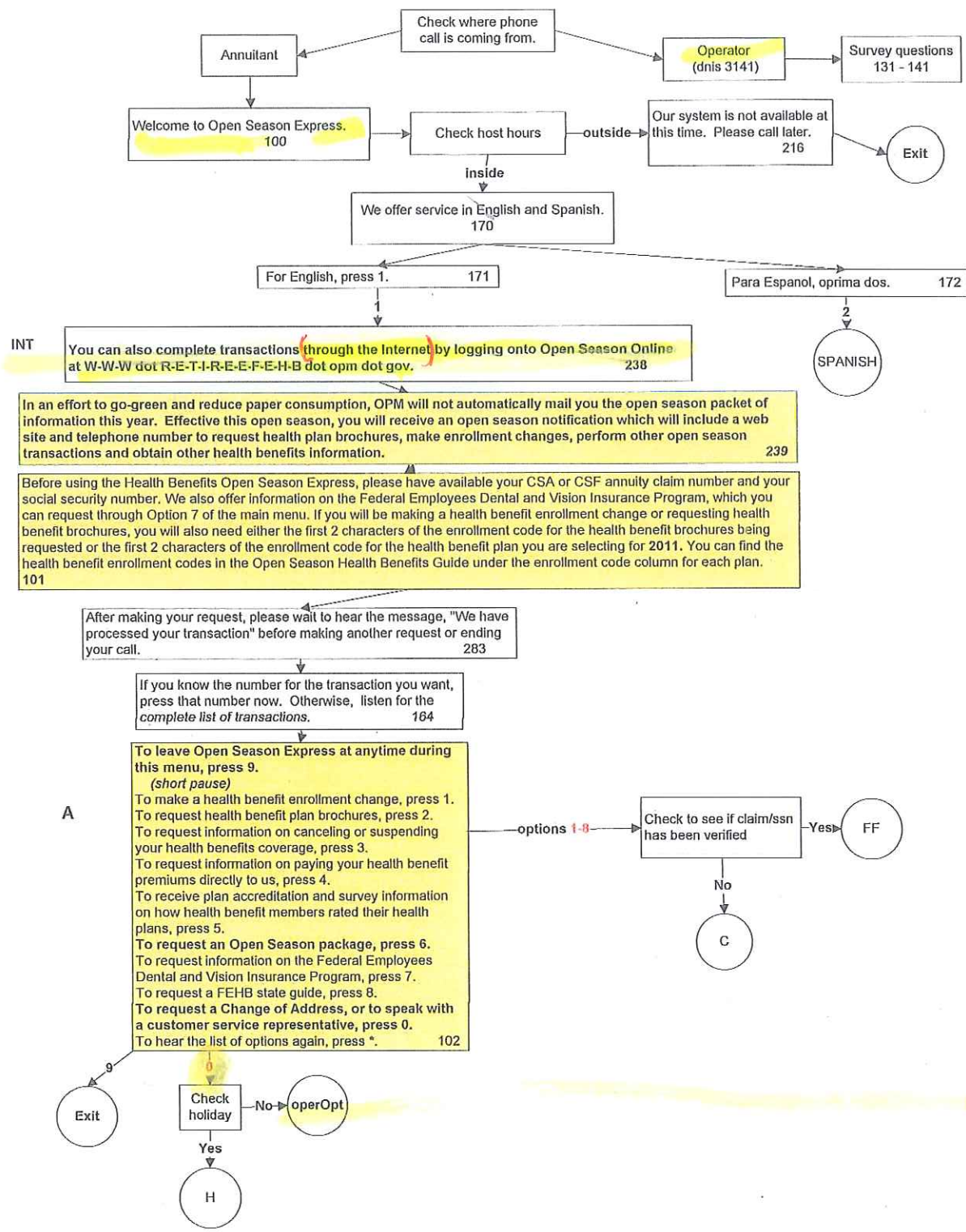
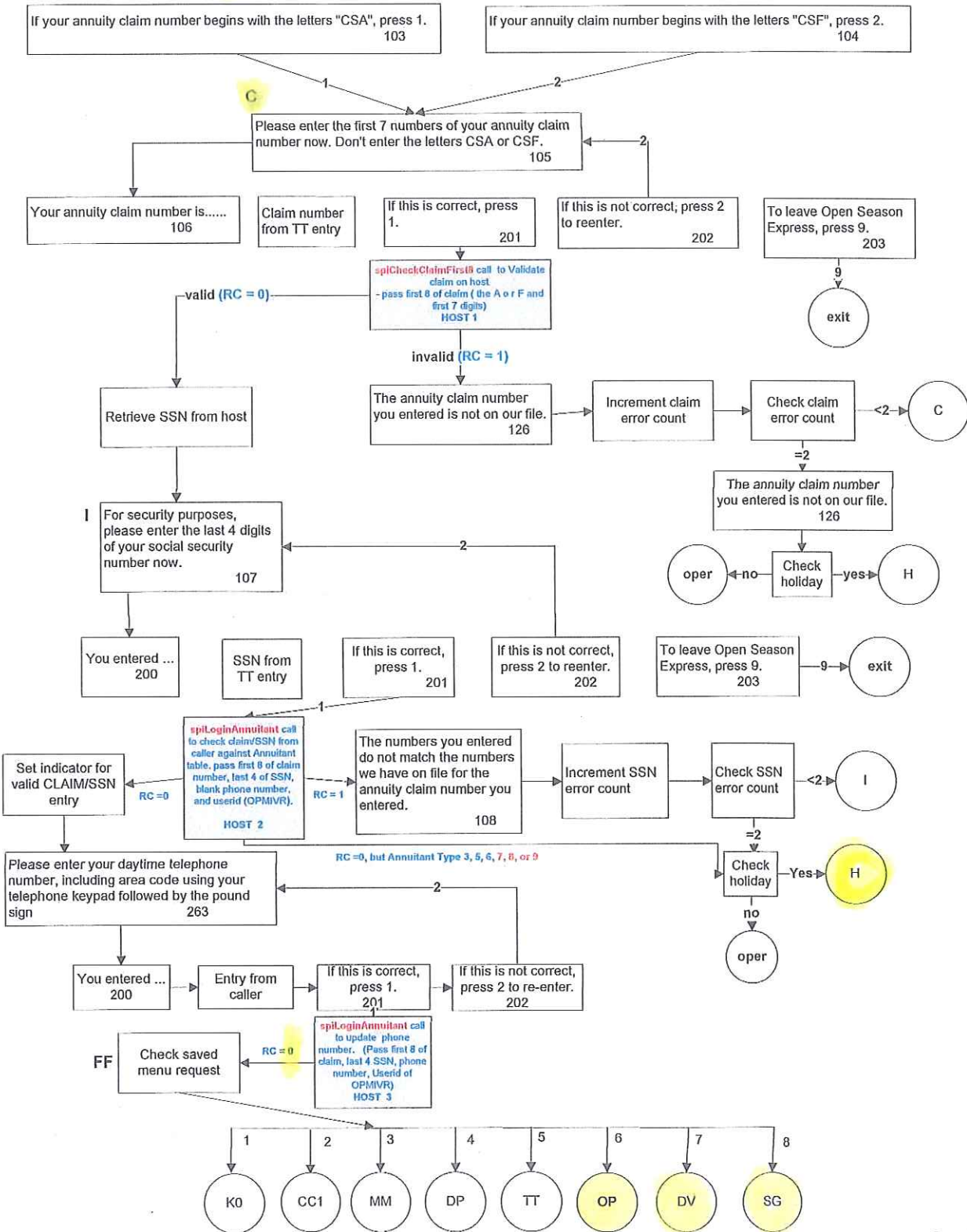
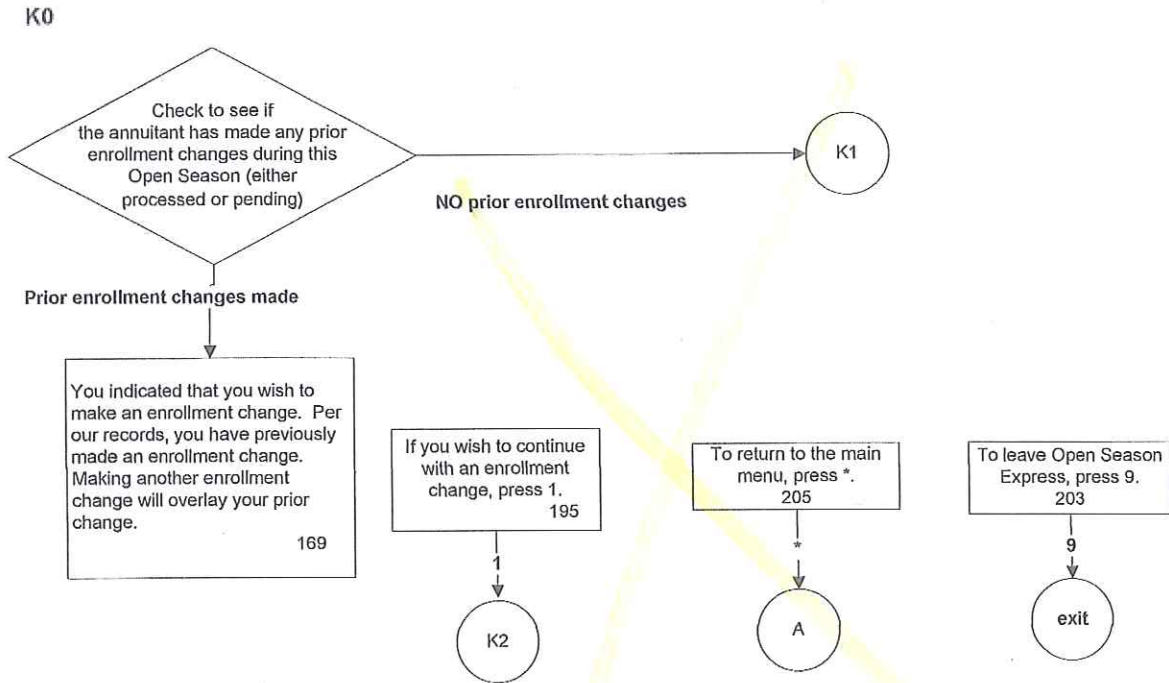


