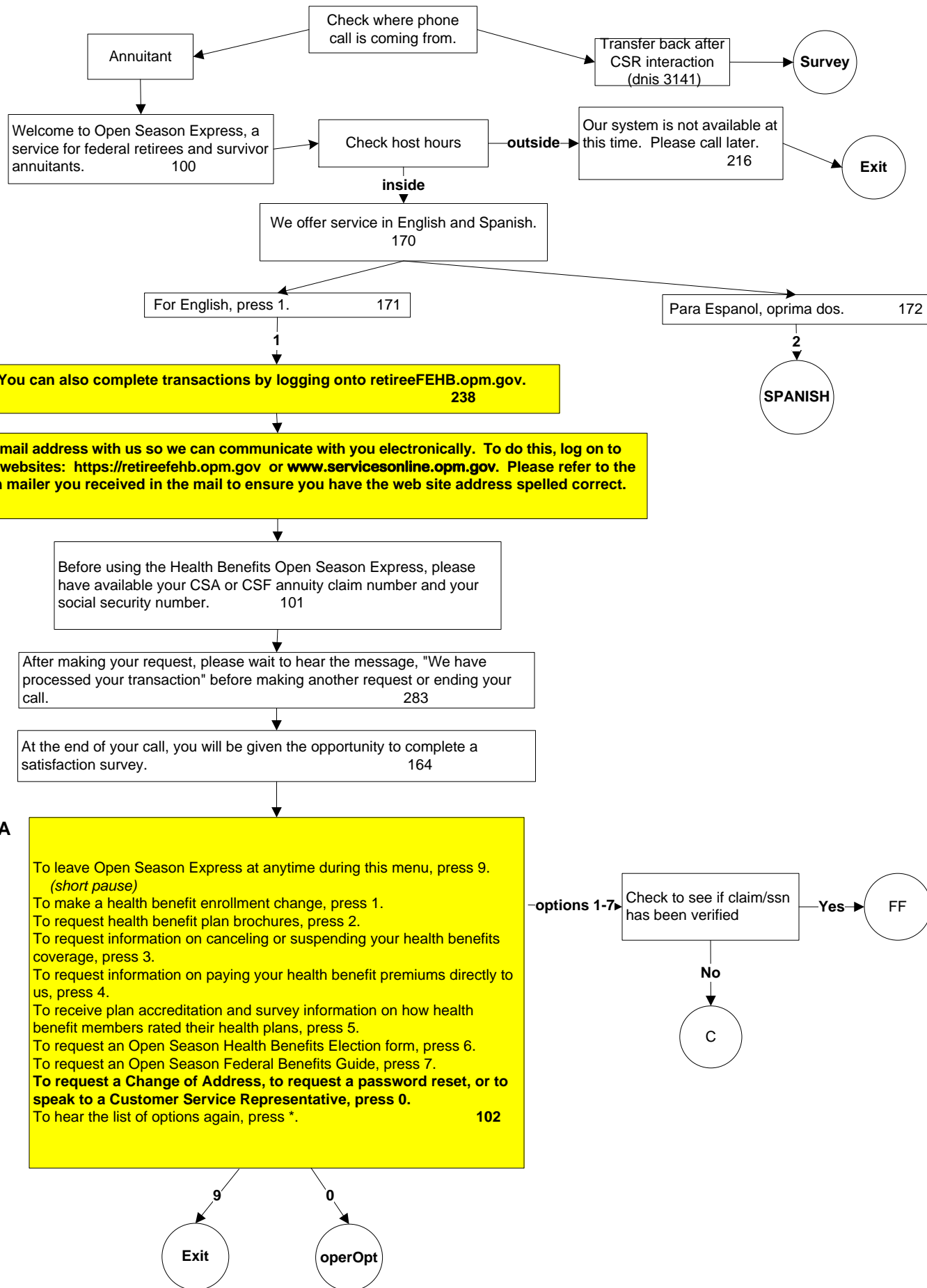
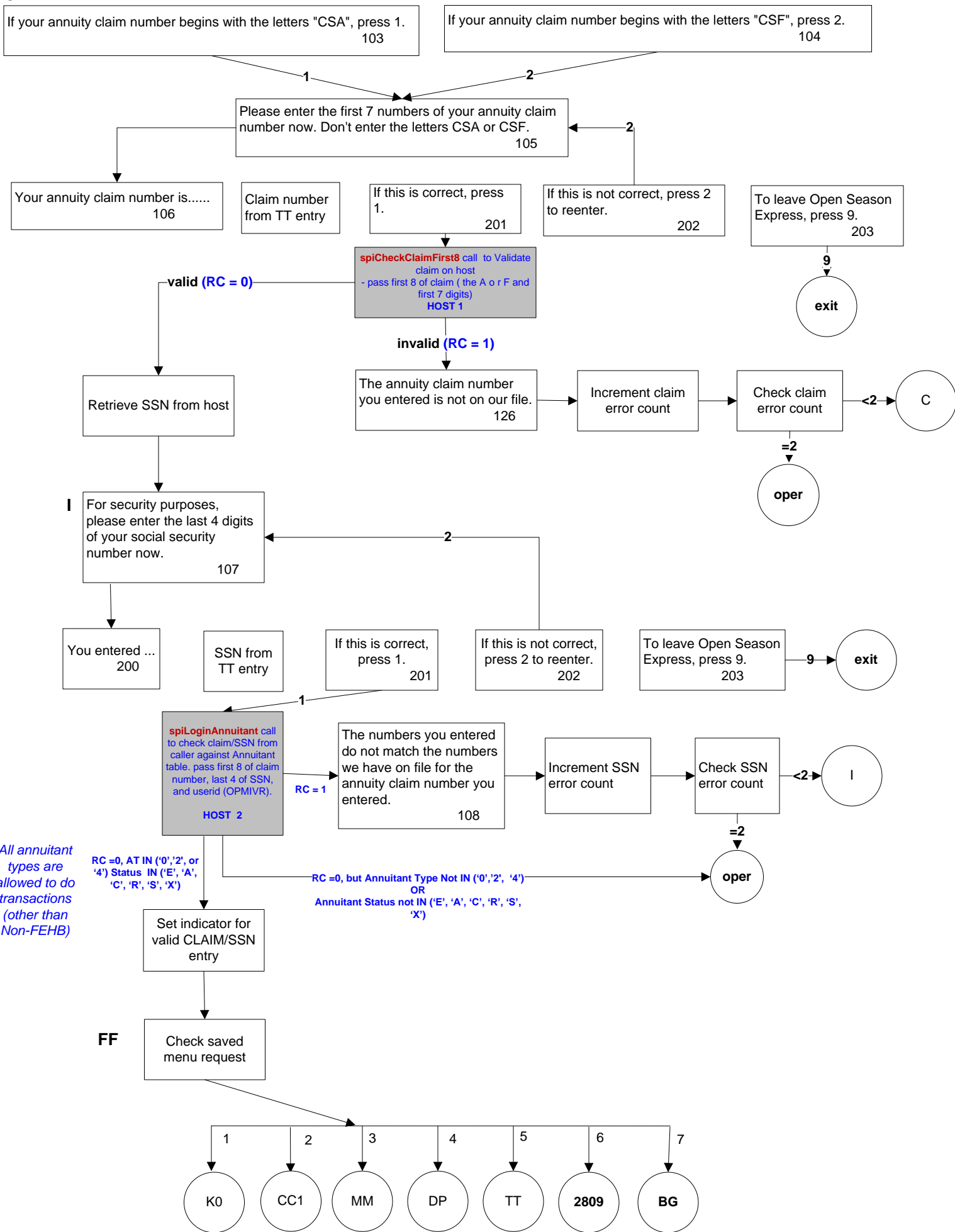


