.
203



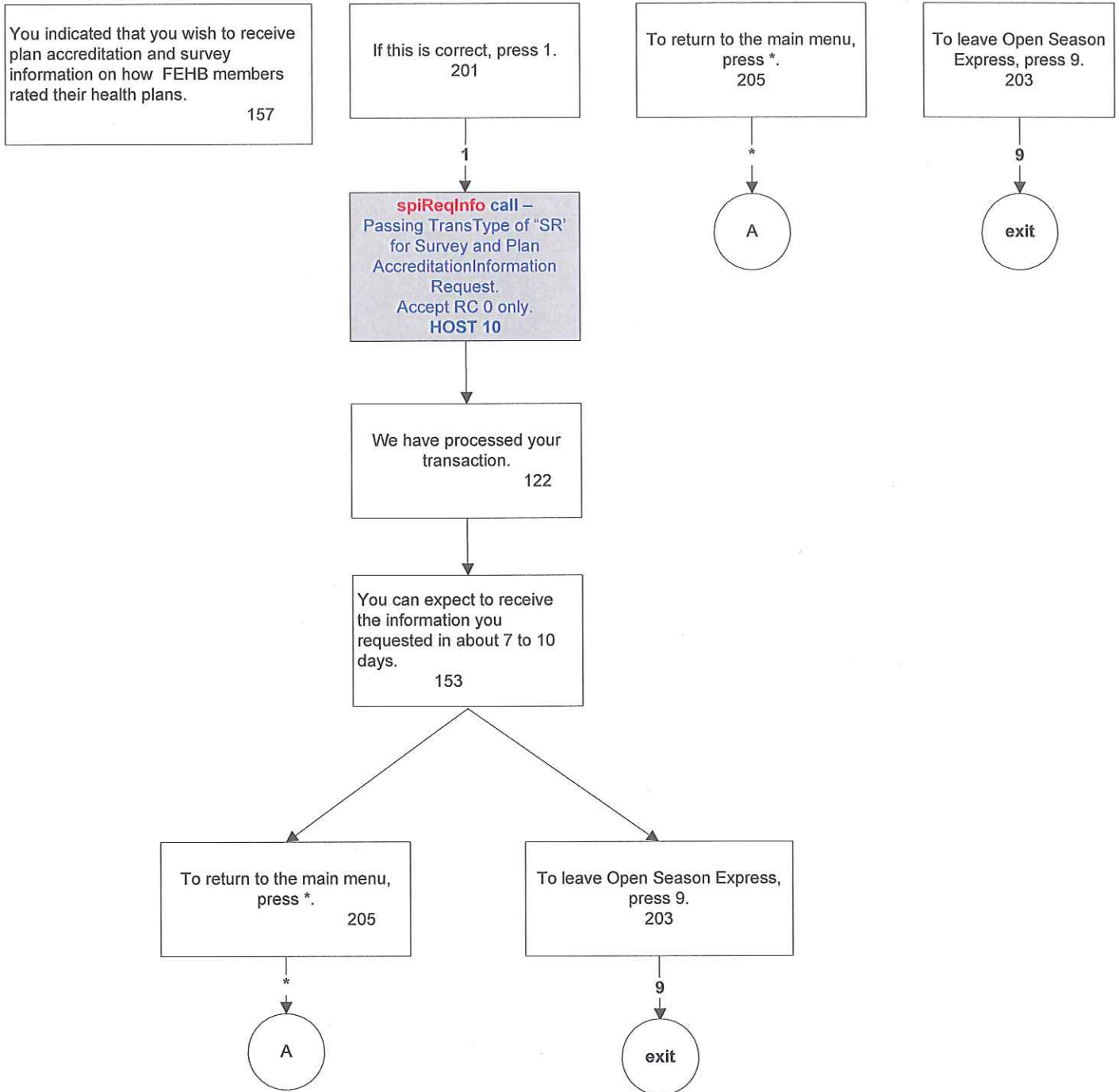
Suspend/Cancel

MM



Health Plan Survey

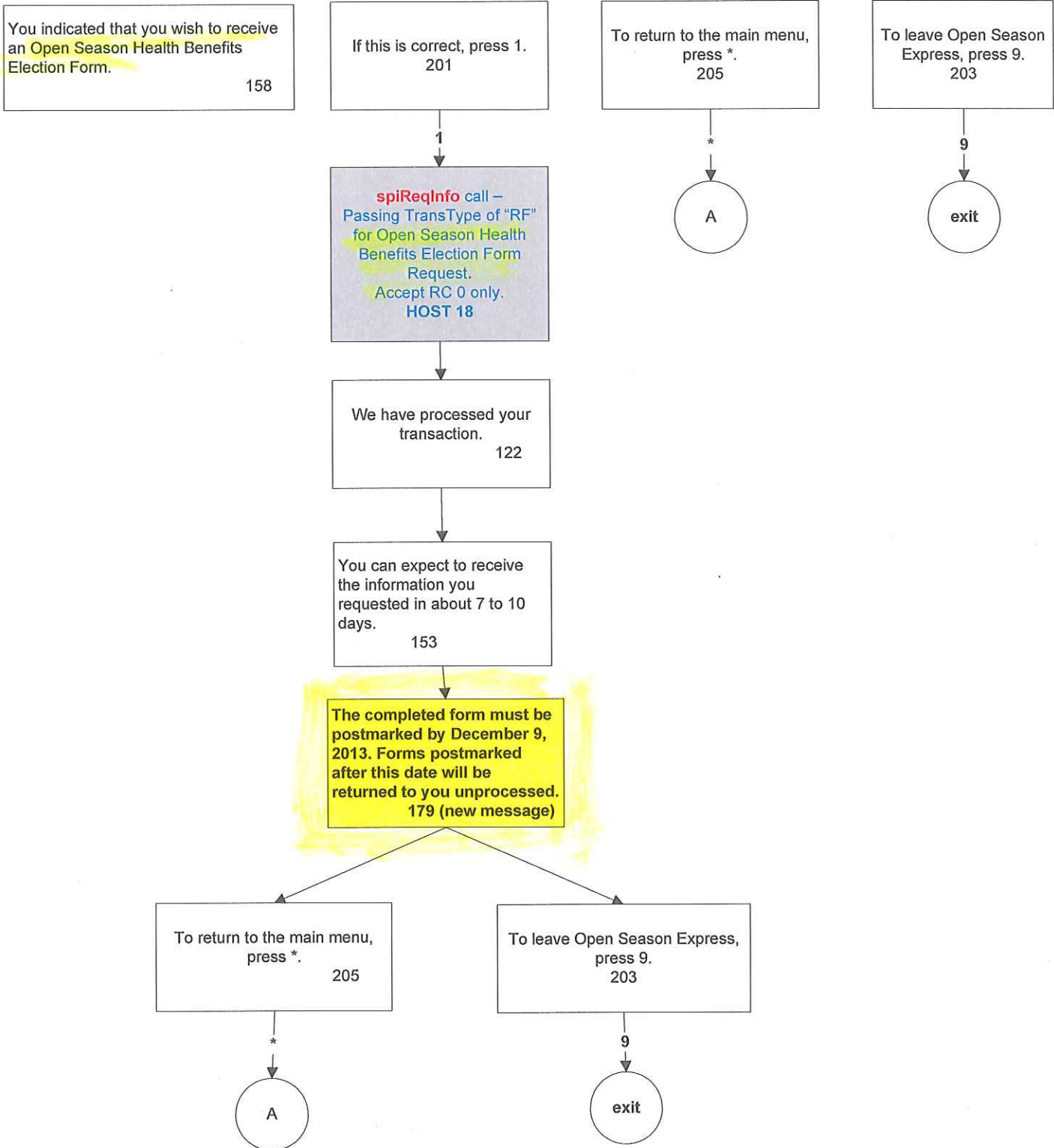