2010 Open Season Express

06/17/10

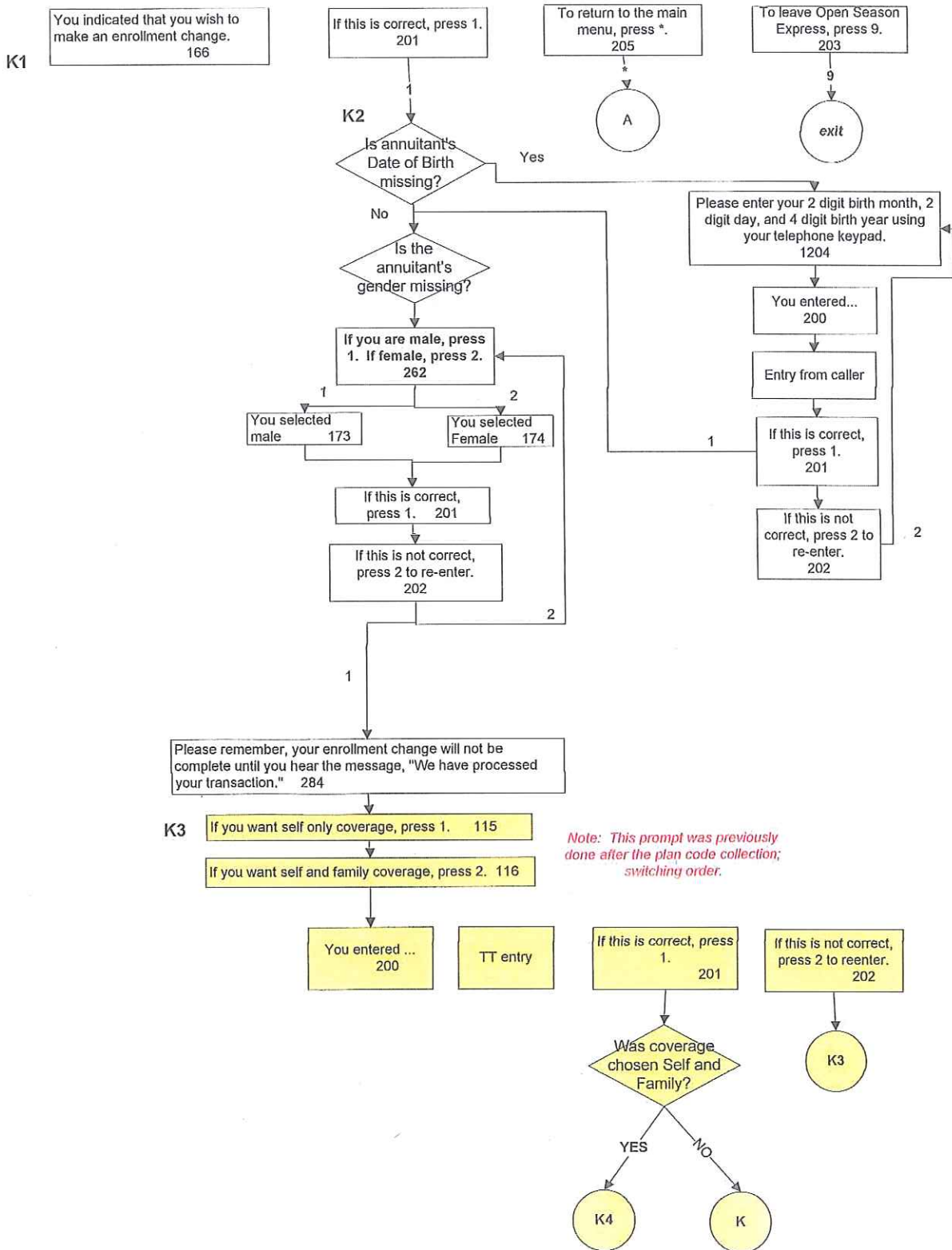




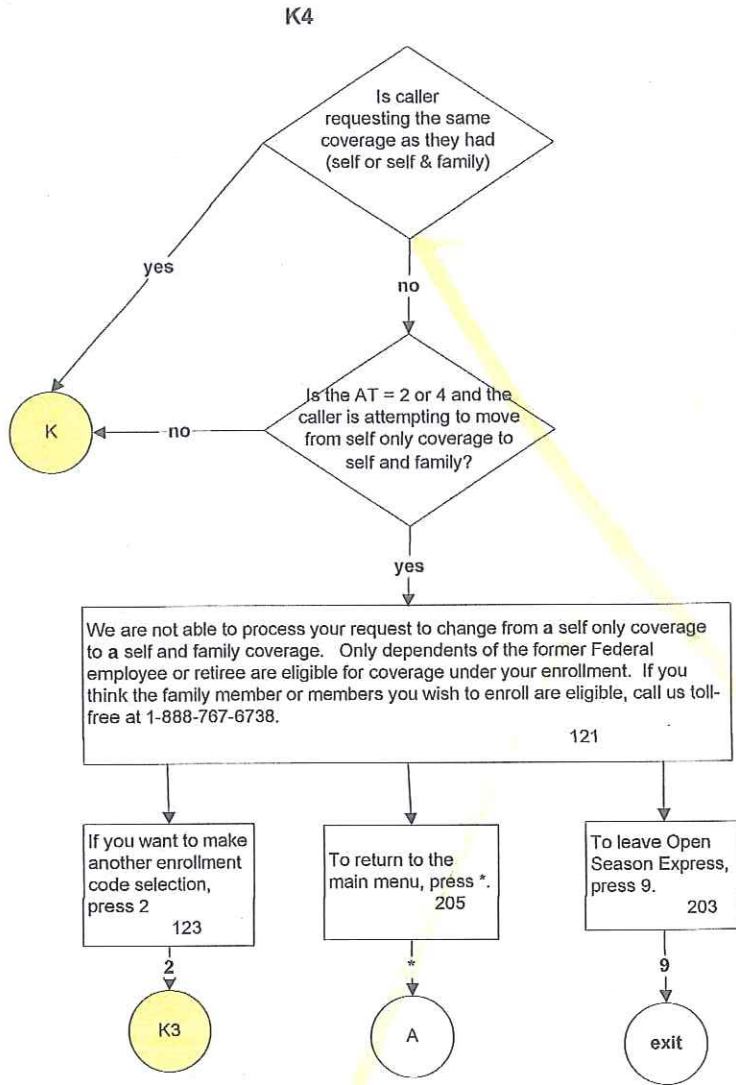


*Same as 2013-2014*

### Enrollment Requests



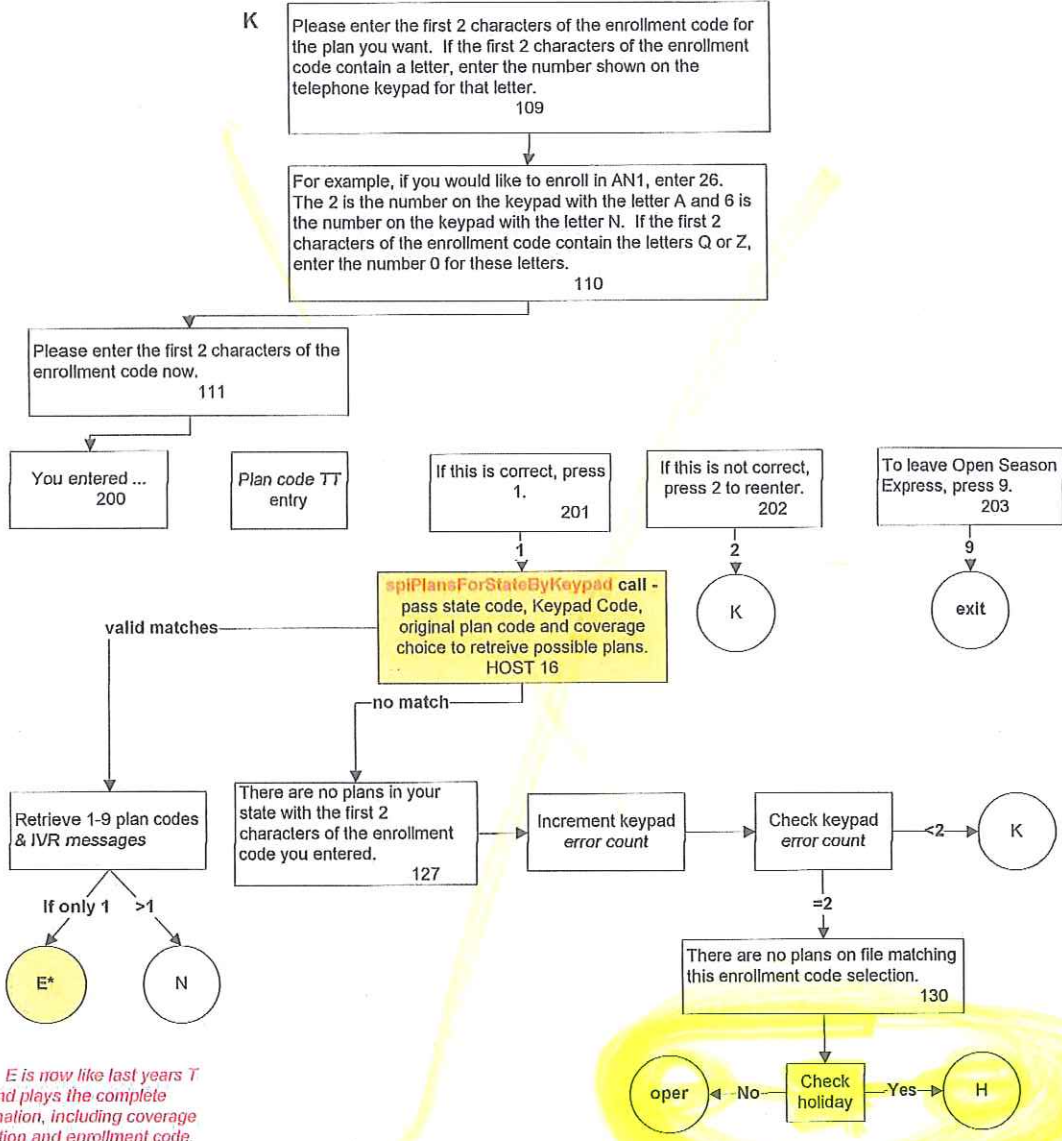
Variations - in the 3 2013-2014



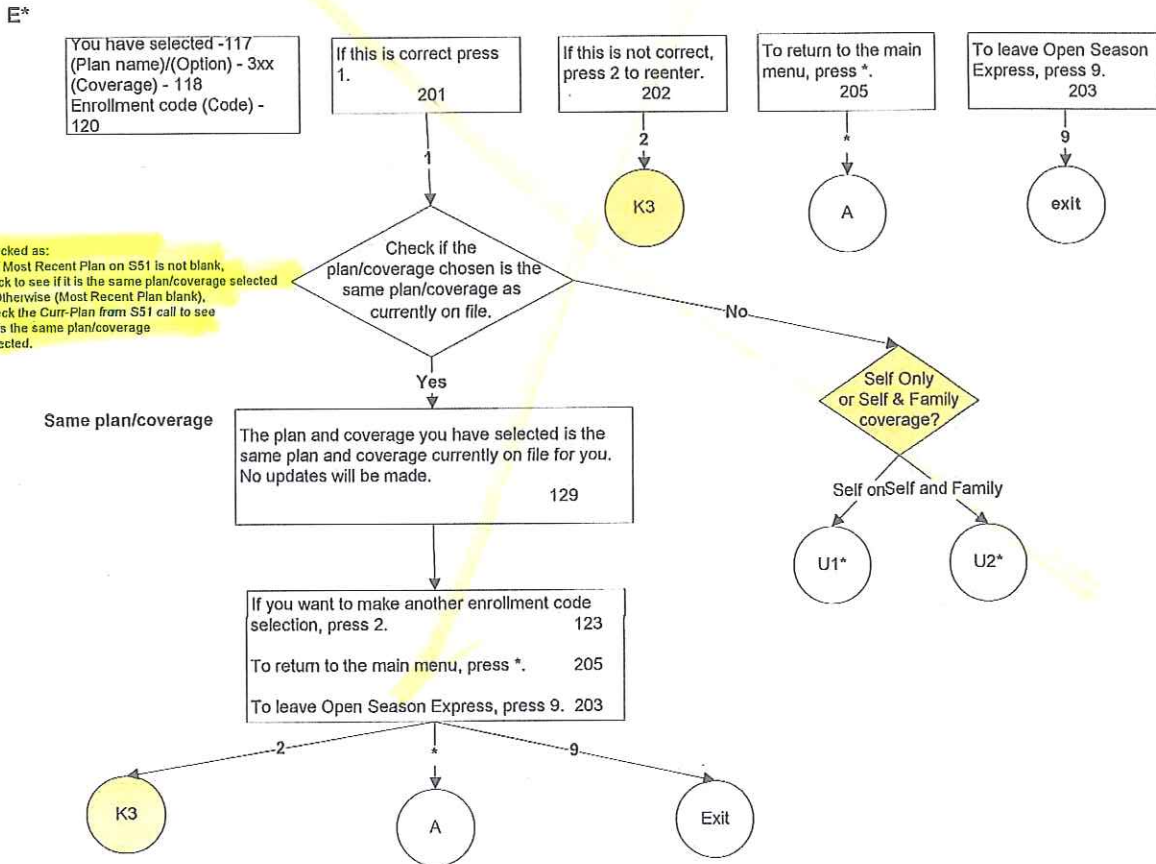
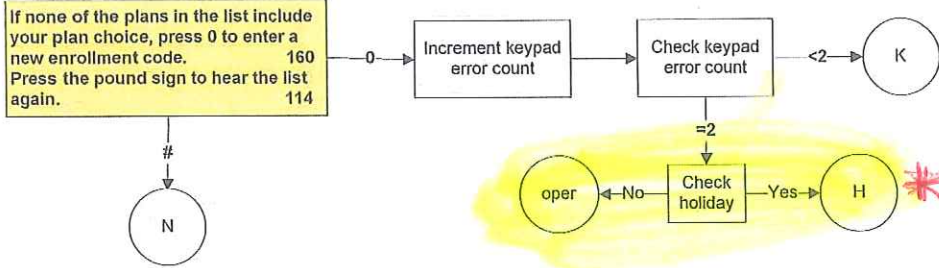