INT

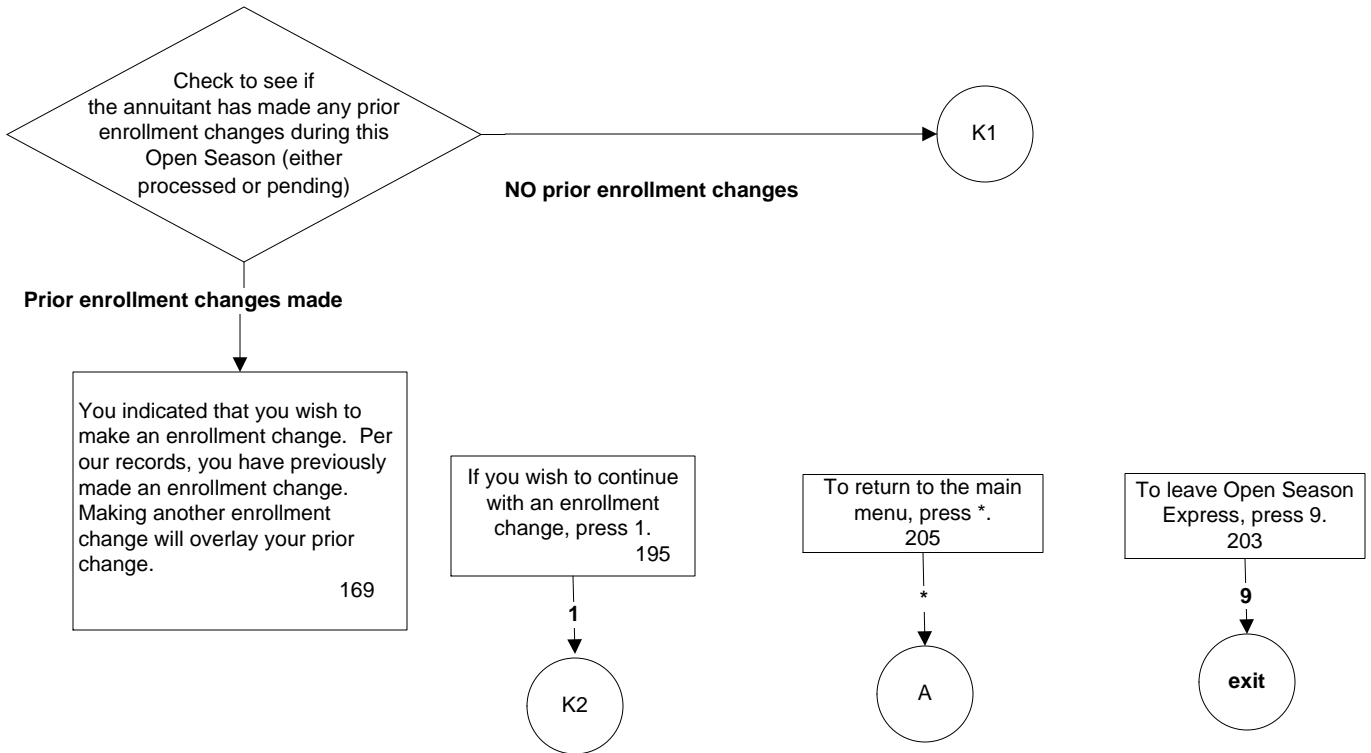


# Claim/SSN Verification

**C**



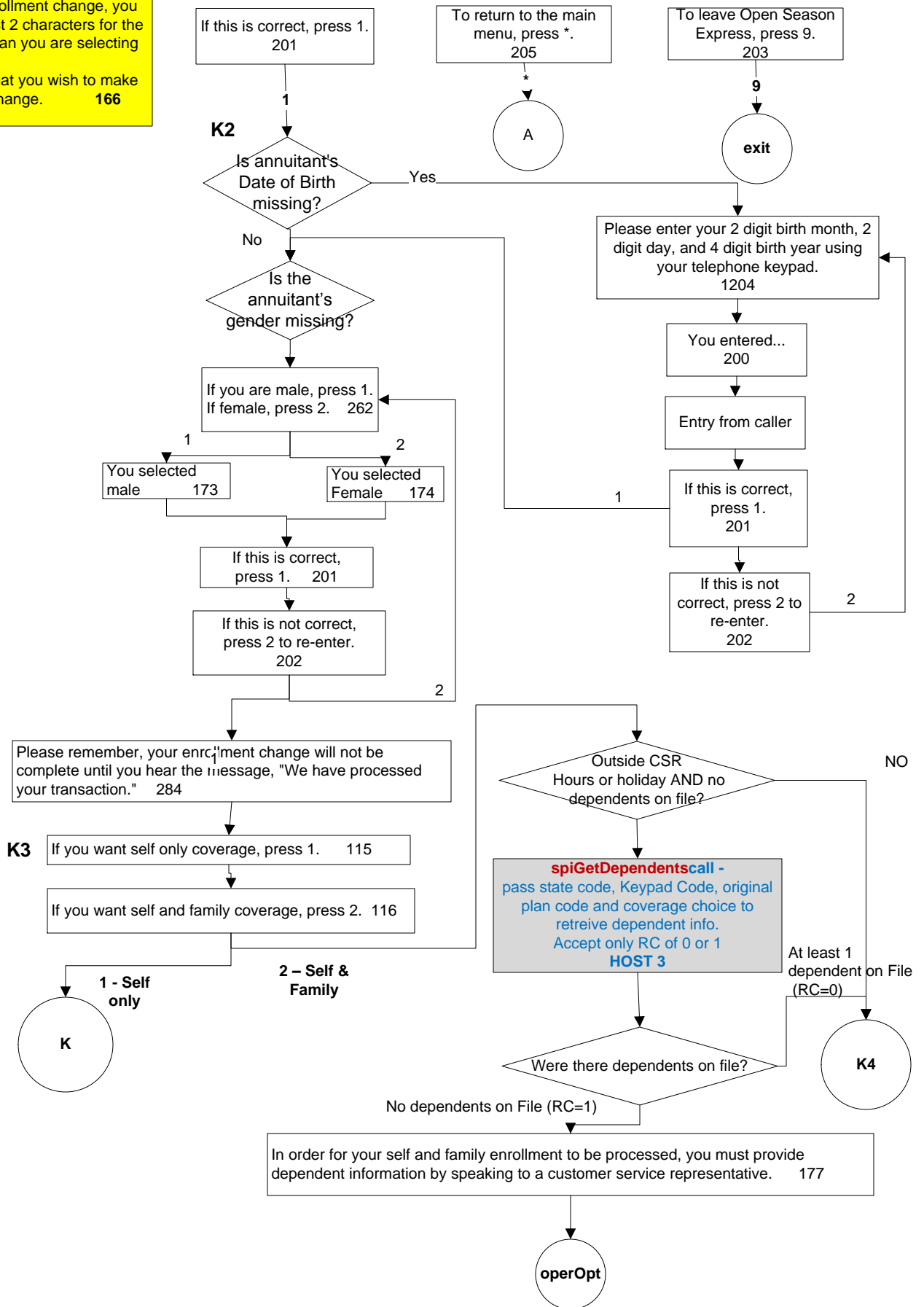
**K0**

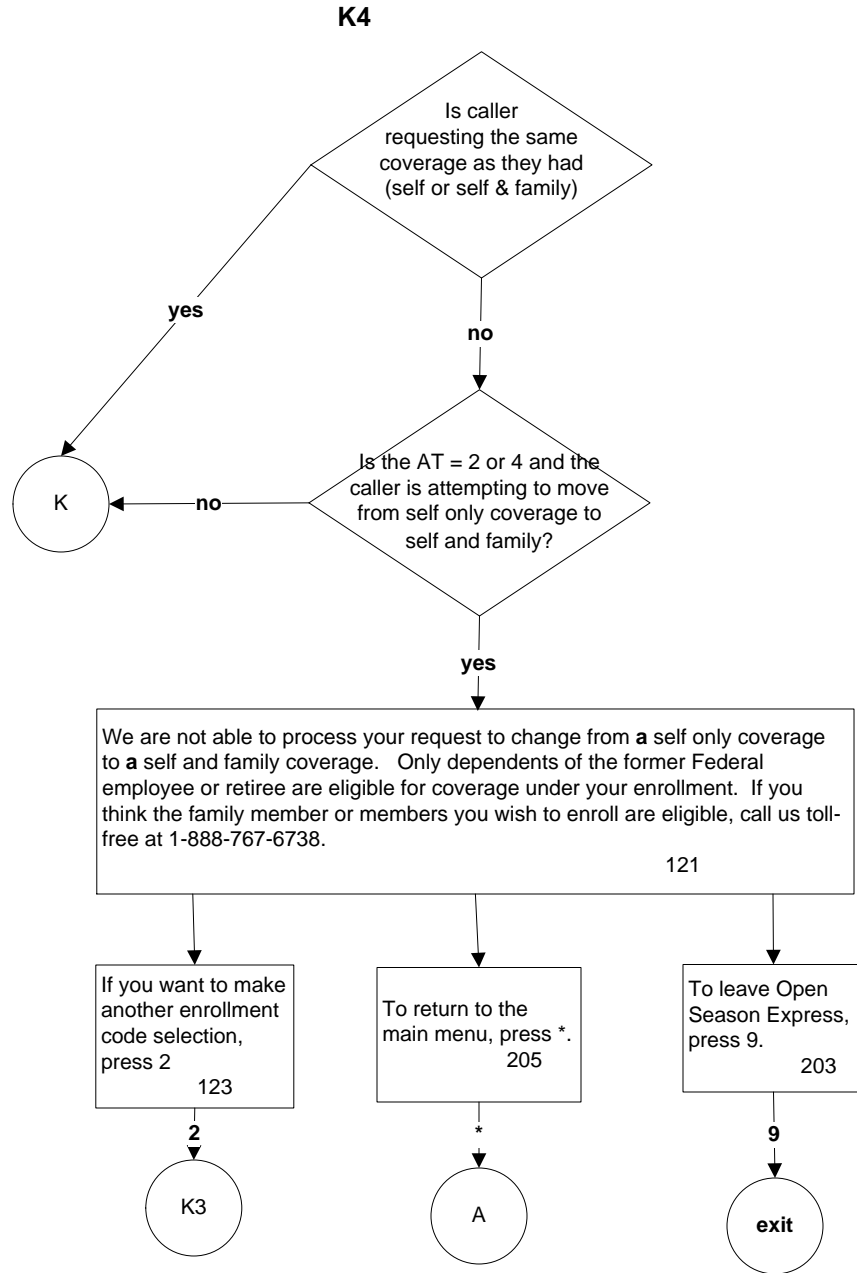


K1

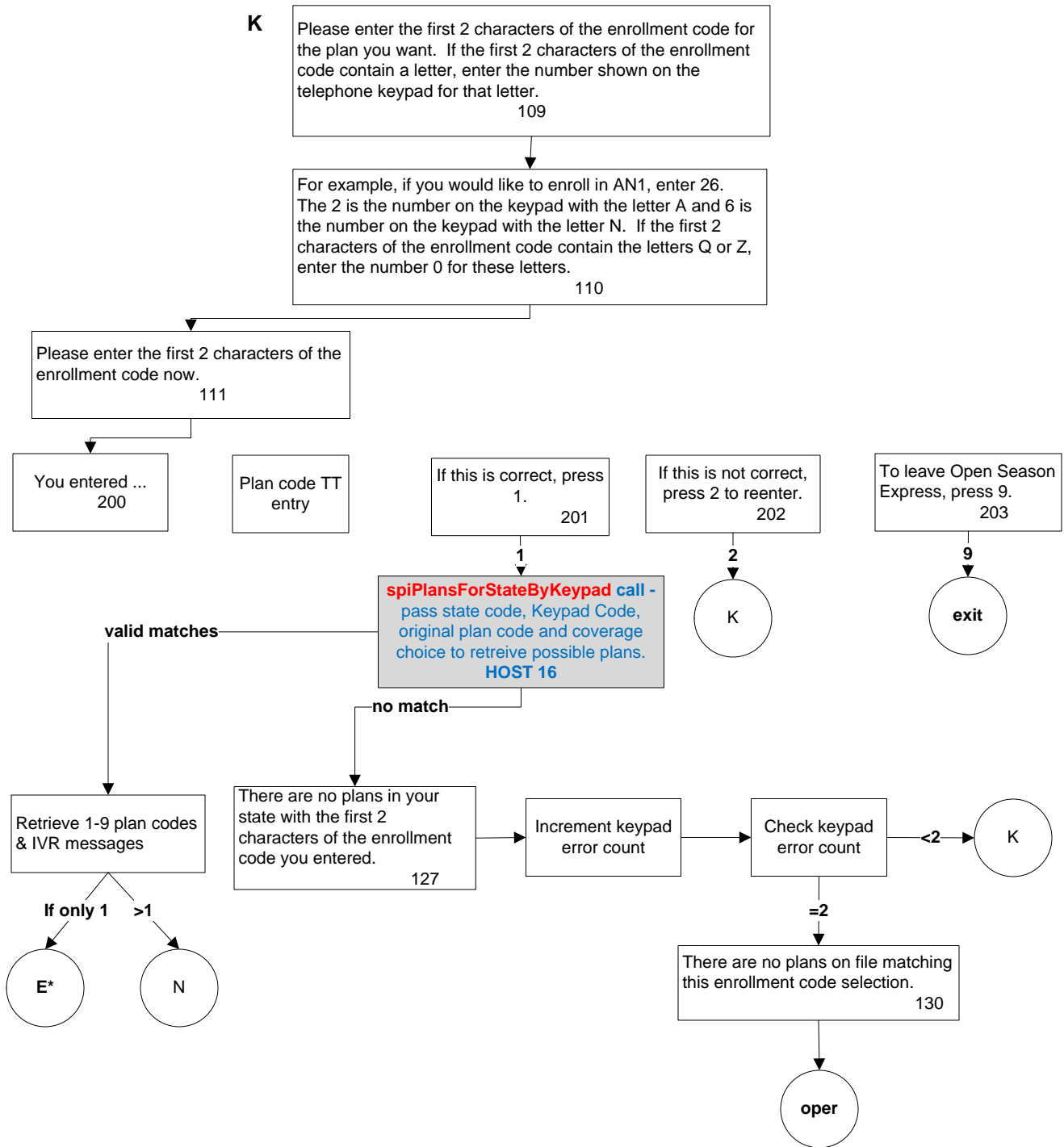
To make an enrollment change, you will need the first 2 characters for the health benefit plan you are selecting for 2014. You indicated that you wish to make an enrollment change. 166