TT



DL

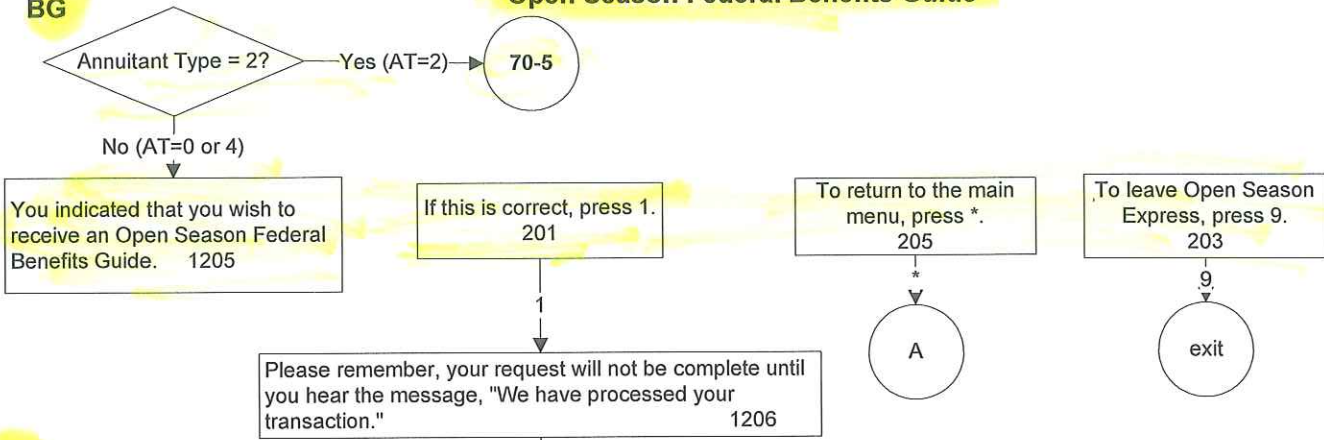
Open Season Health Benefits Election Form (SF-2809)