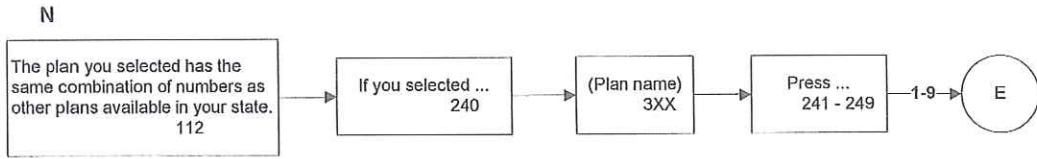
SAME

Enrollment Requests

06/30/10



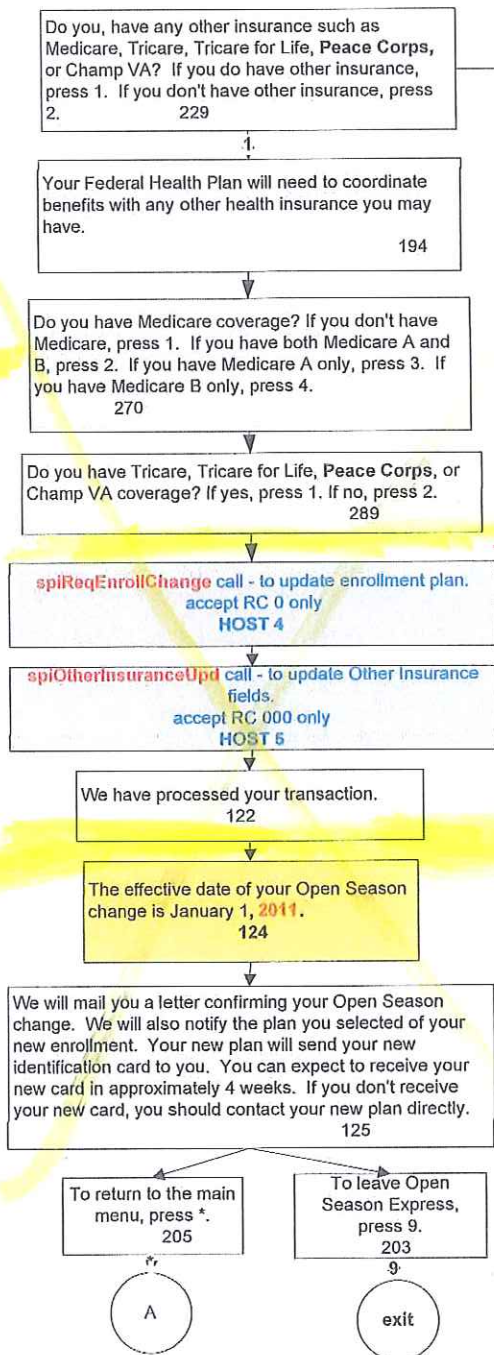
Note: E is now like last years T and plays the complete information, including coverage selection and enrollment code.



Enrollment Requests  
self only

06/30/10

U1



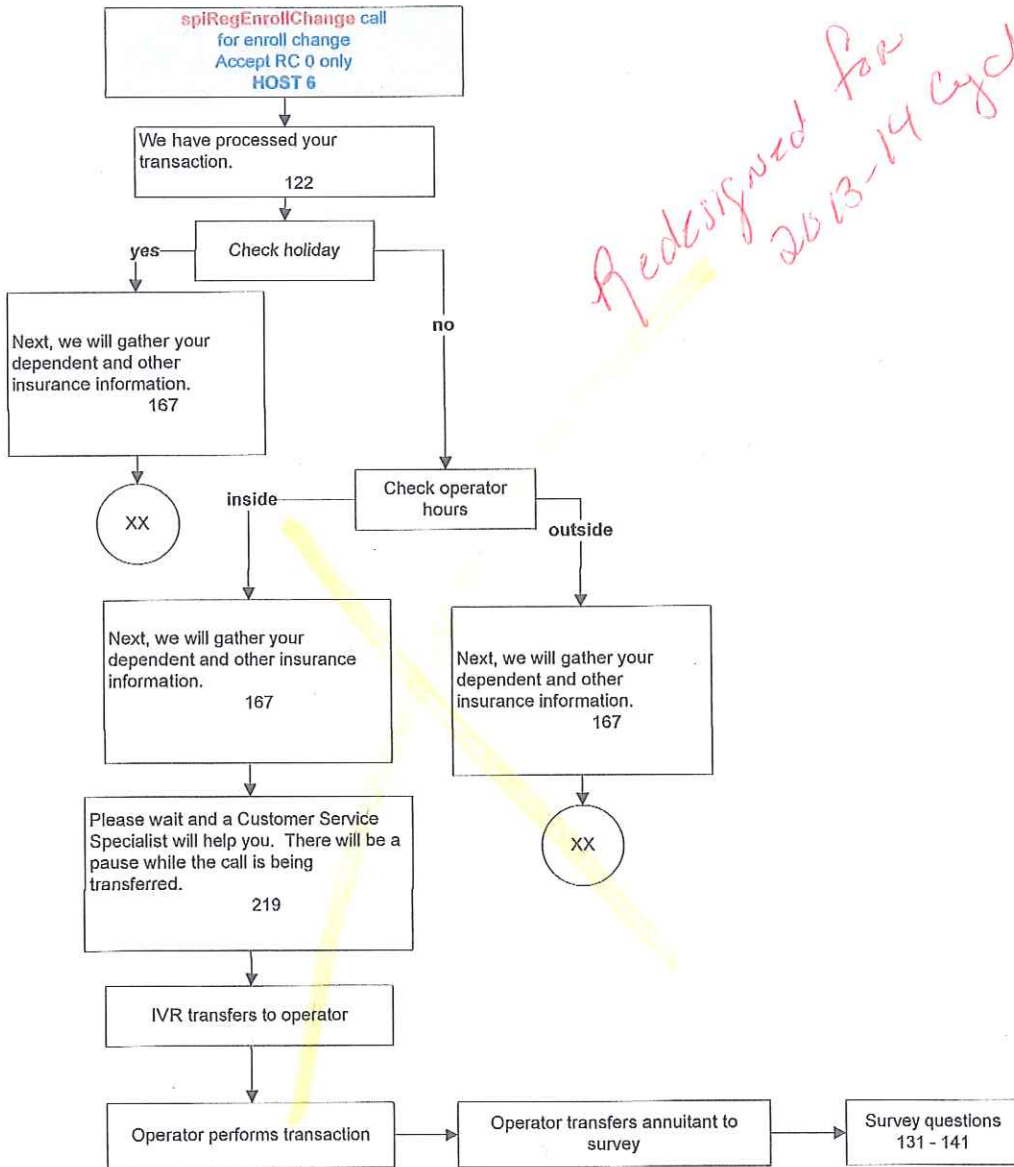
Medicare 0??