### Enrollment Requests



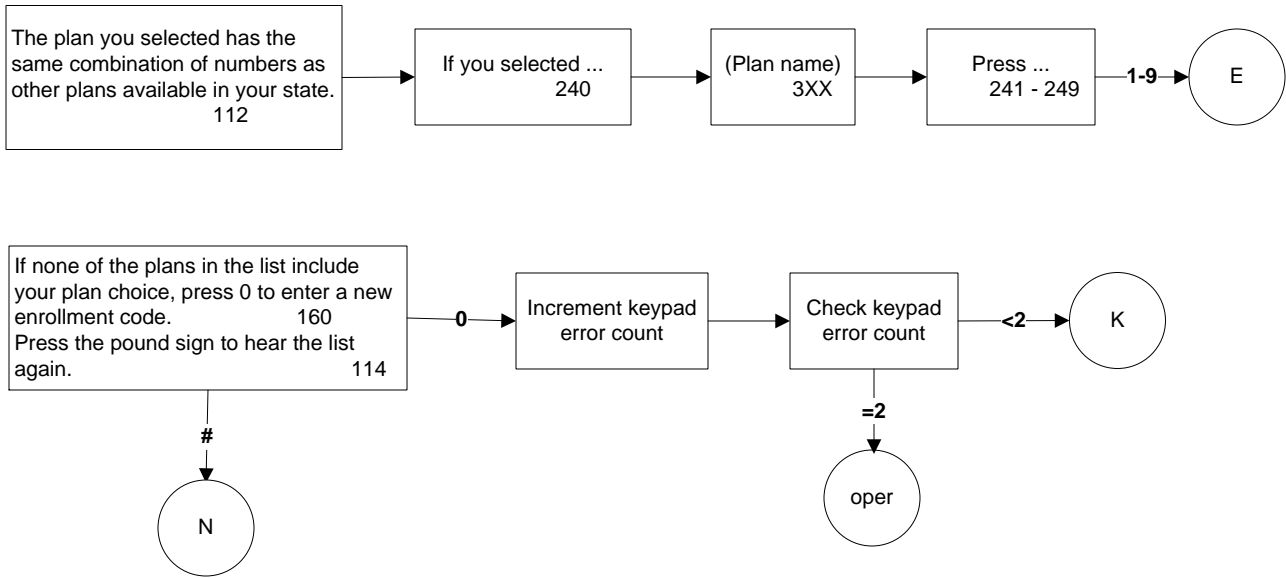


# Enrollment Requests

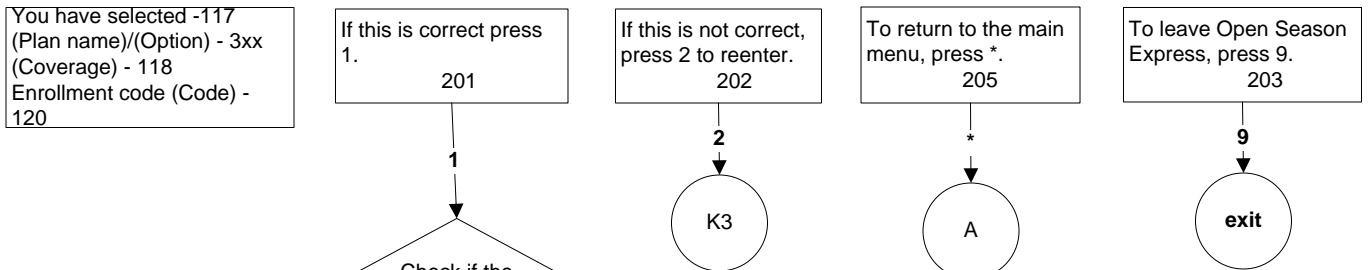


# Enrollment Requests

**N**

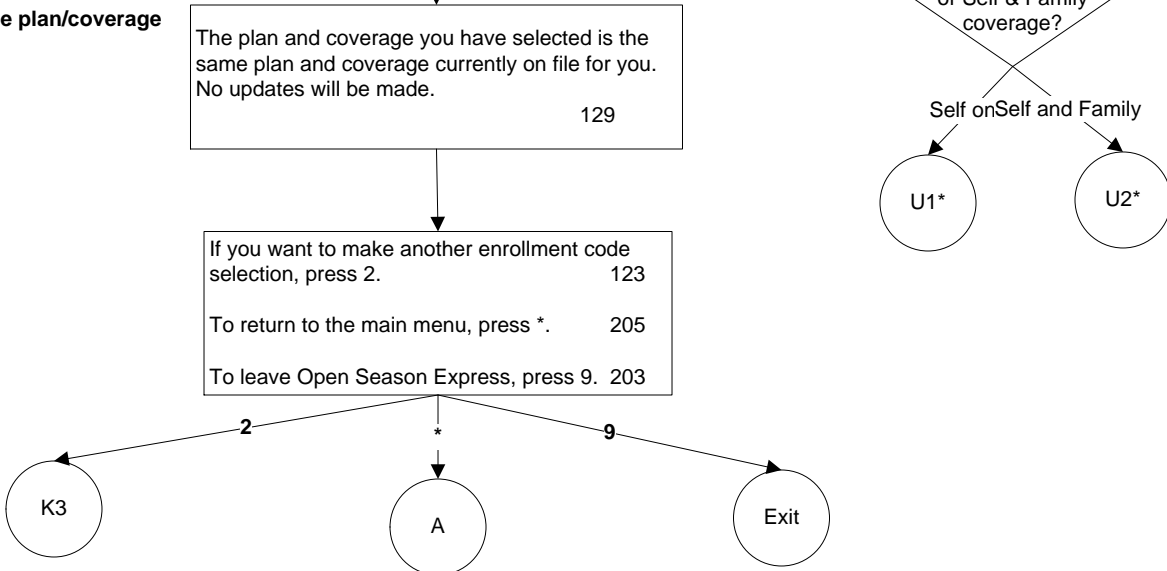


**E**

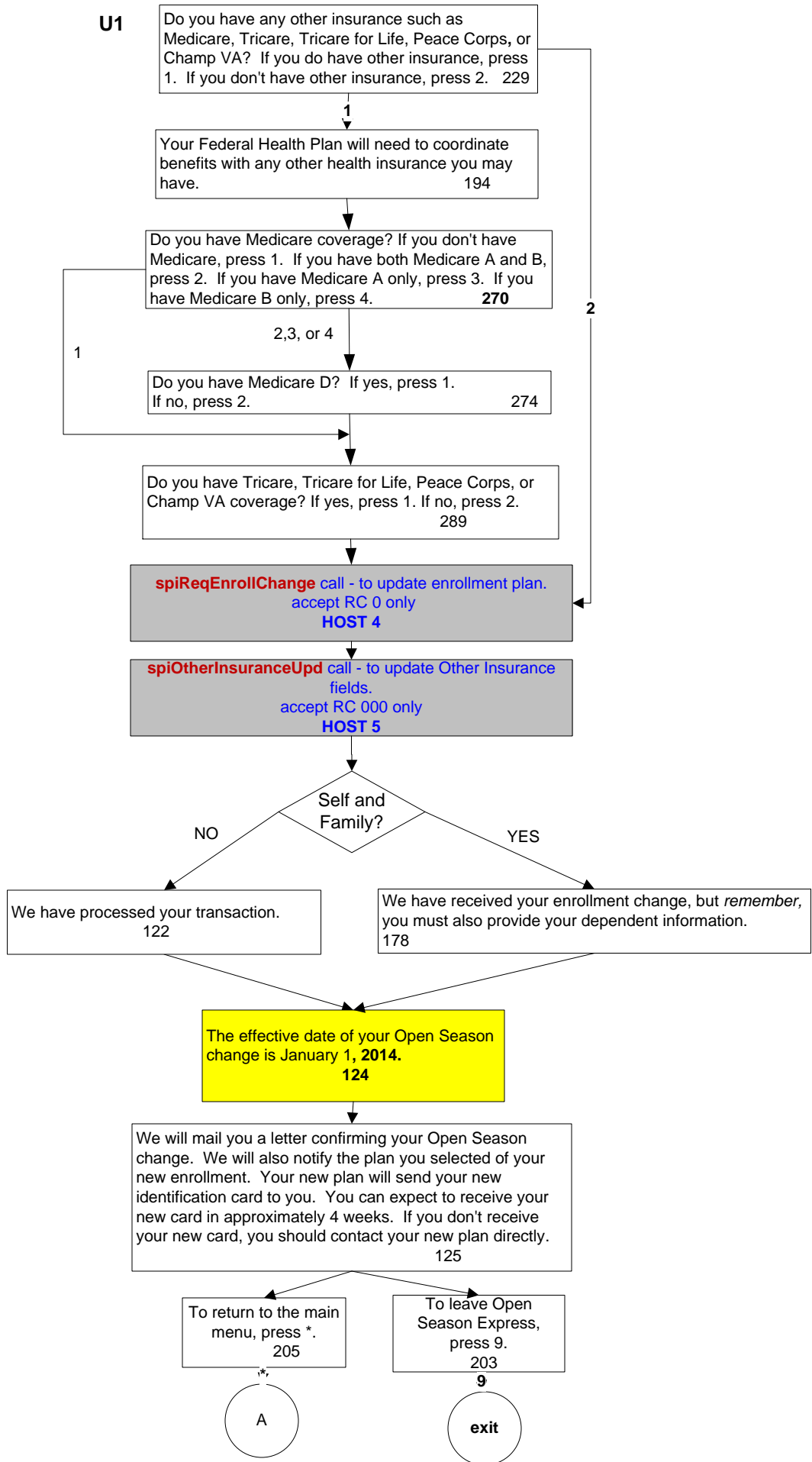


Checked as:  
 1) If Pending Plan on spiLoginAnnuitant output is not blank, check to see if it is the same plan/coverage selected  
 2) Otherwise (Pending Plan blank), check the Curr-Plan from spiLoginAnnuitant output call to see if it is the same plan/coverage selected.

**Same plan/coverage**



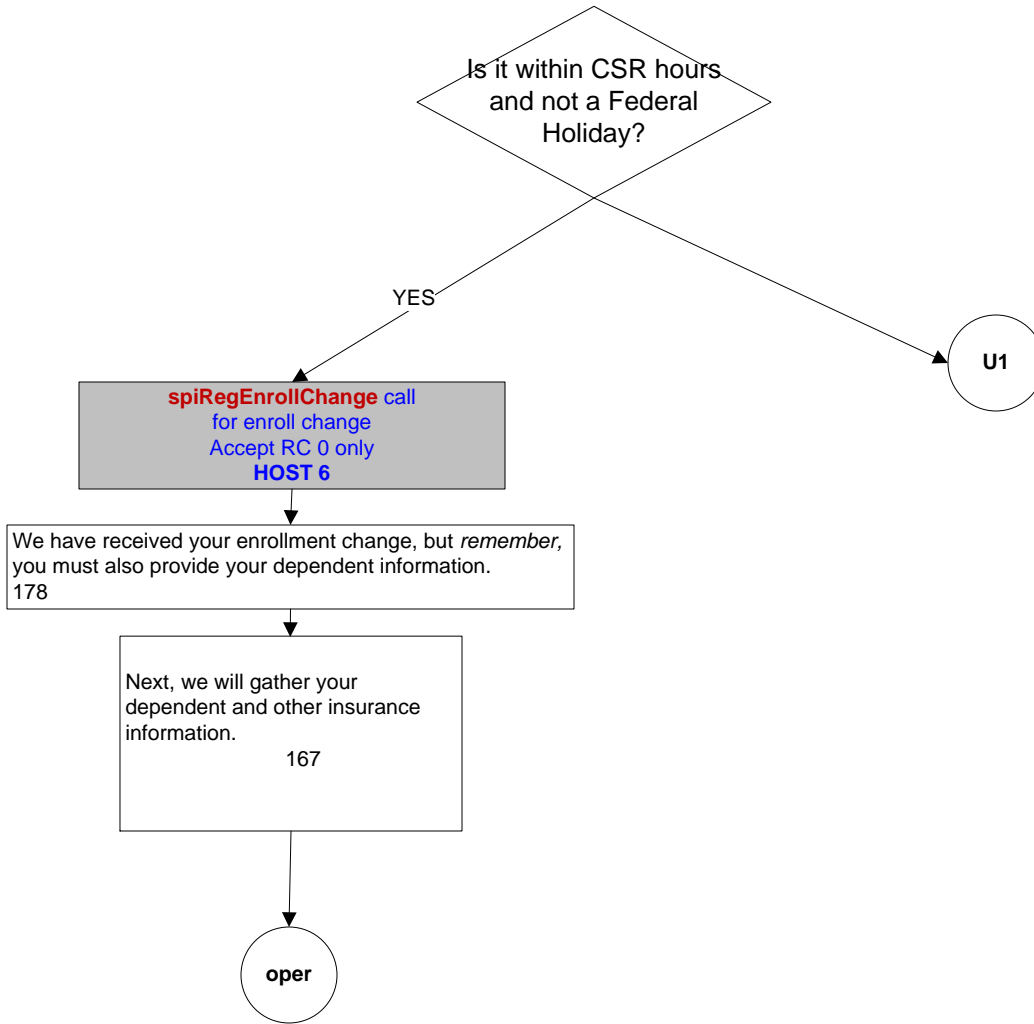
Enrollment Requests  
Self Only or Self &  
Family Outside CSR  
hours





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?