2809

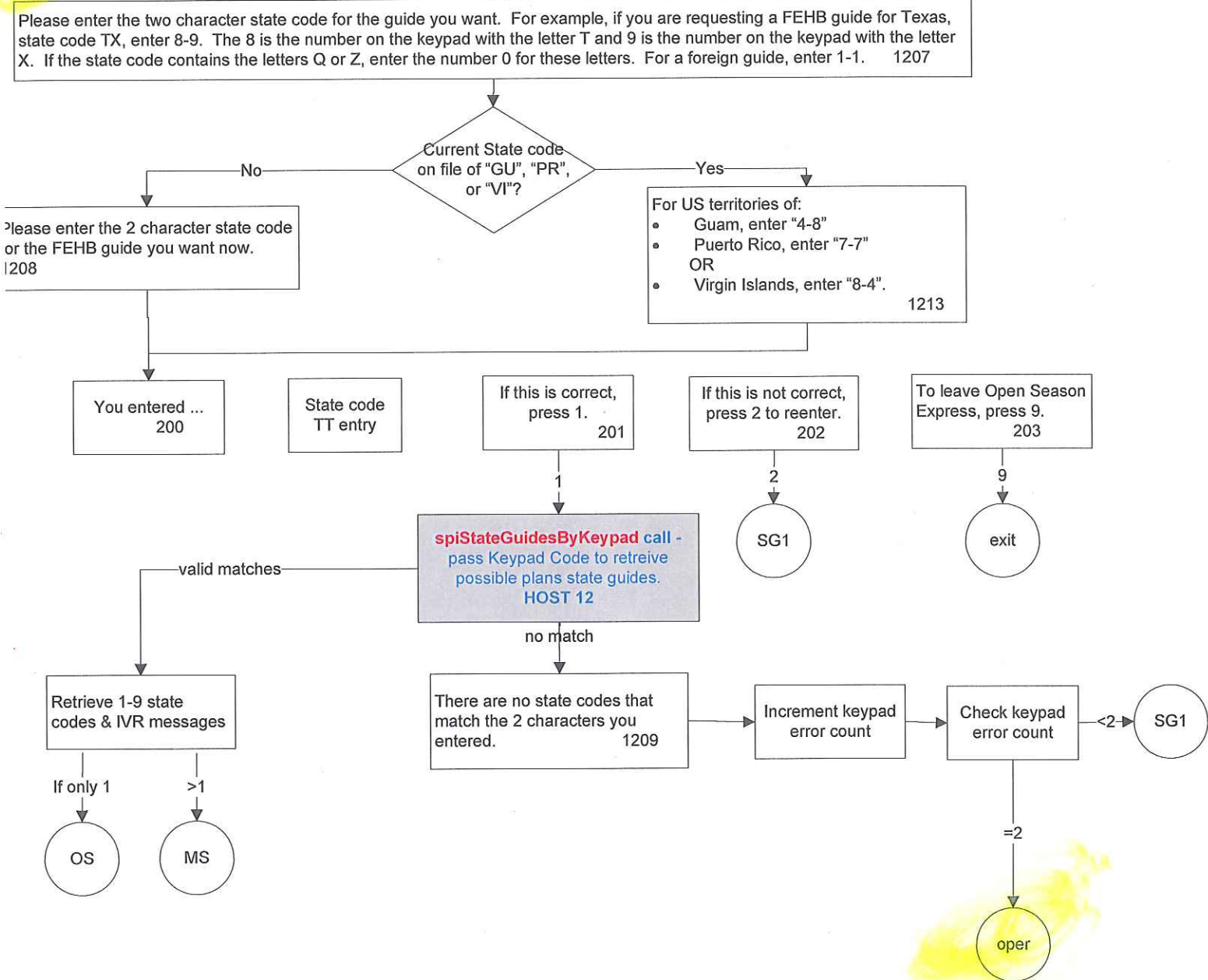


Open Season Federal Benefits Guide

BG

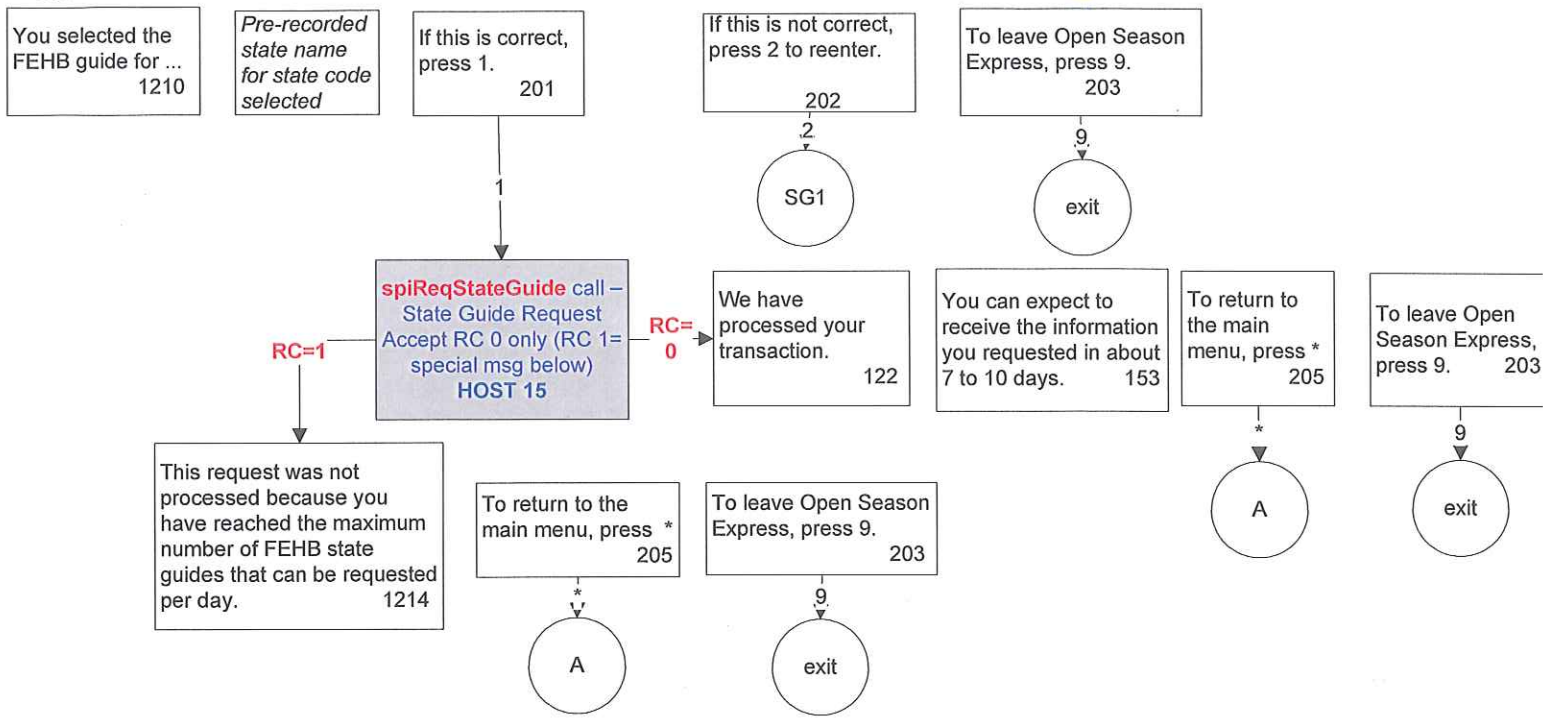


SG1

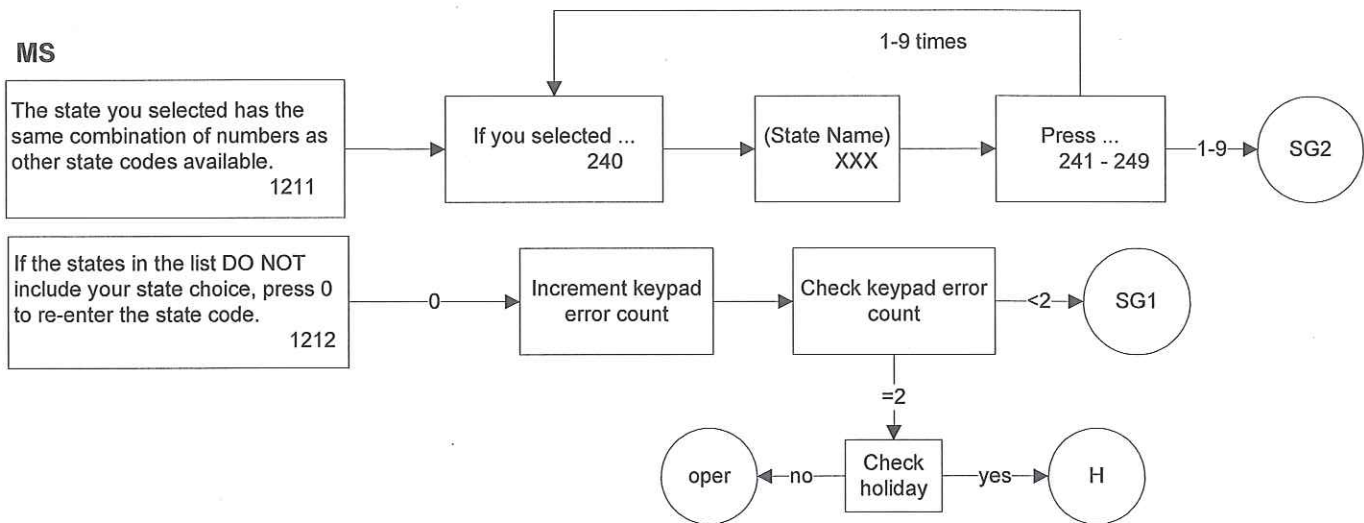


Open Season Federal Benefits Guide - 2