Enrollment Requests  
self & family

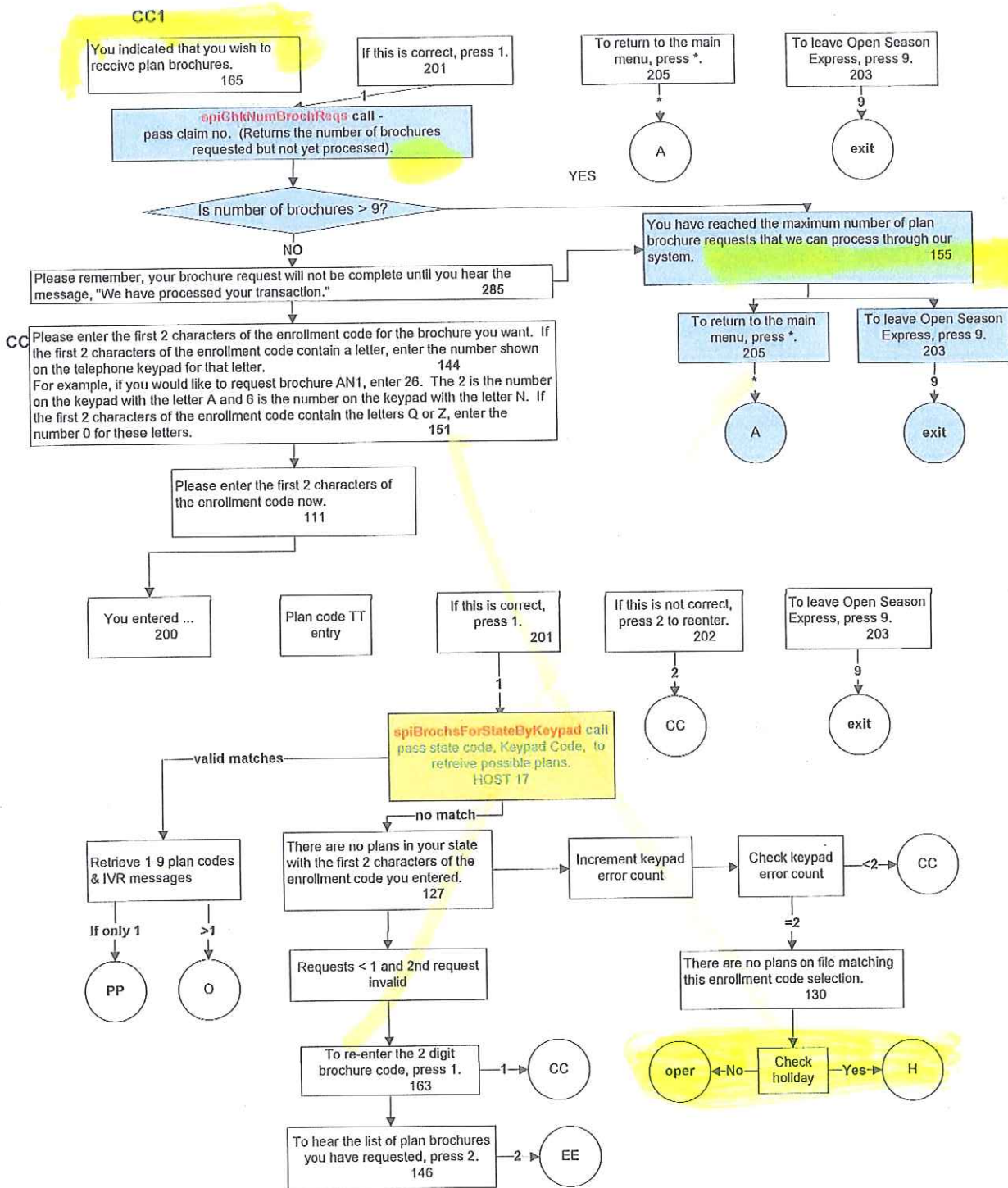
06/30/10

U2

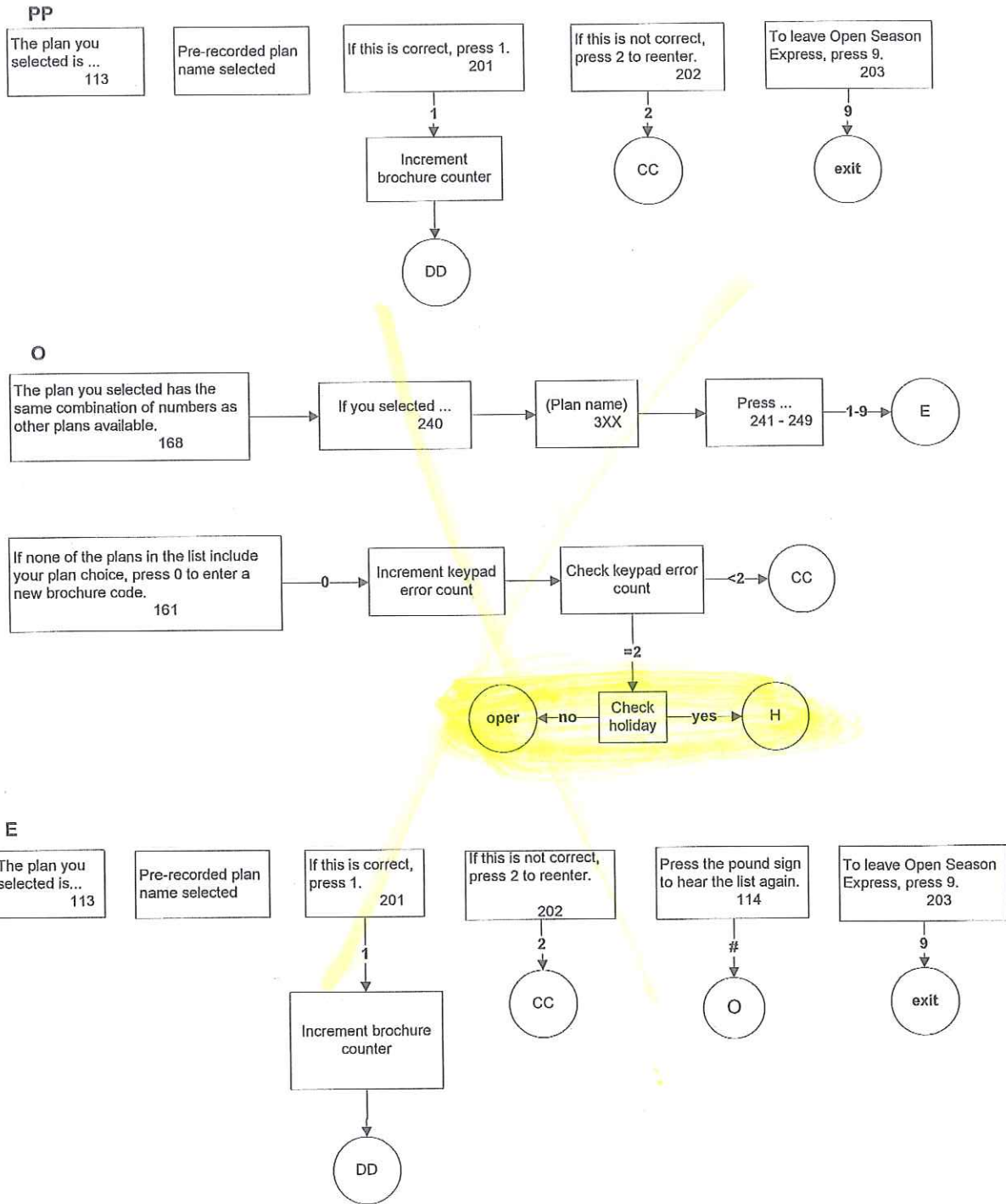


Brochure Requests

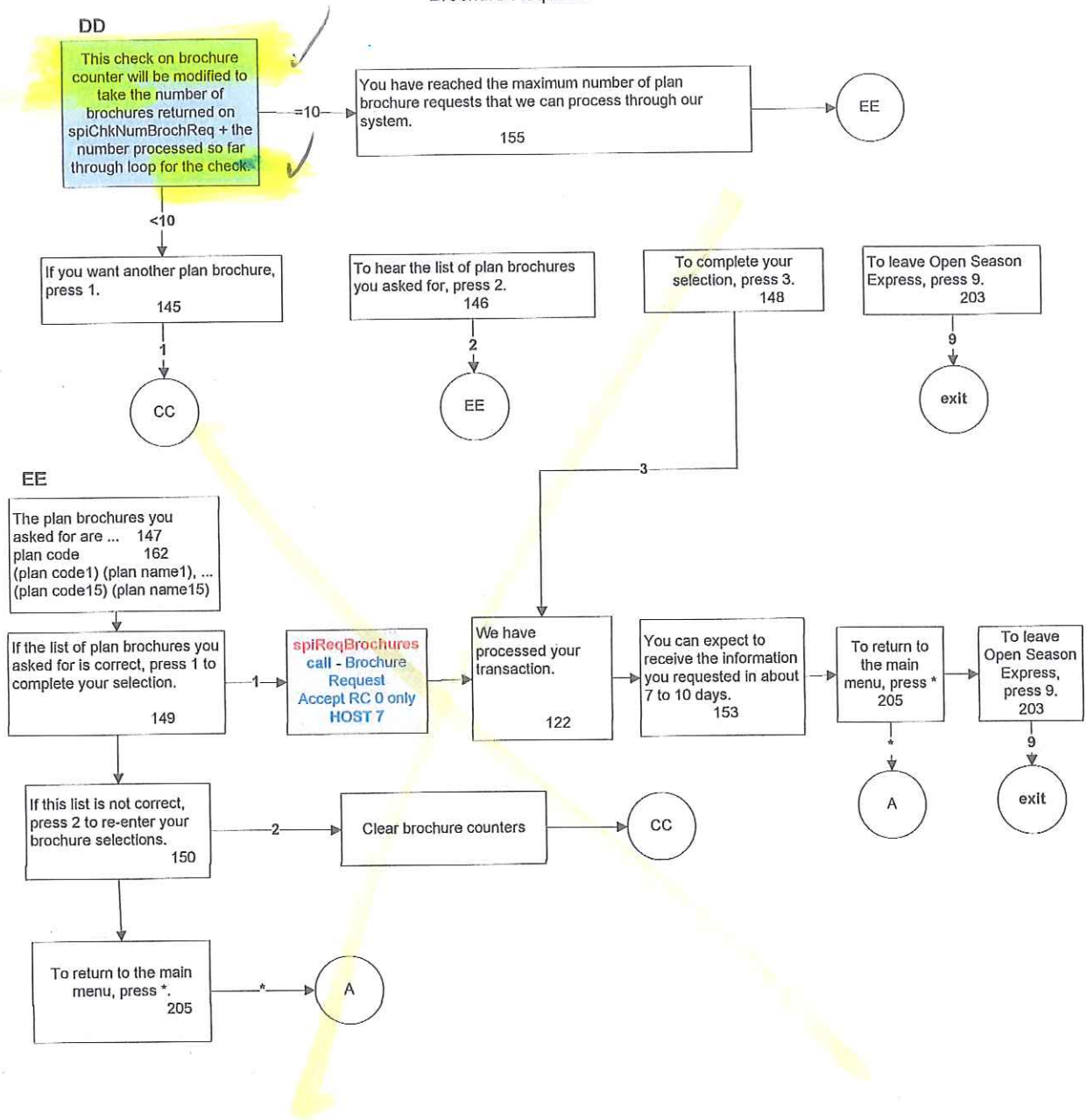
06/29/10



Brochure Requests



### Brochure Requests



# Premiums to OPM

03/24/10

## 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

1  
spiReqInfo call -  
Passing TransType of "DP"  
for Direct Pay Info Request.  
Accept RC 0 only.  
HOST 8