NO

YES

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

To return to the main menu, press \*.  
205

To leave Open Season Express, press 9.  
203

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**

valid matches

no match

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

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

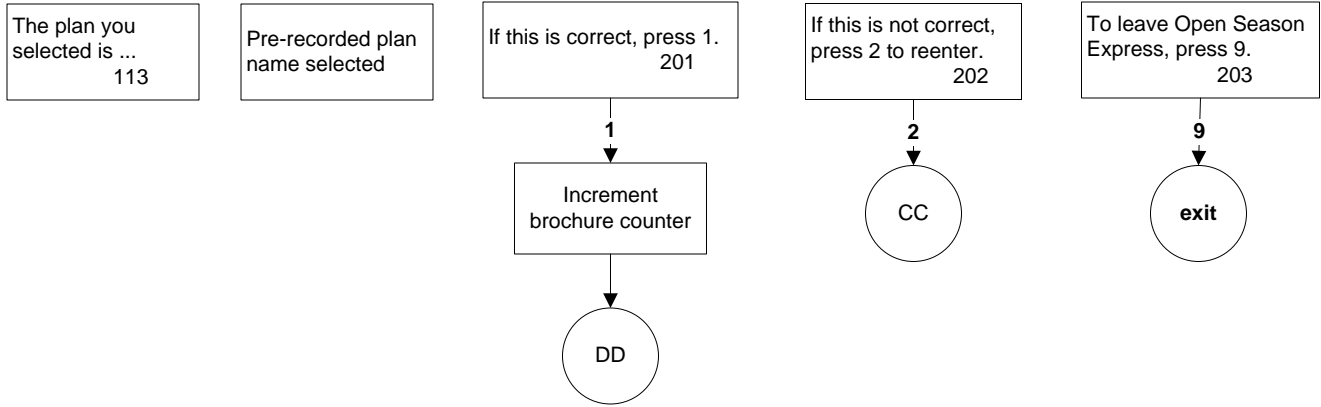
To re-enter the 2 digit brochure code, press 1.  
163