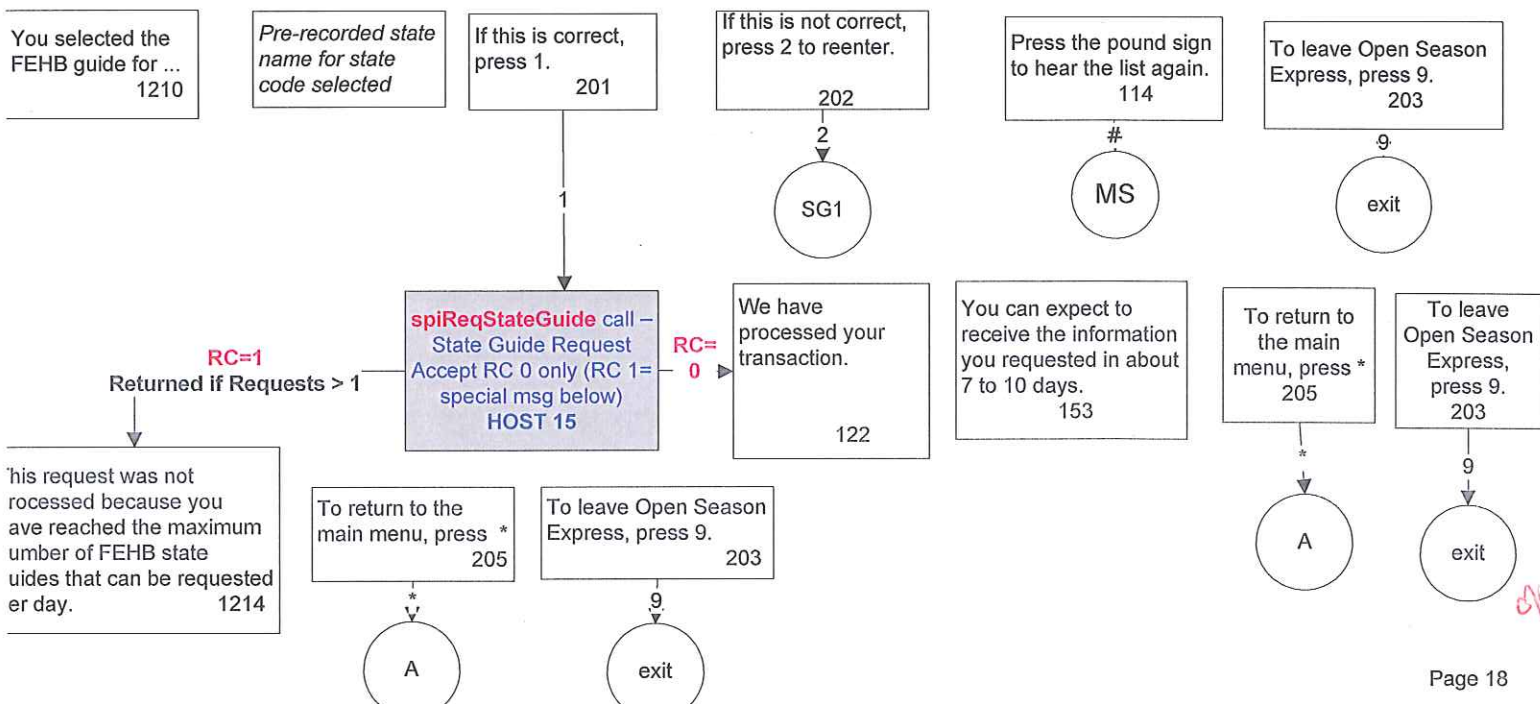
OS



MS



SG2



Open Season Federal Benefits Guide for Former Spouses (70-5)

70-5

You indicated that you wish to receive an Open Season Federal Benefits Guide for Former Spouses. 176

If this is correct, press 1. 201

To return to the main menu, press *. 205

To leave Open Season Express, press 9. 203

1

spiReqInfo call –
Passing TransType of "FS"
Open Season Health Benefit
Guide for Former Spouses
Request. (70-5)
Accept RC 0 only.
HOST 11