\*  
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

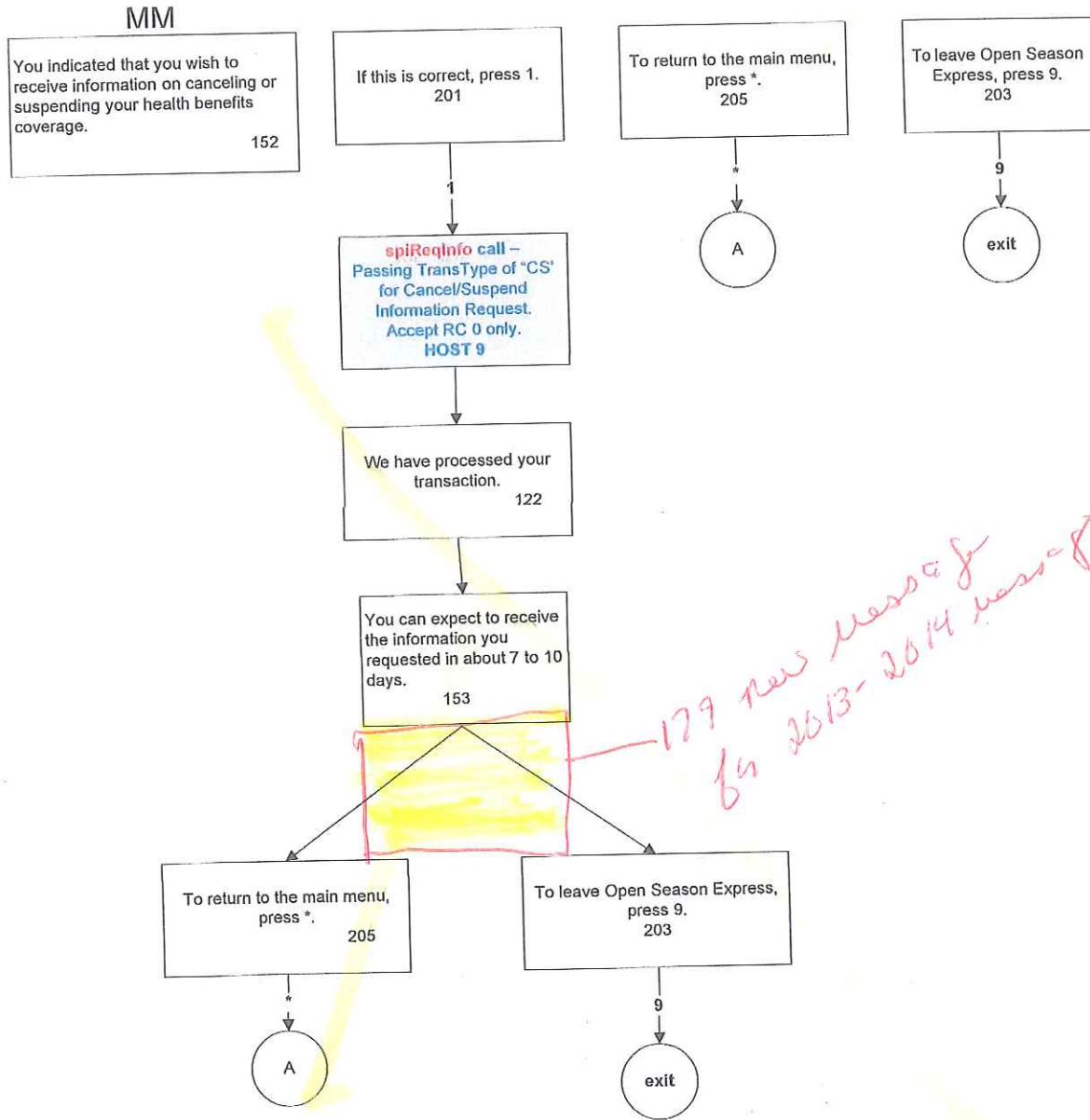
To leave Open Season Express, press 9.  
203