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

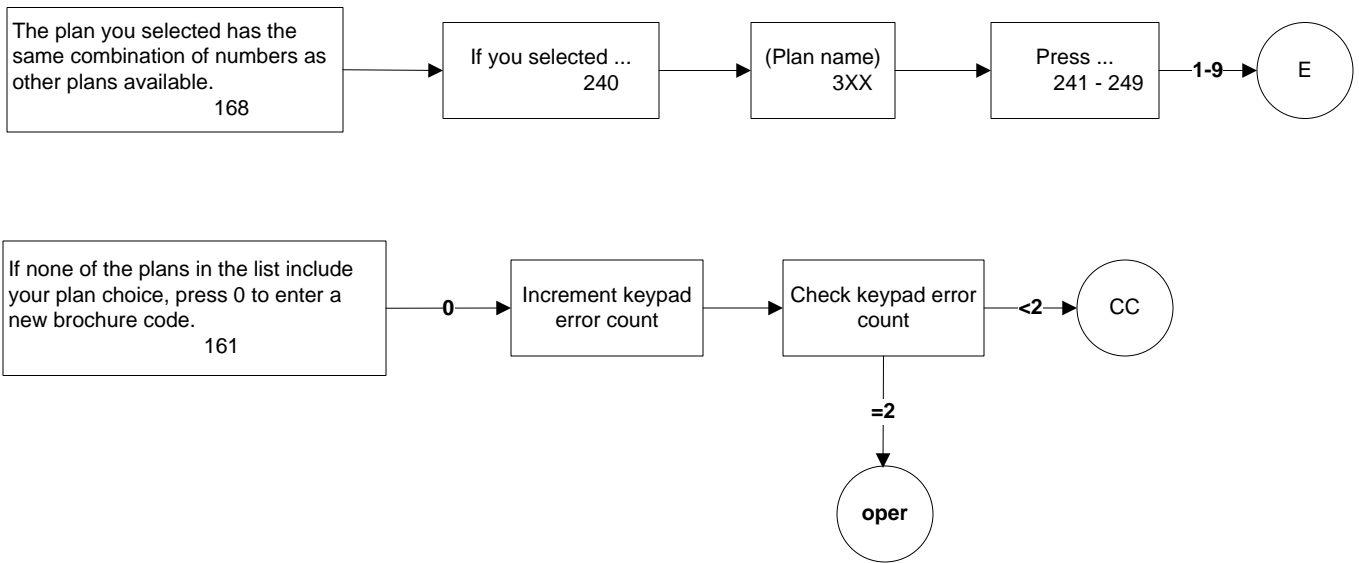
oper

# Brochure Requests

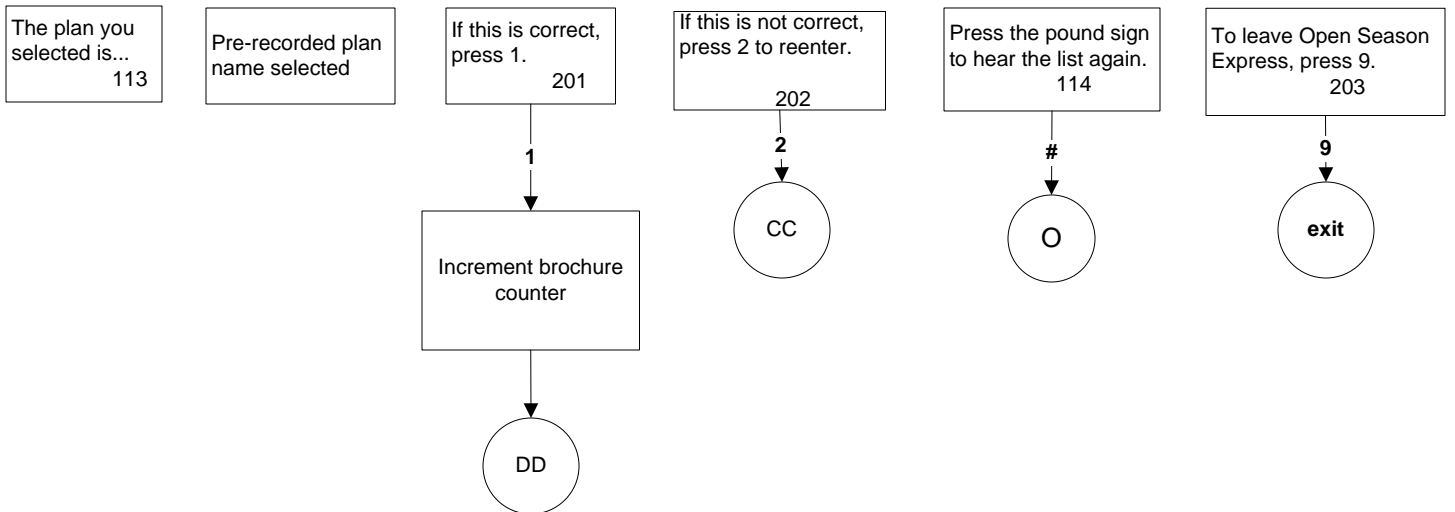
## PP



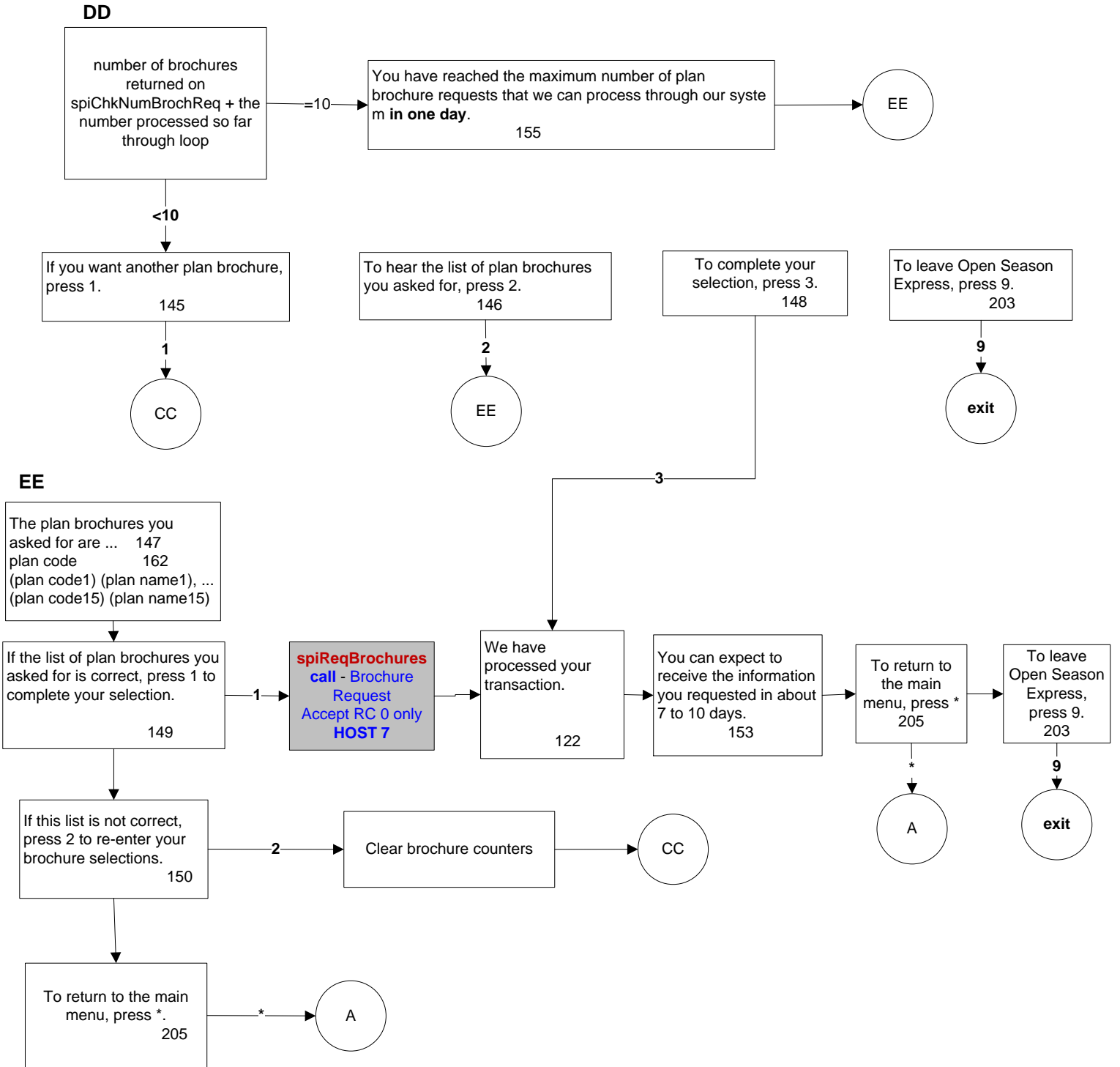
## O



## 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**

A

exit

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

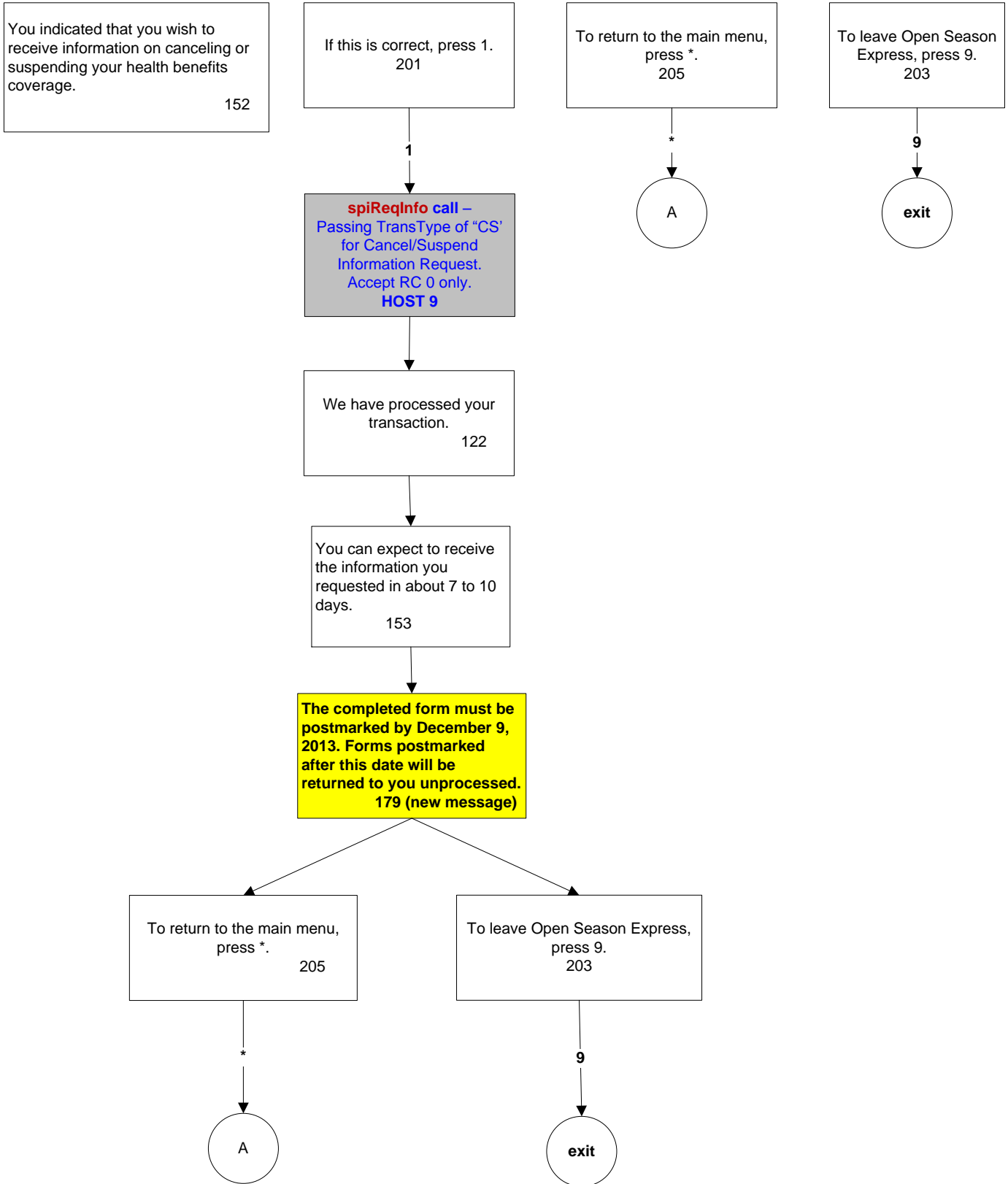
To leave Open Season Express,  
press 9.  
203

A

exit

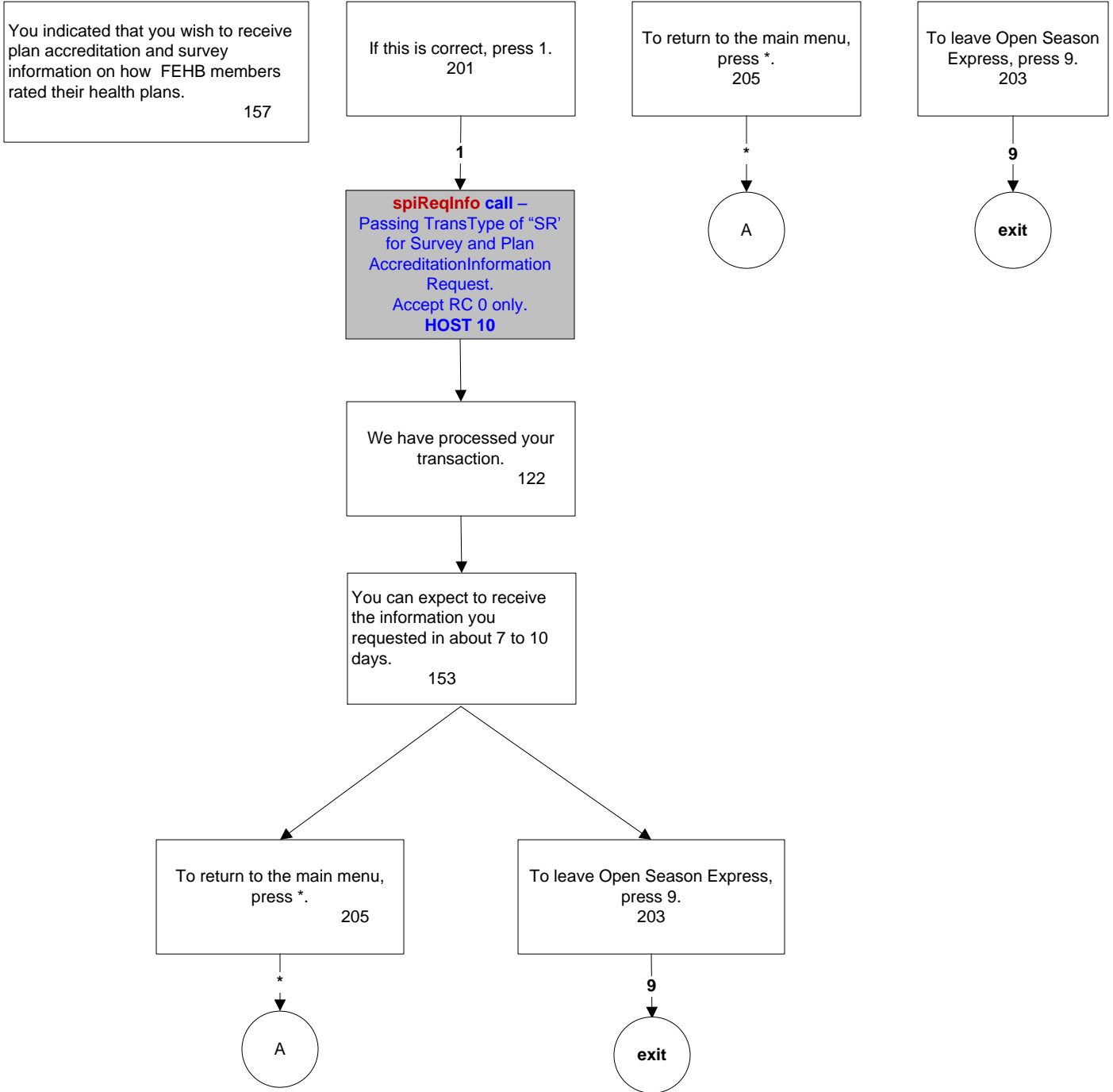
# Suspend/Cancel

## MM



# Health Plan Survey

TT



# Open Season Health Benefits Election Form (SF-2809)

2809

You indicated that you wish to receive an Open Season Health Benefits Election Form.  
158

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 "RF"  
for Open Season Health  
Benefits Election Form  
Request.  
Accept RC 0 only.  
**HOST 18**