*
A

9
exit

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

*
A

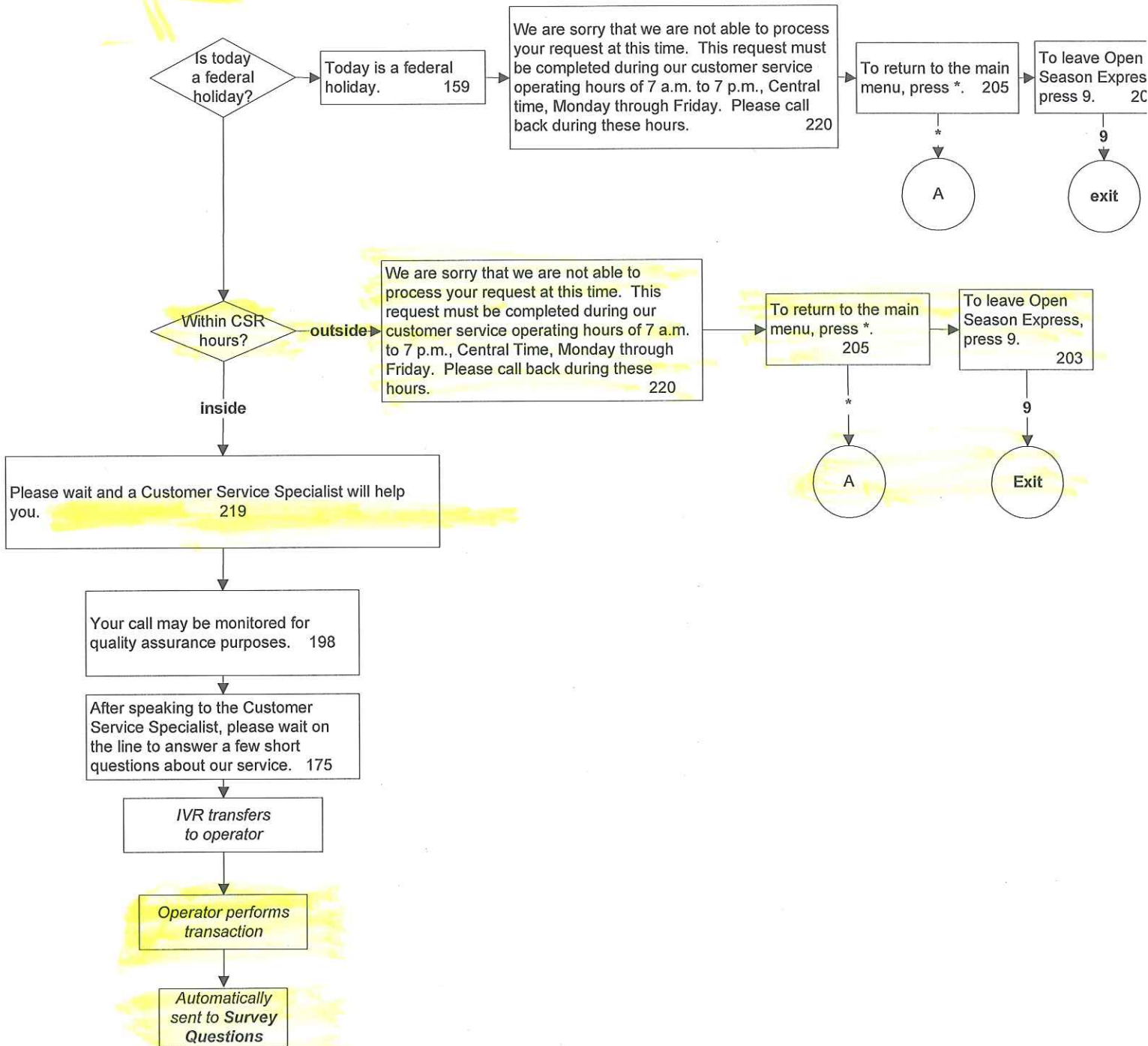
9
exit

*NOT IN 2015-2011
Cyes*

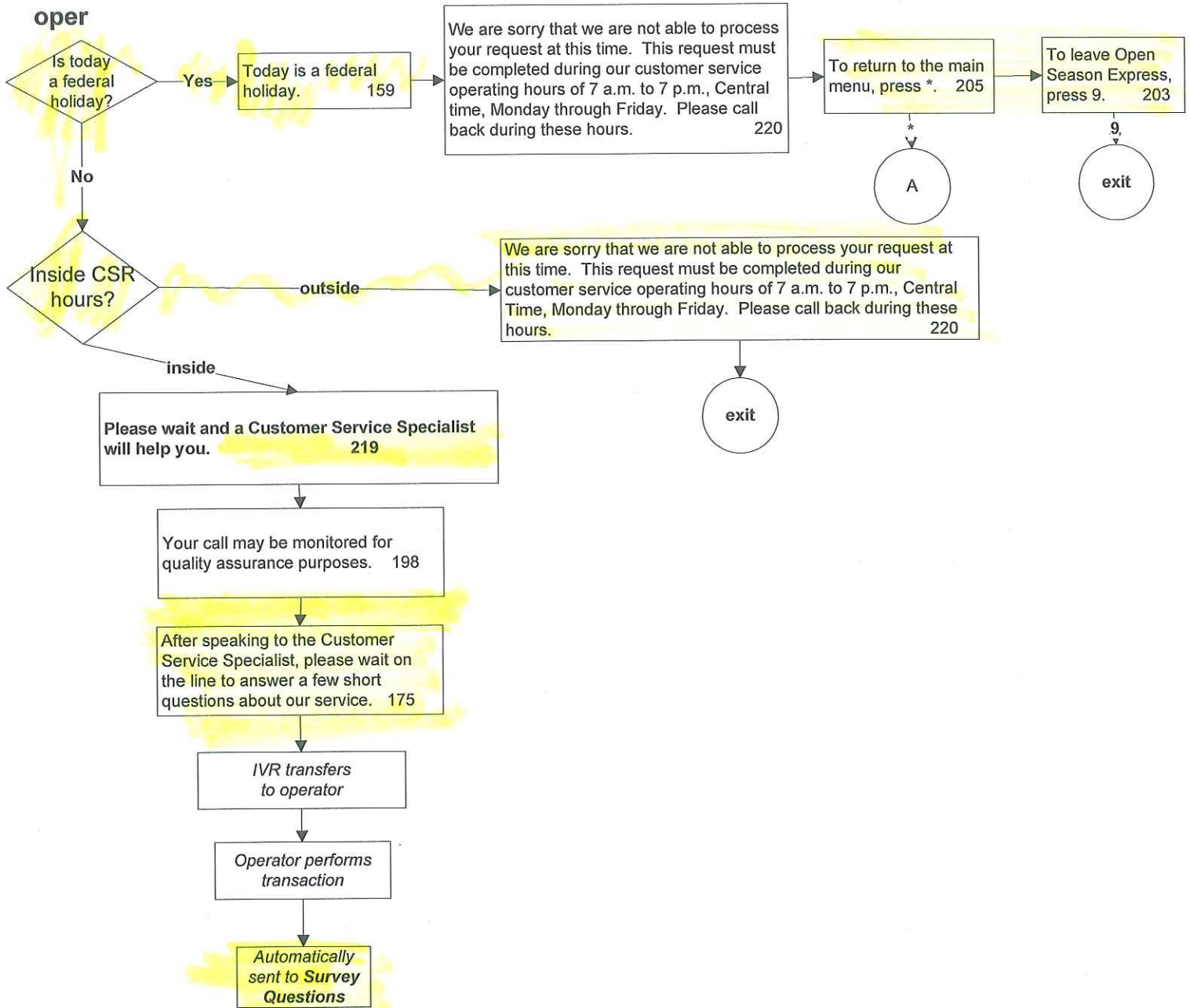
Transfer to Operator

with option to return to MM
if Outside of CSR hours

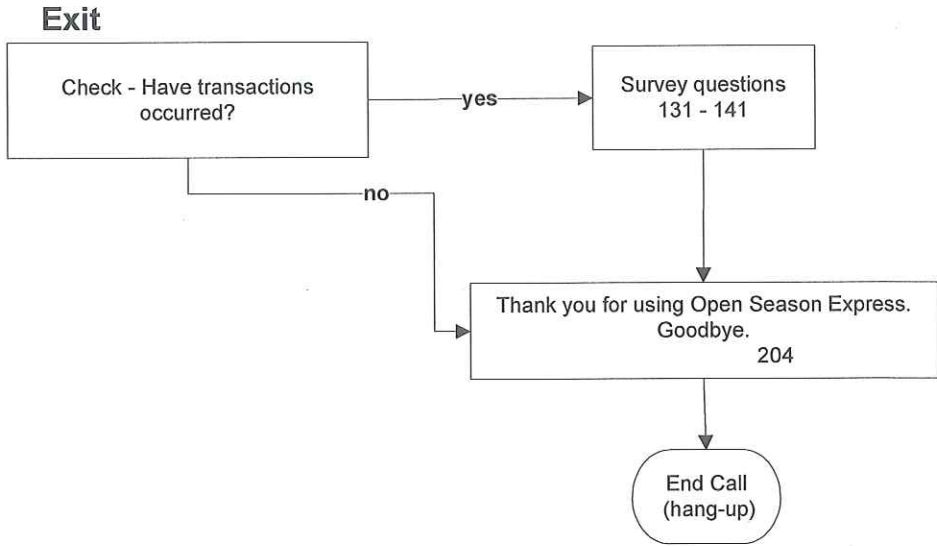
operOpt



Transfer to operator



Exit Routine



OR

Survey Questions

Survey

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 to answer. Your participation will help us improve our customer service. 131

Question #1

Were the open season materials we sent you easy to read and understand? 132

If you found the materials easy to read and understand, press 1. If you found the materials difficult to read and understand, press 2. If you found no difference from previous years, press 3. 133

Question #2

Was our automated Open Season Express system easy to use? 134

If the system was easy, press 1. If the system was difficult, press 2. If you found no difference from previous years, press 3. 135

Question #3

Do you have access to the internet? 136

If you have access to the Internet, press 1. If you don't have access to the Internet, press 2. 137

Question #4

On a scale of 1 to 5, where 5 is excellent and 1 is poor. In general, how satisfied are you with the service provided by the automated telephone system? 140

Press the number corresponding to your response now. 141

Question #5

Are you interested in receiving e-mail notifications regarding OPM Open Season, such as address change confirmations and enrollment confirmation letters, in lieu of mail? 142

For Yes, press 1. For No, press 2. 143

Question #6

Have you used our web chat feature, Open Season Live Help, that allows you to speak with an OPM representative live? 272

If you've used the feature and found it helpful, press 1. If you've used the feature but did not find it helpful, press 2. If you haven't used the web chat feature, press 3. 273