\*  
A

9  
exit

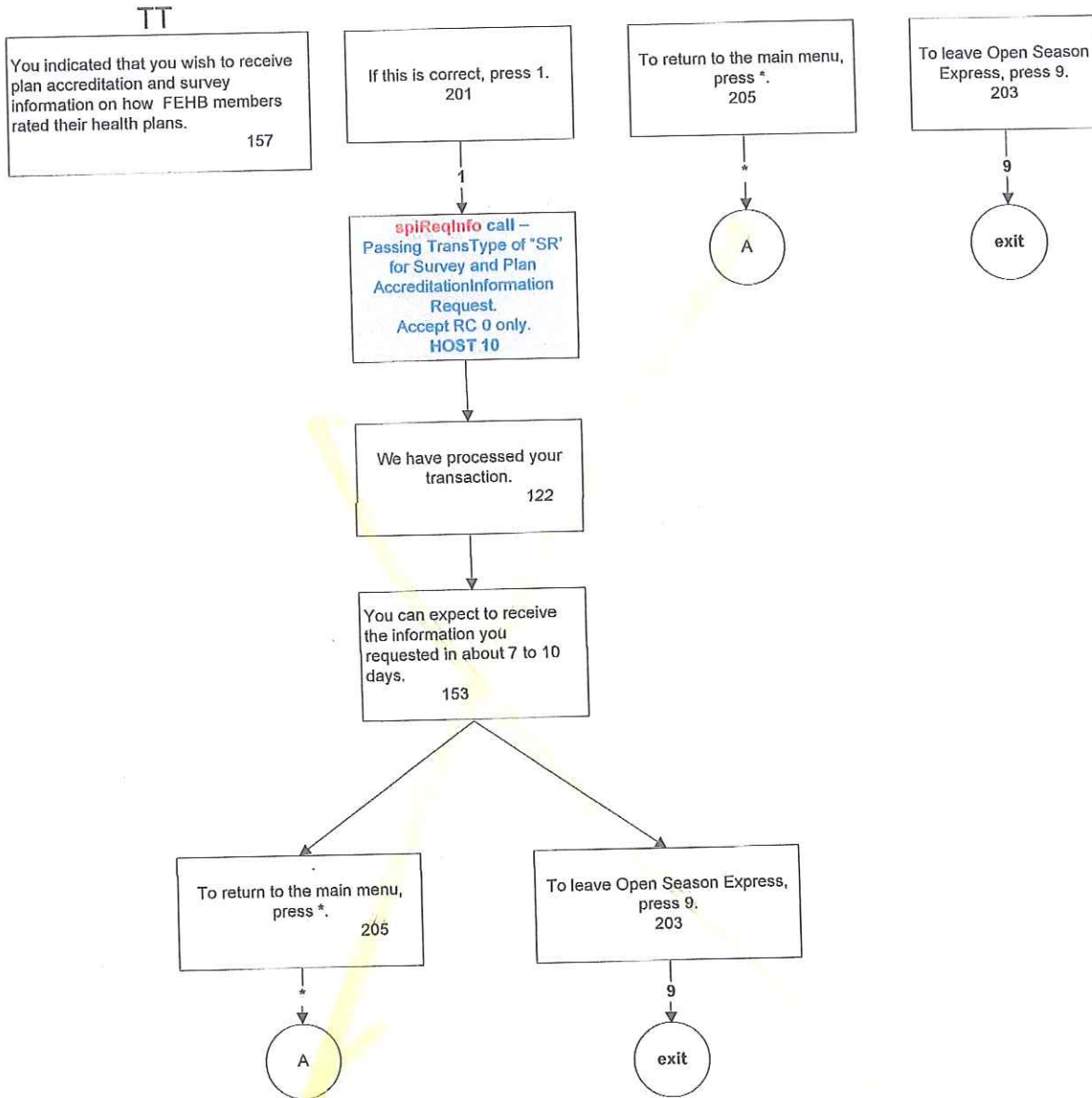
*179 new message for 2013-2014 cycle*

# Suspend/Cancel



# Health Plan Survey

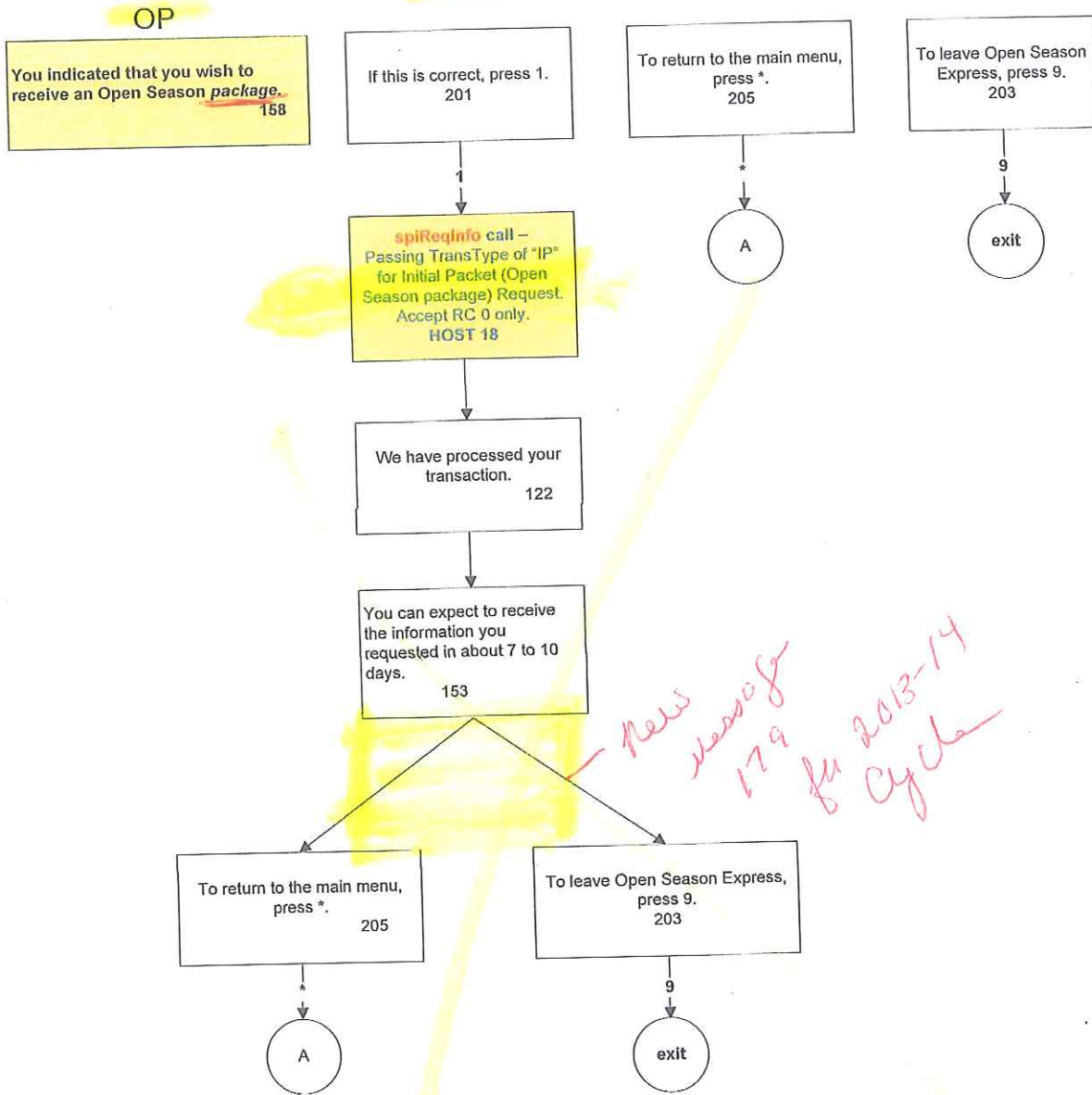
03/24/10



*576 No change to 2013-14 cycle*

# Open Season Packet

06/29/10

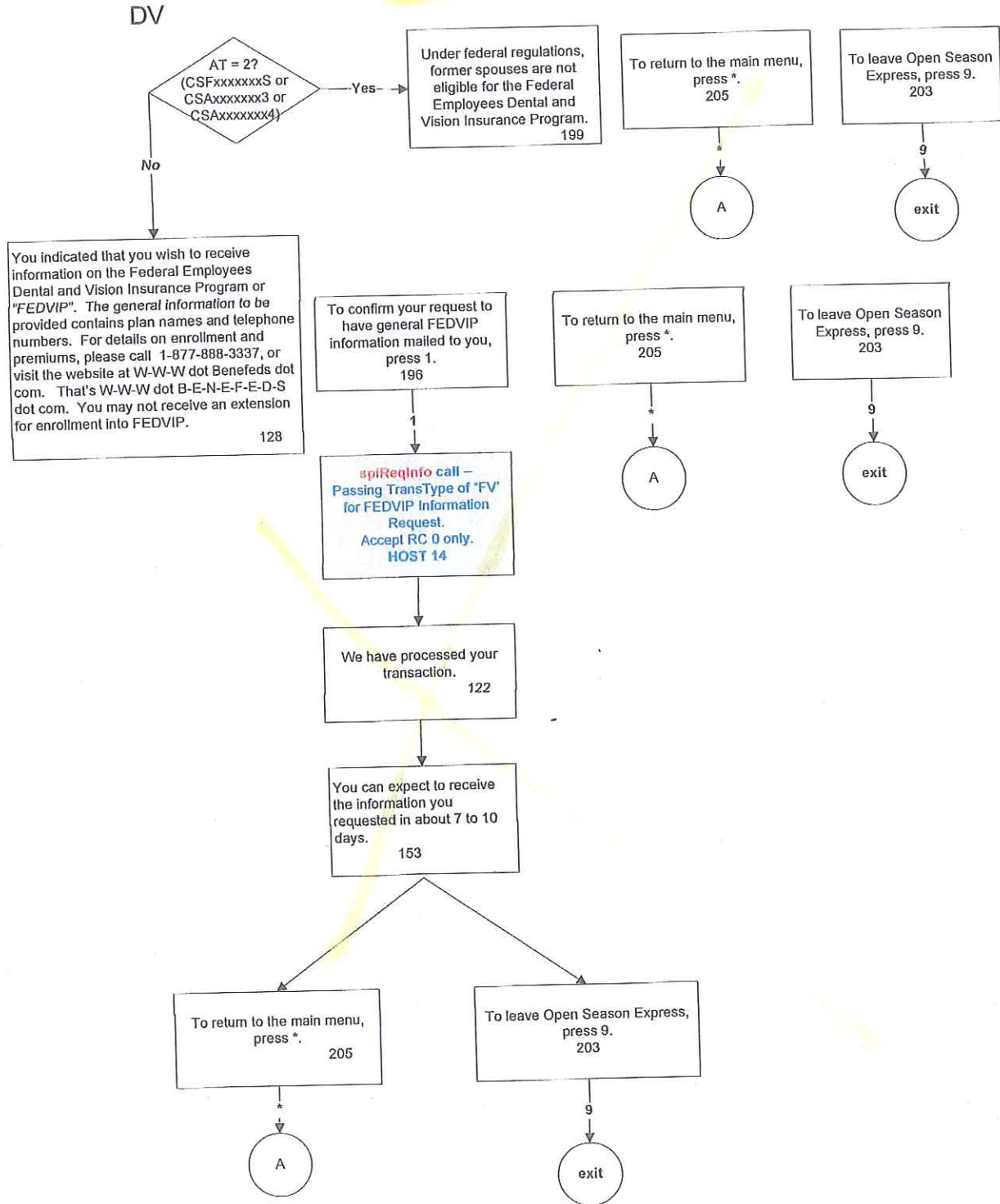


*New message 179 for 2013-14 cycle*



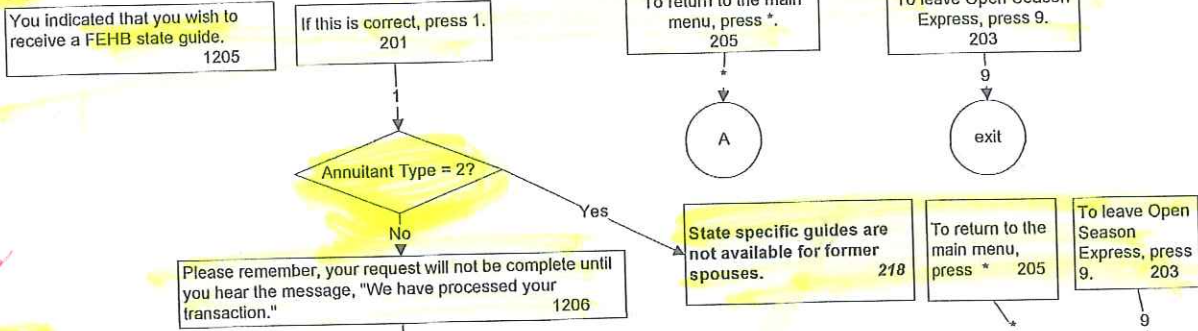
# FEDVIP

03/24/10



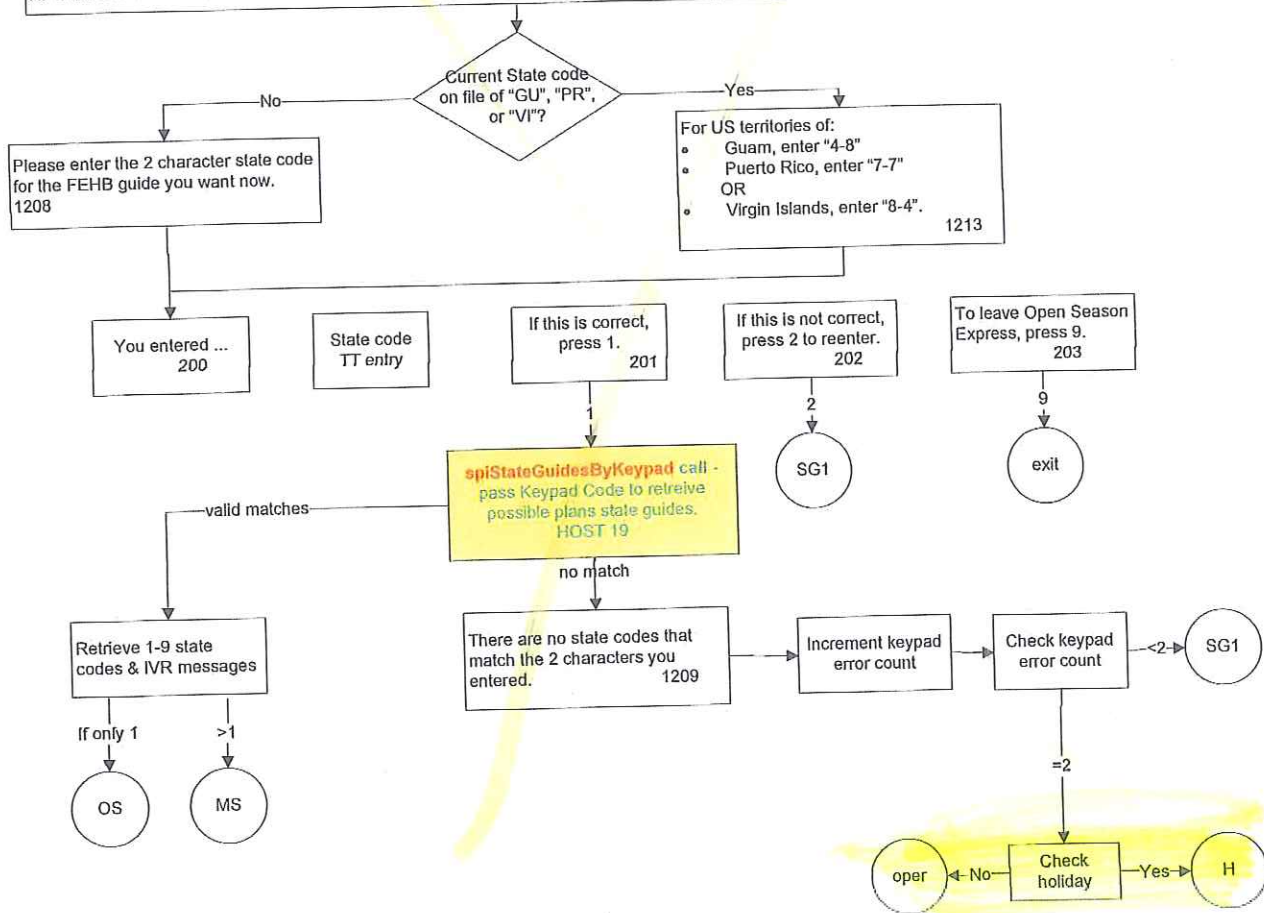
SG

### State Guide Request



SG1

Please enter the two character state code for the guide you want. For example, if you are requesting a FEHB guide for Texas, state code TX, enter 8-9. The 8 is the number on the keypad with the letter T and 9 is the number on the keypad with the letter X. If the state code contains the letters Q or Z, enter the number 0 for these letters. For a foreign guide, enter 1-1. 1207