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

A

exit

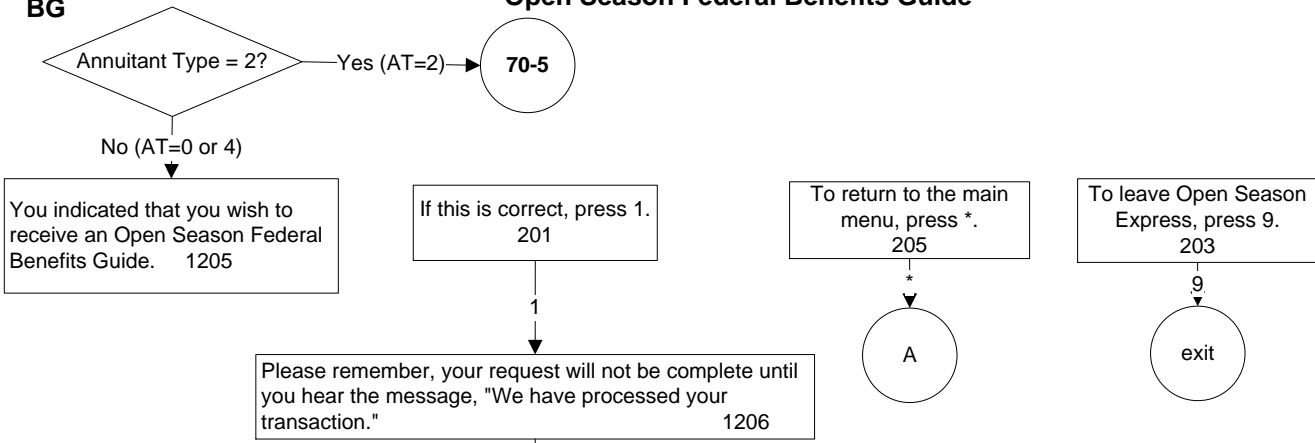
A

exit

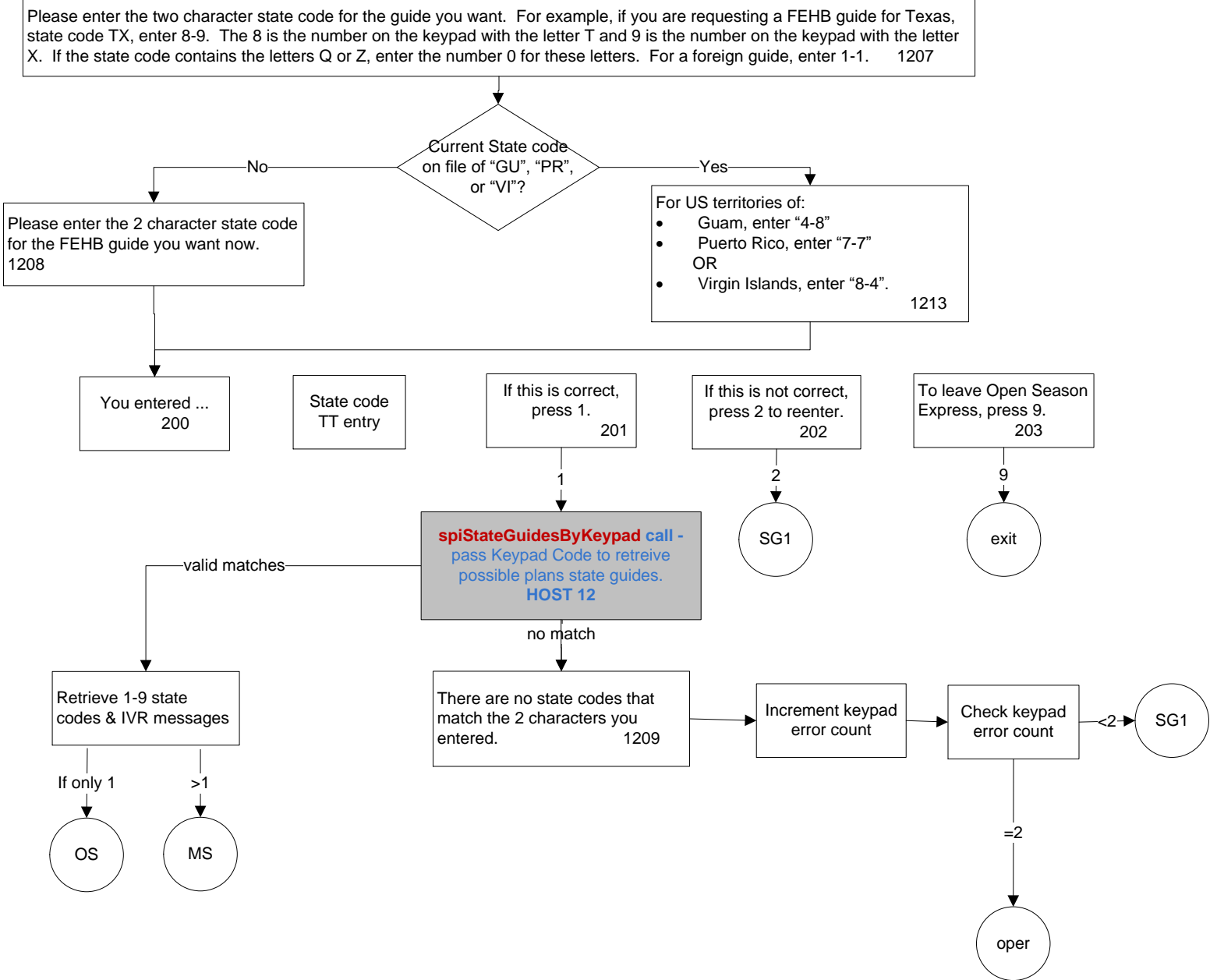


**BG**

**Open Season Federal Benefits Guide**

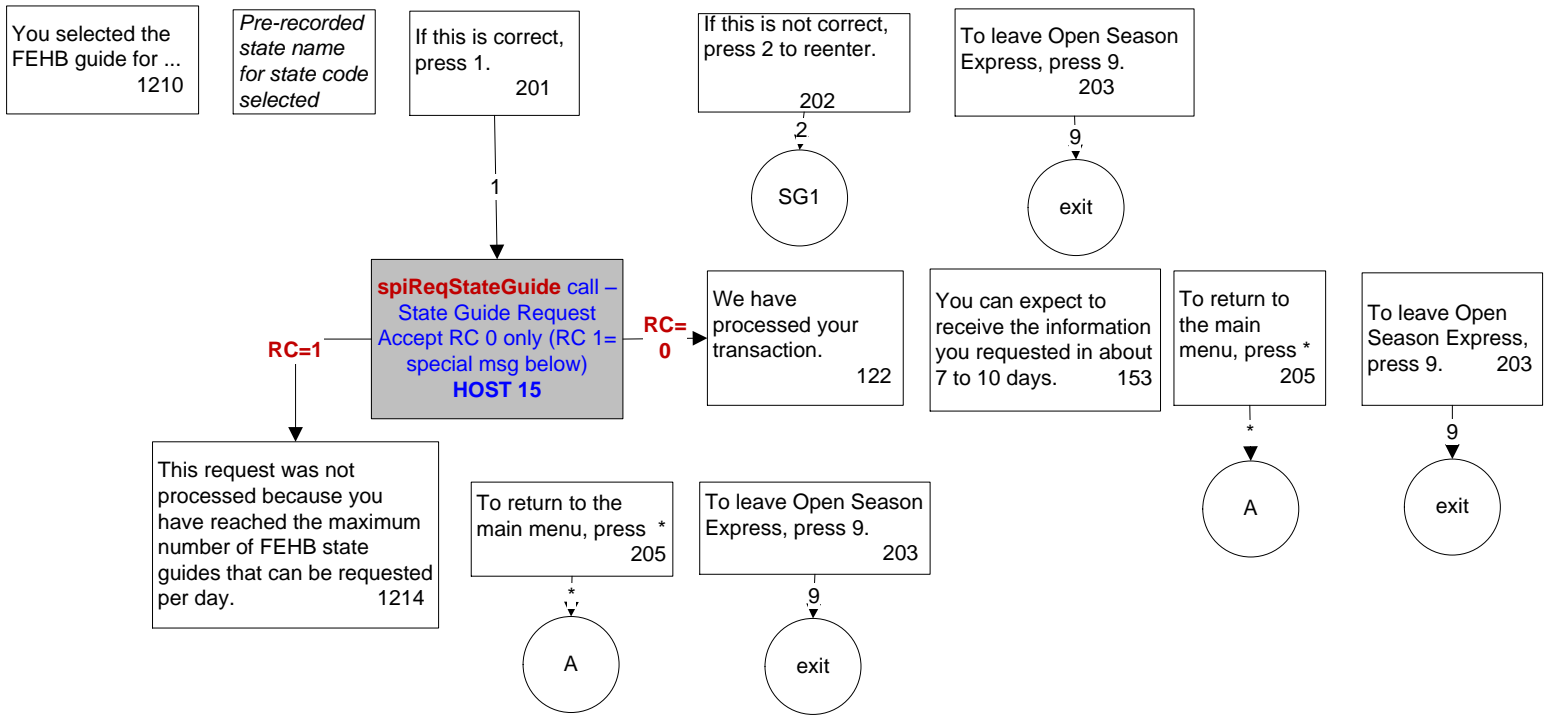


**SG1**

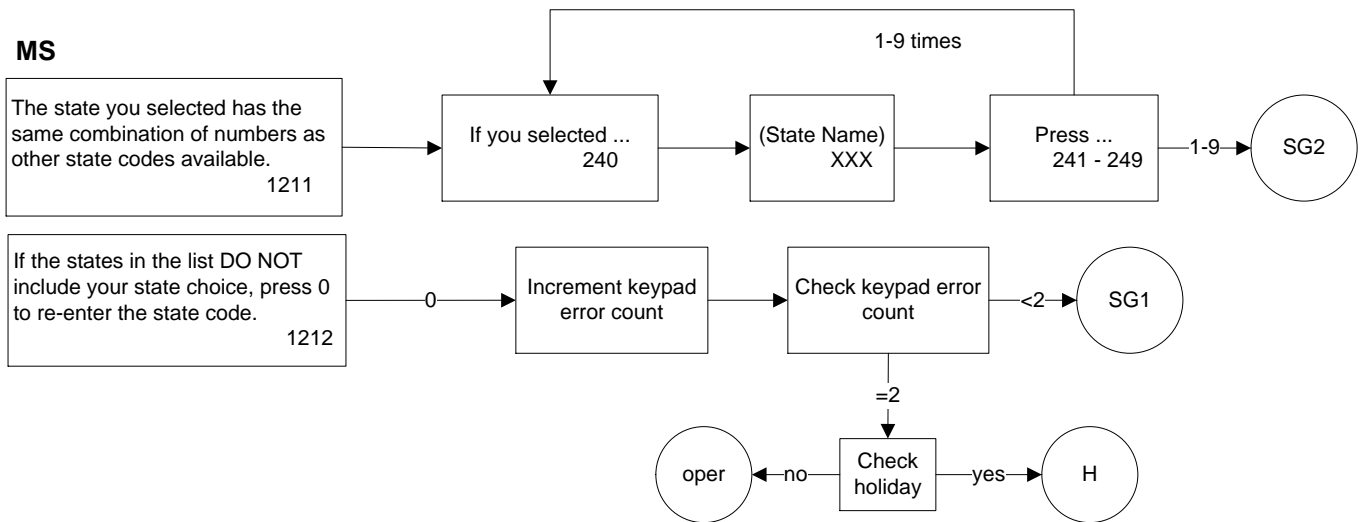