Check extension to see if call came from operator

NO

Write Survey Data to access database for Usage Report

Exit

YES
Ext 3012

Question #7

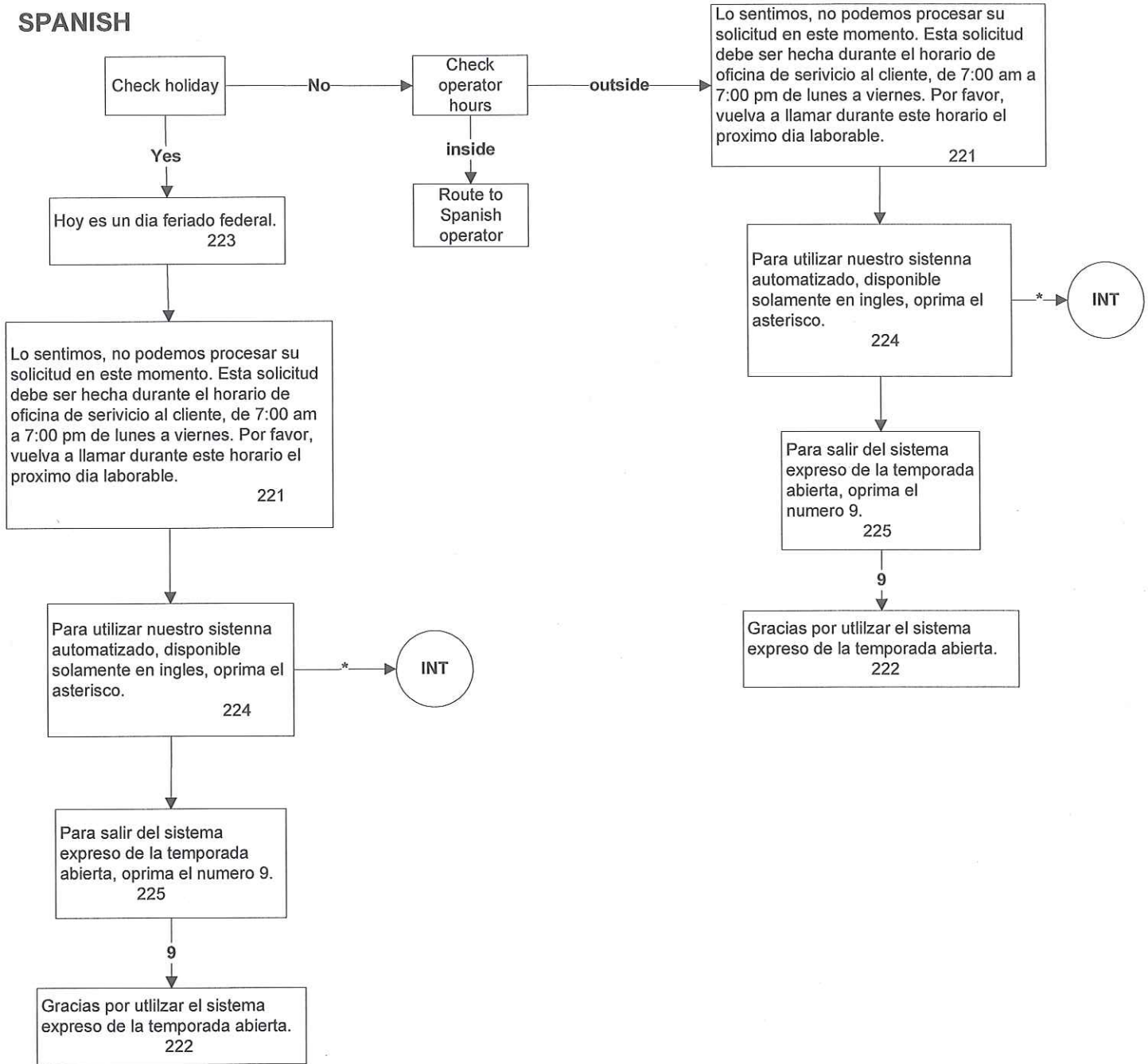
On a scale of 1 to 5, where 5 is excellent and 1 is poor. In general, how would you rate your experience with the Customer Service Representative you spoke with during this call? 138

Press the number corresponding to your response now. 139

Write Survey Data to database for Usage Report

Exit

SPANISH



5/11

Call Flow Label Descriptors

A = Main Menu
C = Claim # Collection
CC = Collect 2 character plan code for Brochure request
CC1 = Initial Brochure request process (confirmation on Main Menu option 2)
DD = Check # of brochures requested
DP = Direct Pay (confirmation on Main Menu option 4)
E = One plan matching keypad plan code for Enrollment/coverage
Exit = Check if Survey should be offered, else end call w/ Thank you message
FF = Process Main Menu option chosen
I = Collect last 4 of SSN (security)
INT = Intro instructions for use
K = Collect 2 character plan code for Enrollment change
K0 = Check if enrollment change previously made (confirmation on Main Menu option 1)
K1 = Initial Enrollment Request process (confirmation on Main Menu option 1 when no prior changes)
K2 = Process enrollment change
K3 = Prompt for coverage (self only or self and family)
K4 = Spouse Equity edit for coverage
MM = Suspend/Cancel (confirmation on Main Menu option 3)
MS = multiple keypad matches for state code request
N = Multiple plans matching keypad plan code for Enrollment
O = Multiple plans matching keypad plan code for Brochure req.
operOpt = transfer to operator with option to return to Main Menu if outside of hours
Oper = transfer to operator logic
OS = single match of keypad code for state code request
2809 = Open Season Health Benefits Election Form (option 6)
PP = single plan code match on keypad code for Brochure req.
RR = Address change (confirmation on Main Menu option 0)
Same plan/coverage = New edit check to not allow enrollment into current plan or pending plan
BG = Open Season Federal Benefits Guide Request (confirmation on Main Menu option 7)
SG1 = Collect 2 character state code for State Guide Request
SG2 = Confirmation of state guide selection
70-5 = Open Season Federal Benefits Guide request for Annuitant Type 2 (70-5)
Spanish = logic for transfer to Spanish CSR
Survey = Survey Questions asked of caller
TT = Health Plan Survey (aka plan accreditation) – confirmation on Main Menu option 5)
U1 = Self Only Enrollment Change processing
U2 = Self/Family Enrollment Change processing

*Not in 2010-2011
Gyd*