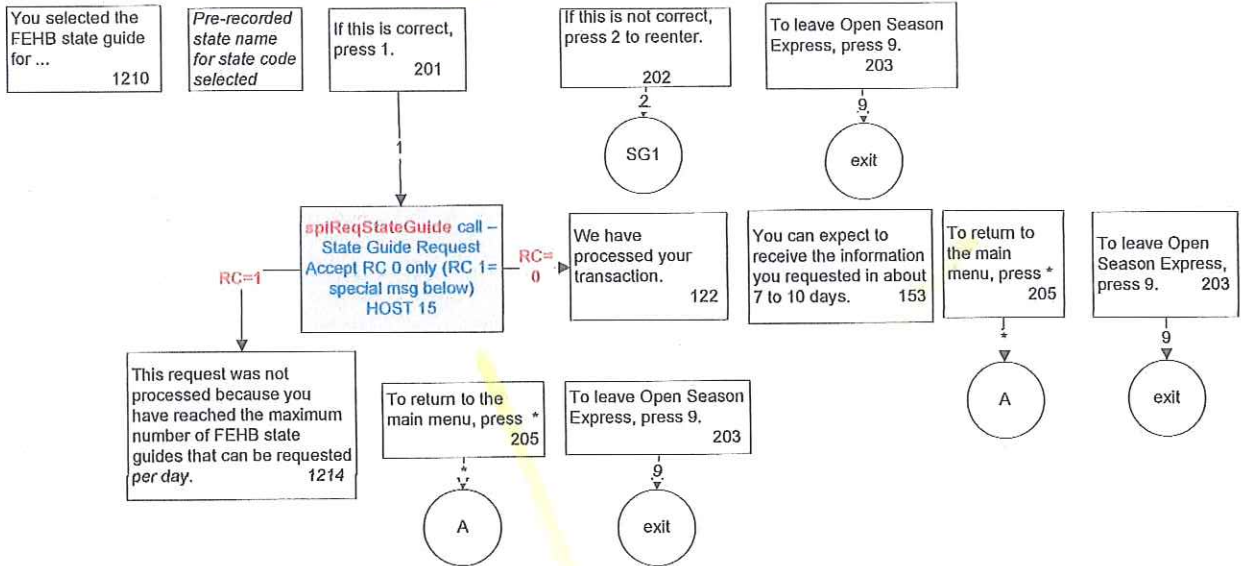


*PG 17 in 2013-2014 cycle*

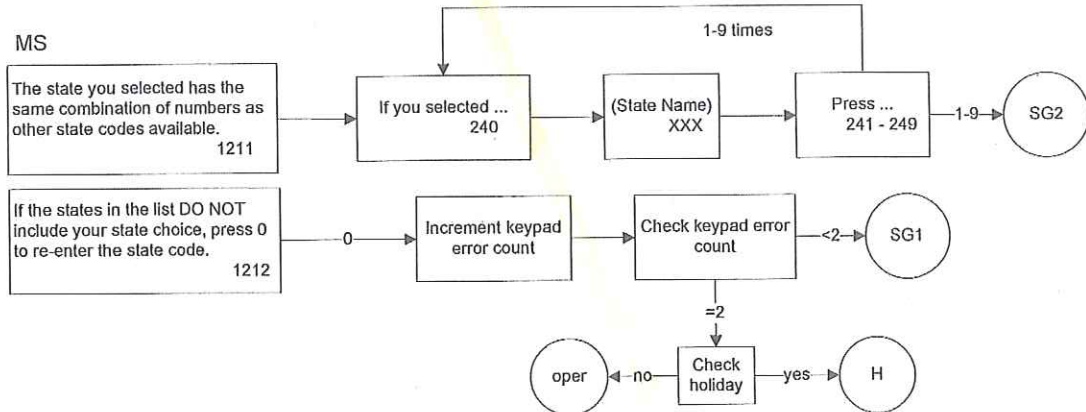
State Guide Request - 2

OS

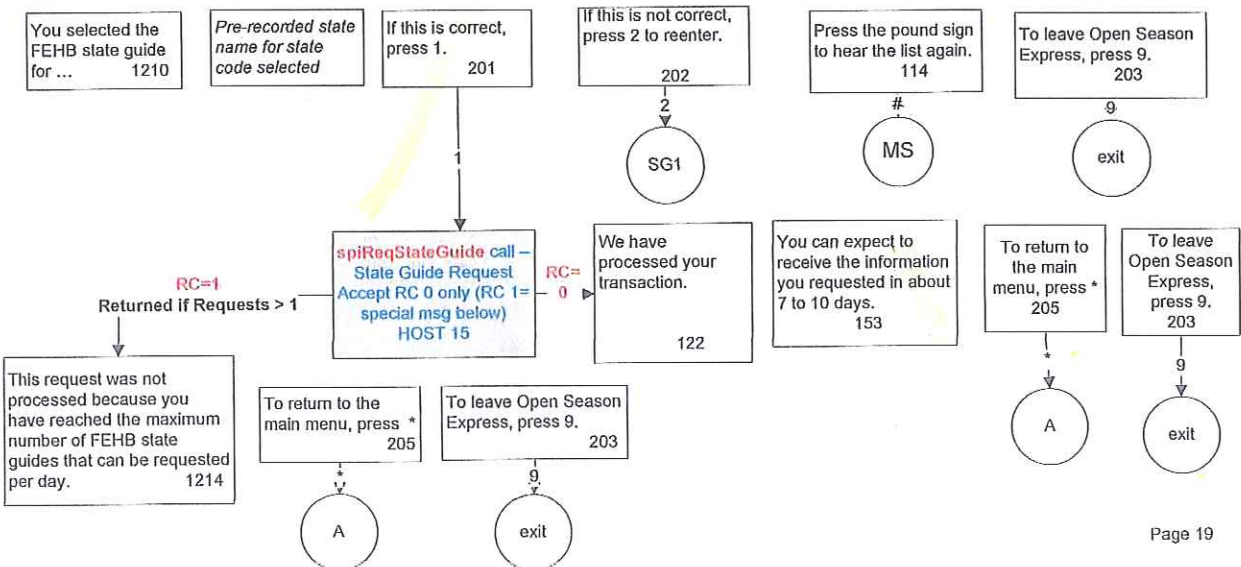
03/24/10



MS

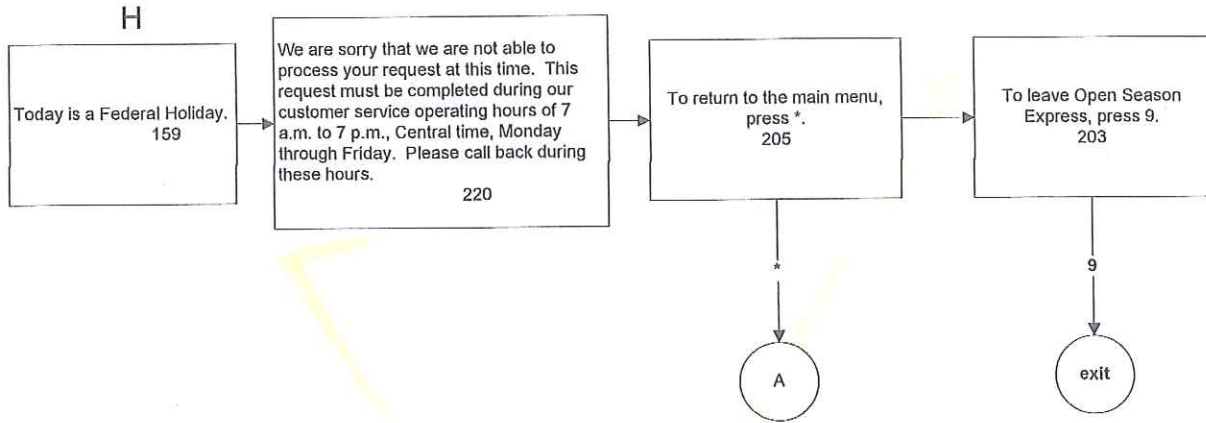


SG2



*Handwritten mark*

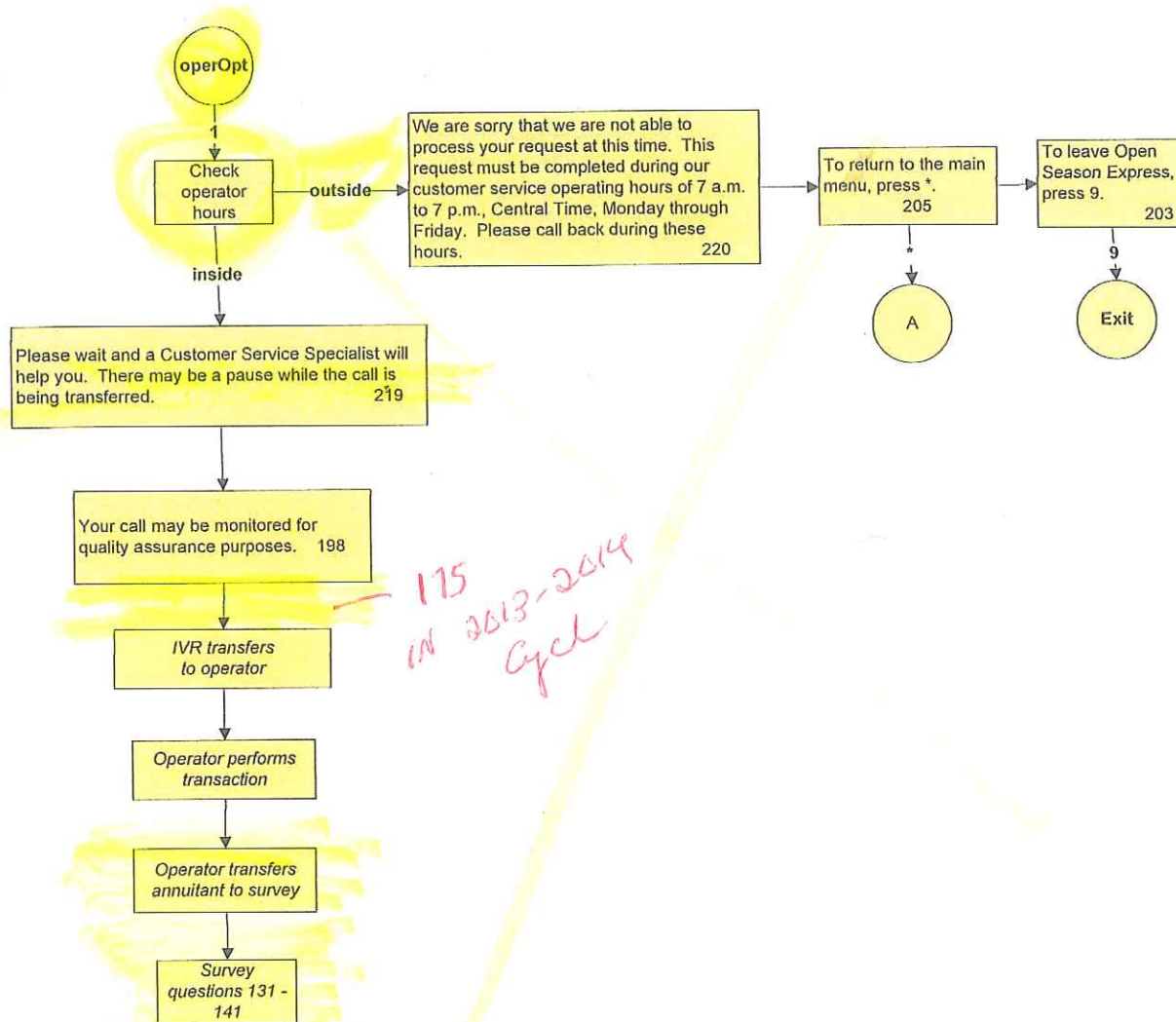
# Federal Holiday



*MTA 10 2013-2014  
cycle*

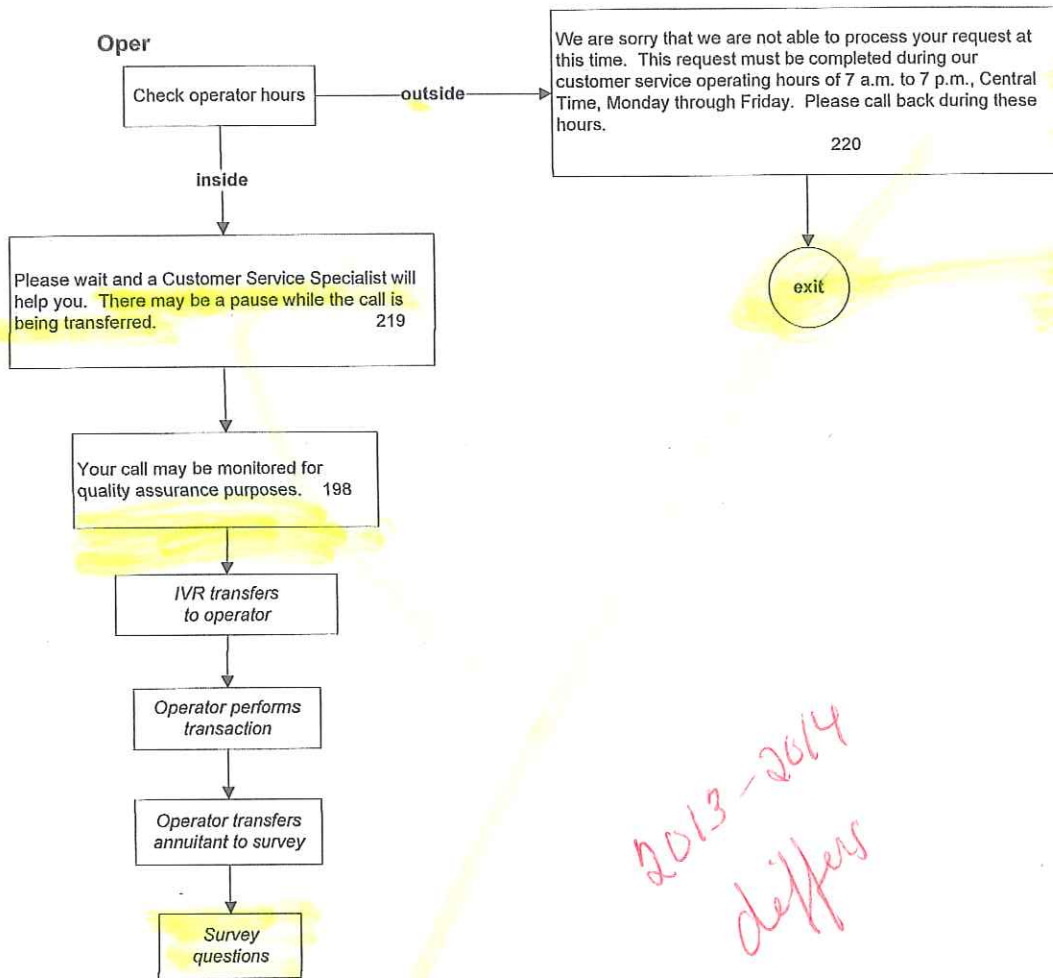
# Transfer to Operator

with option to return to MM  
if Outside of CSR hours



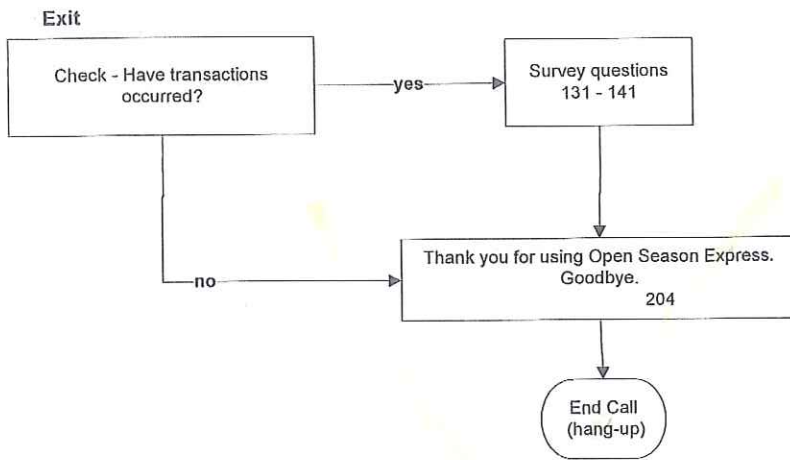
# Transfer to operator

03/24/10



*2013-2014 differs*

### Exit Routine



*OK*

Transcription Box

03/24/10

XX

*Don't see in  
2013-2014  
cycles*

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. 253