# Open Season Federal Benefits Guide - 2

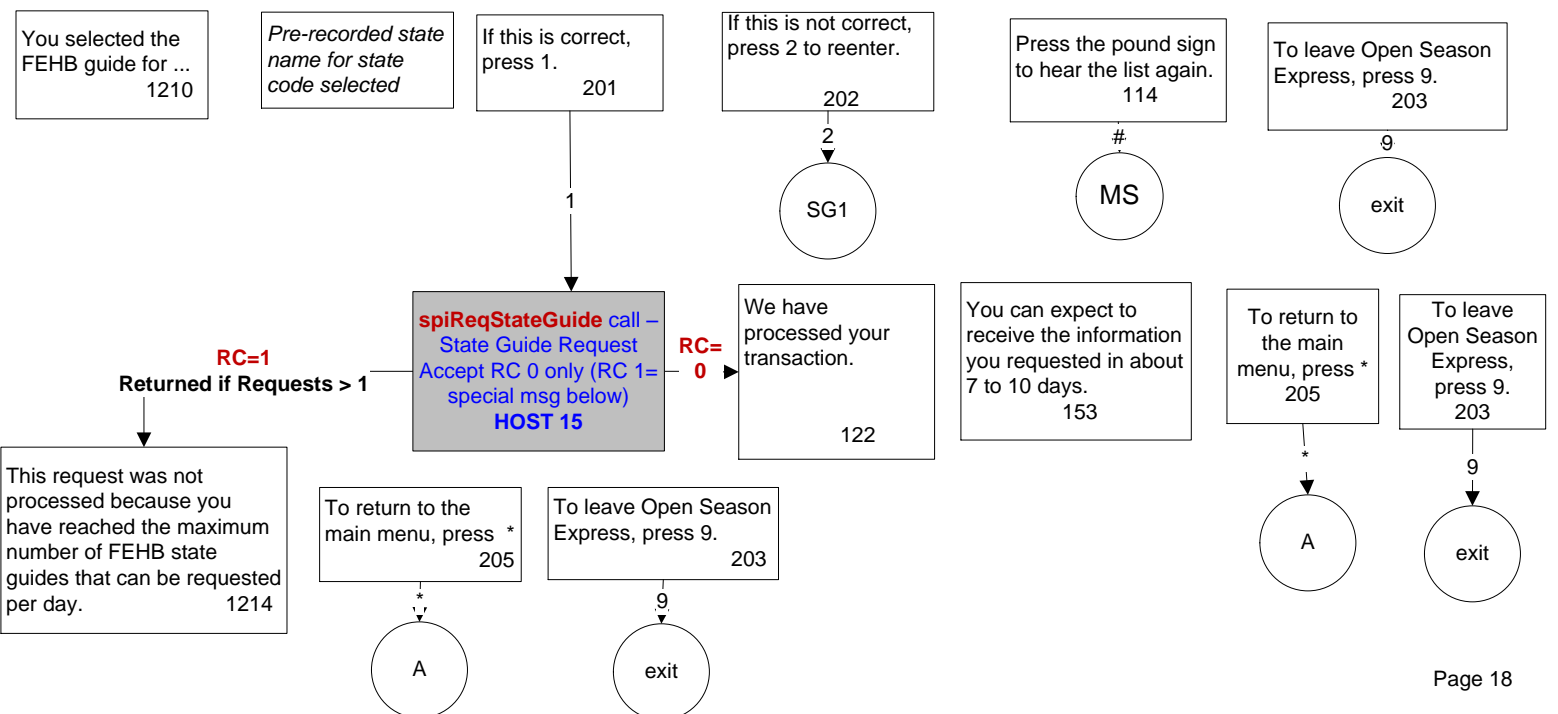
## OS



## MS

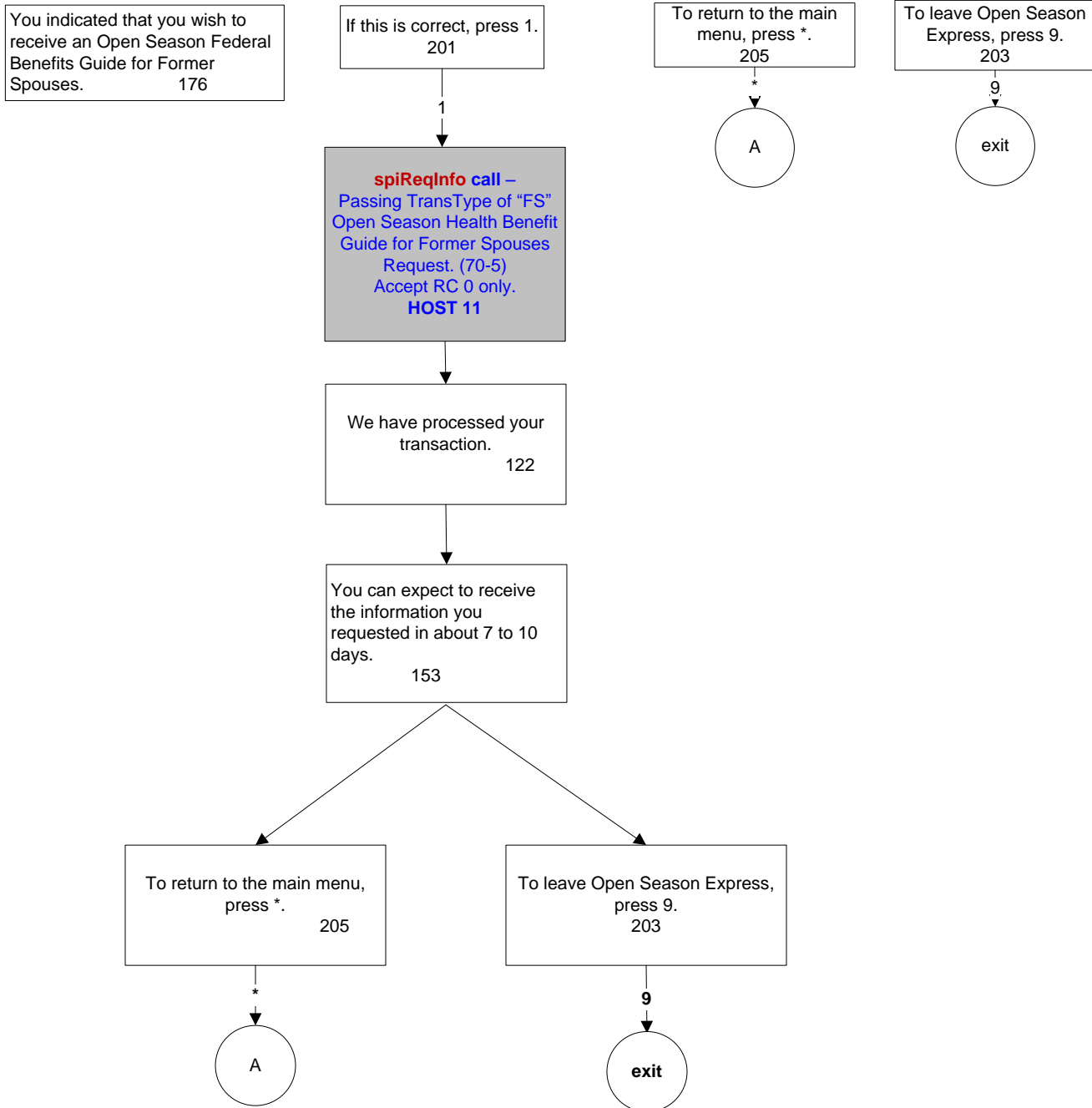


## SG2



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

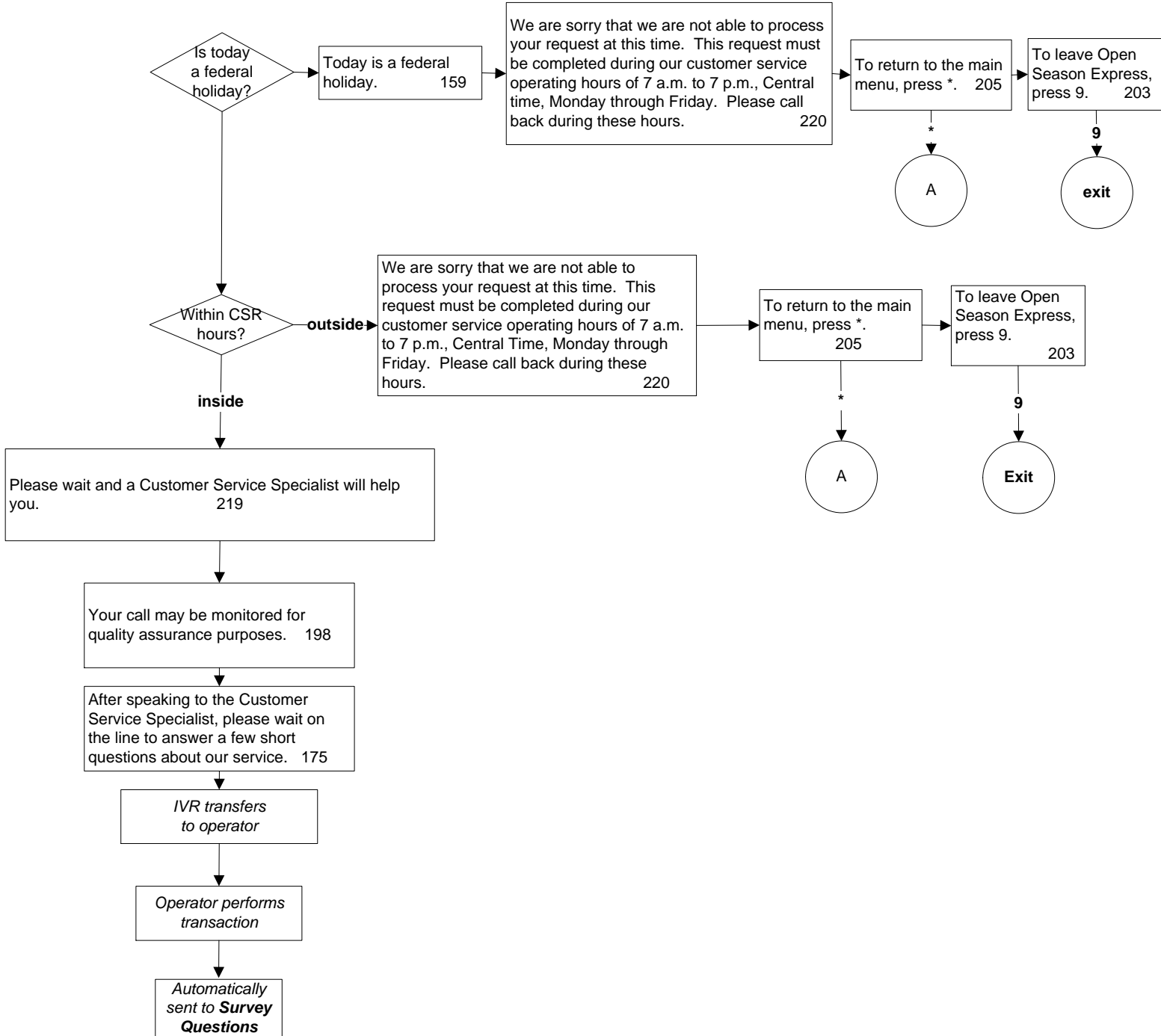
## 70-5



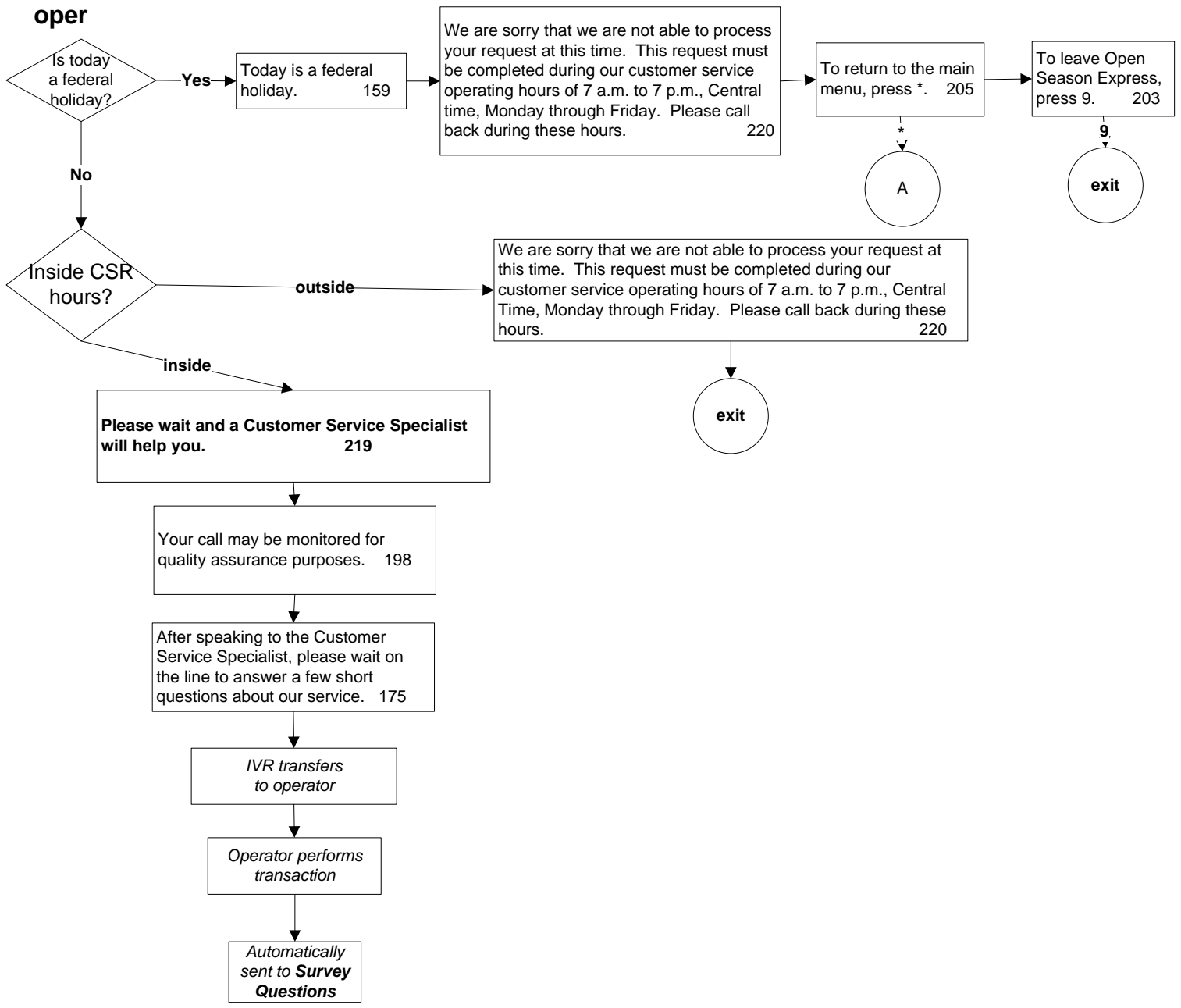
# Transfer to Operator

with option to return to MM  
if Outside of CSR hours

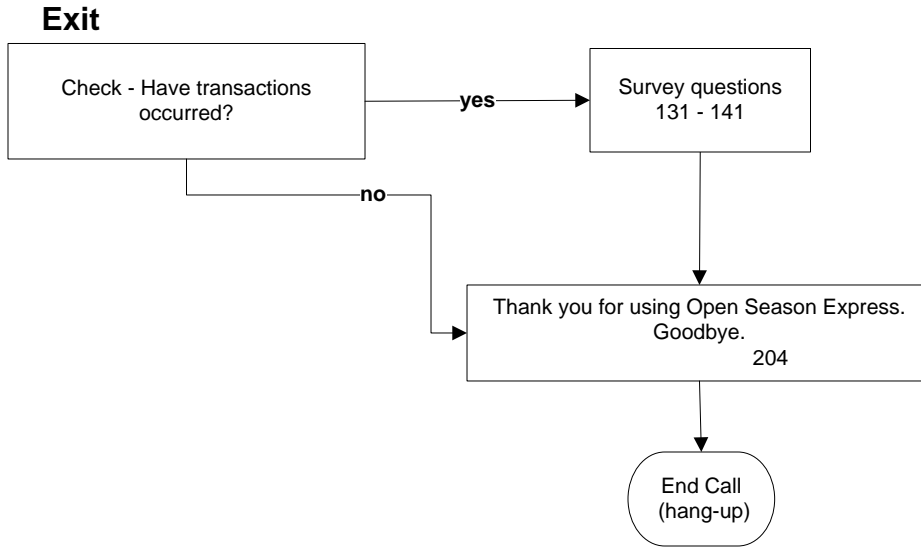
## operOpt



# Transfer to operator

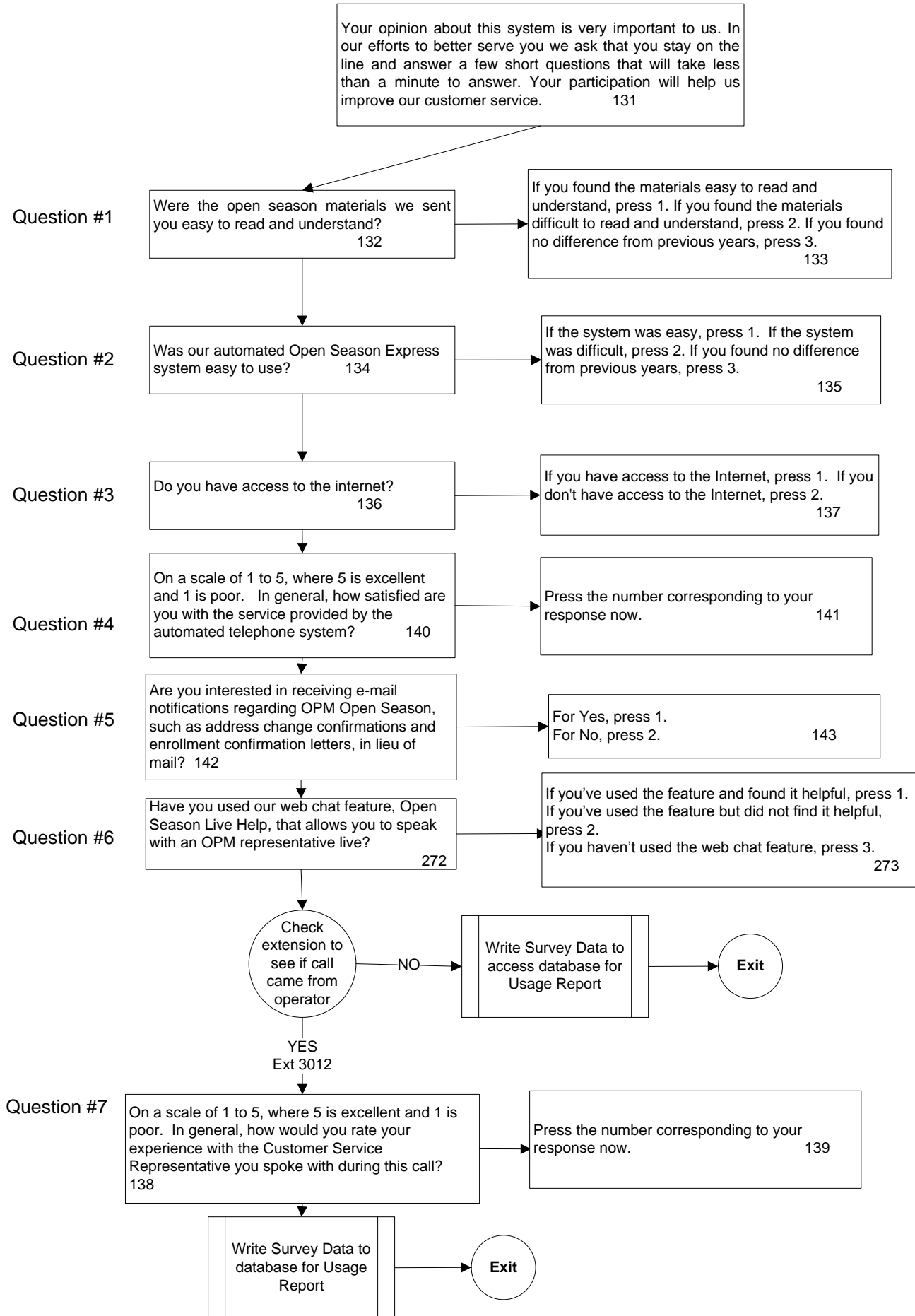


## Exit Routine

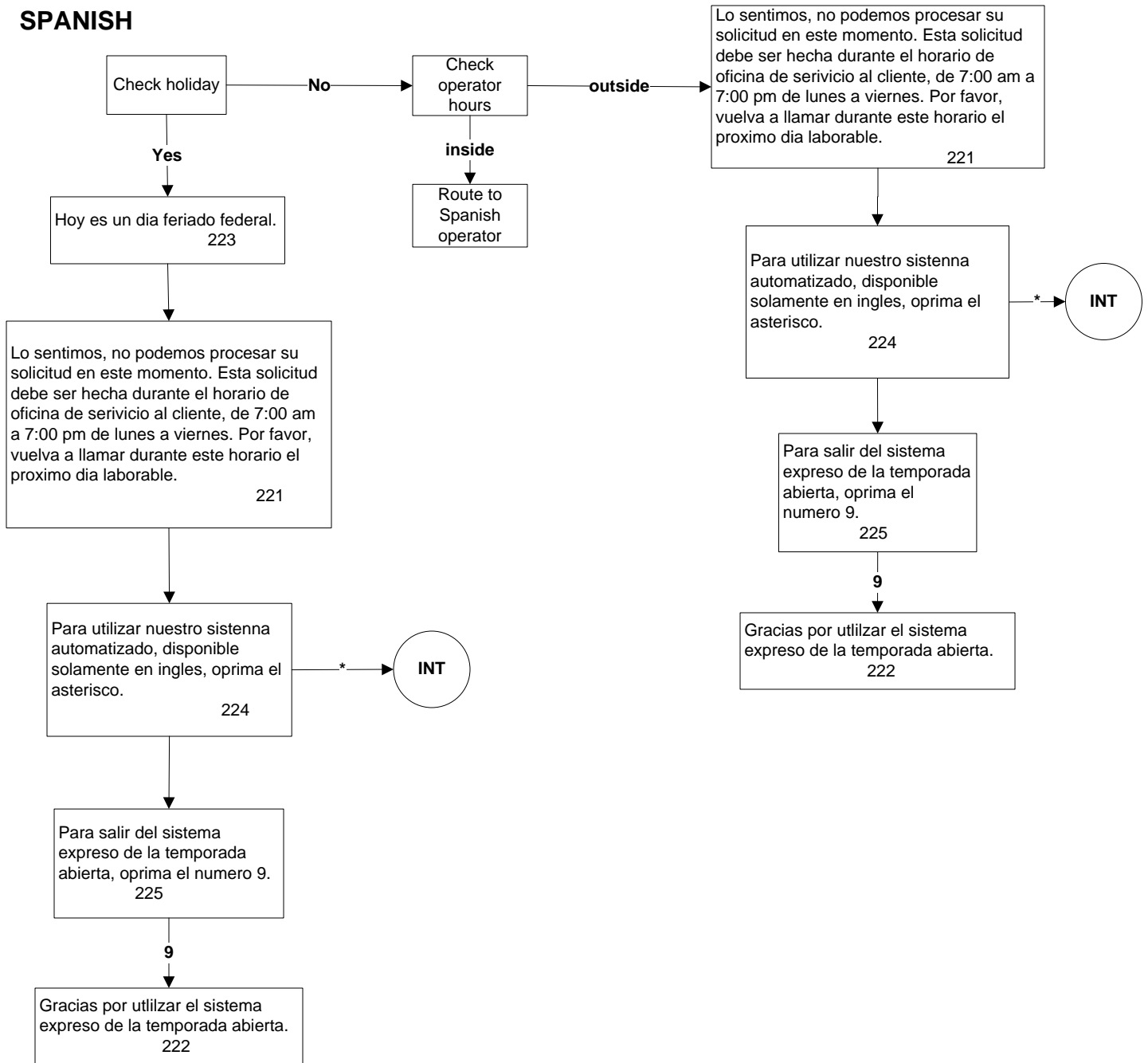


# Survey Questions

## Survey



**SPANISH**





## 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