Please speak your 7 digit annuity claim number, including the CSA or CSF prefix after the beep. 254

Please clearly speak your full name and spell your last name. 255

Do you, the annuitant, have any other insurance such as Medicare, Tricare, Tricare for Life, Peace Corps, Champ VA or any private health insurance coverage? If you do have other insurance, press 1. If you don't have other insurance, press 2. 267

1  
INS

2  
spiOtherInsuranceUpd - Update  
Other Insurance fields for  
annuitant.  
Accept RC 0 only.  
HOST 11

TB

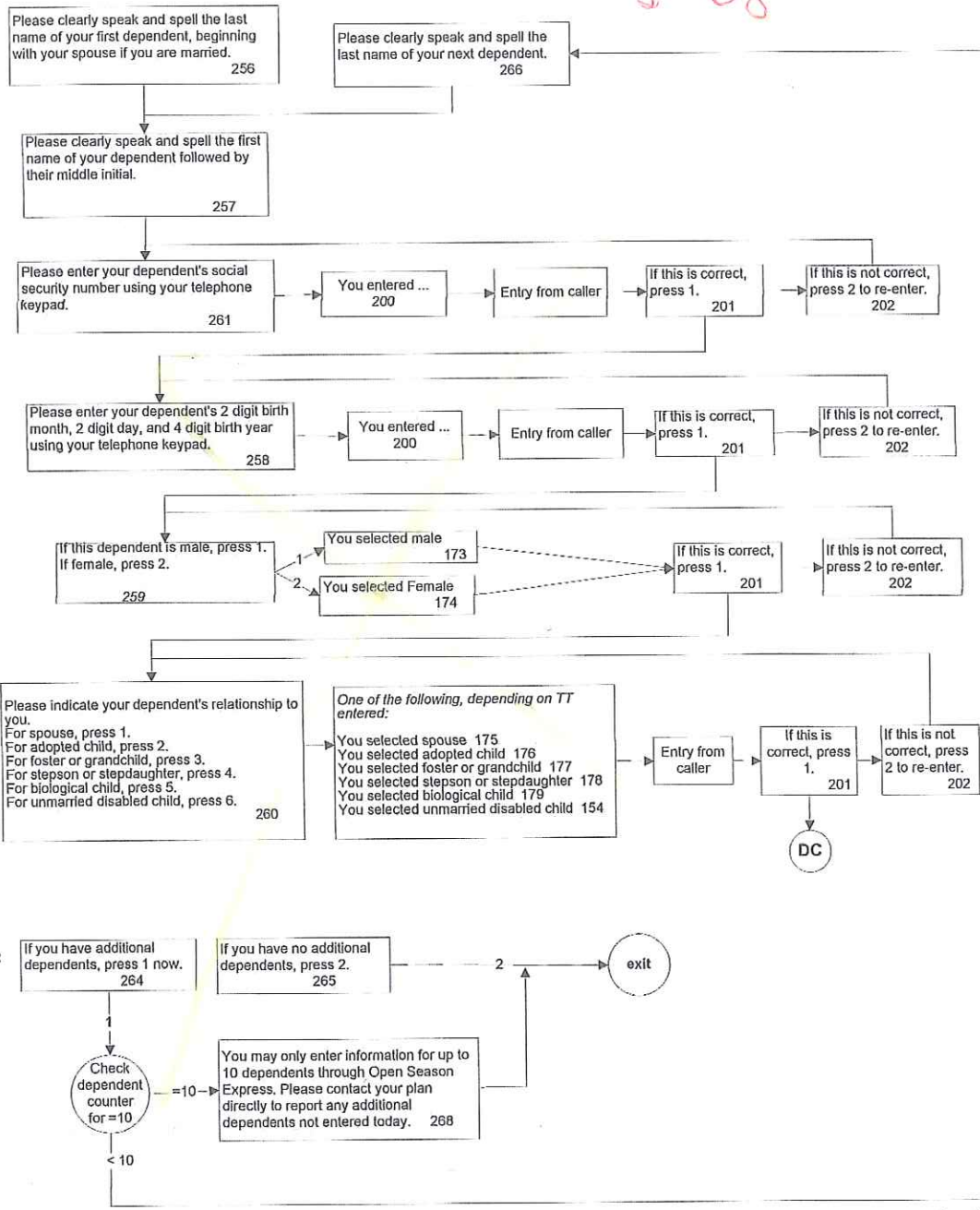


Transcription Box  
Dependent Information

*Not in 2013-2014 cycle*

03/24/10

TB

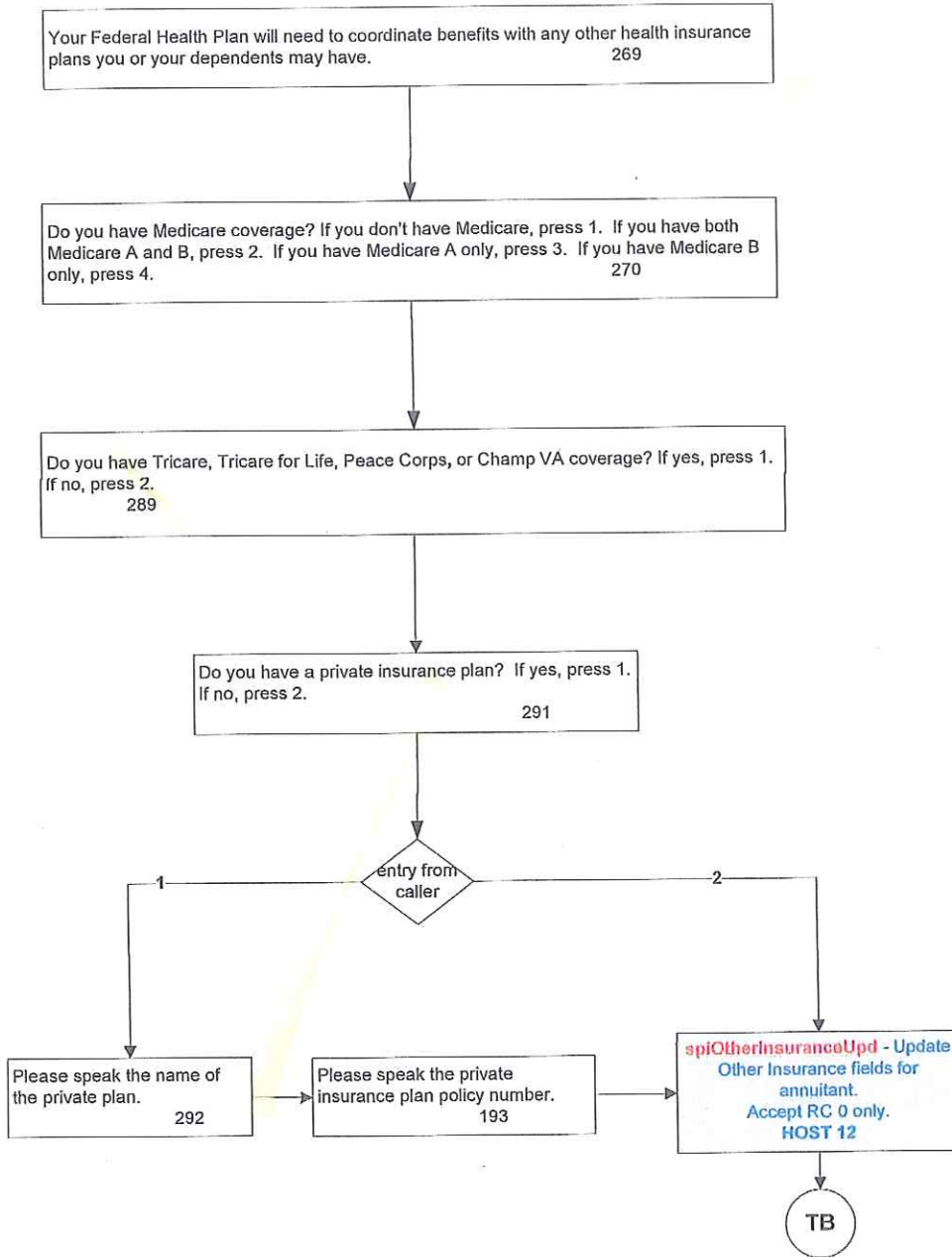


**Transcription Box  
Other Insurance**

*Not in  
2013-2014  
cycle*

03/24/10

Ins

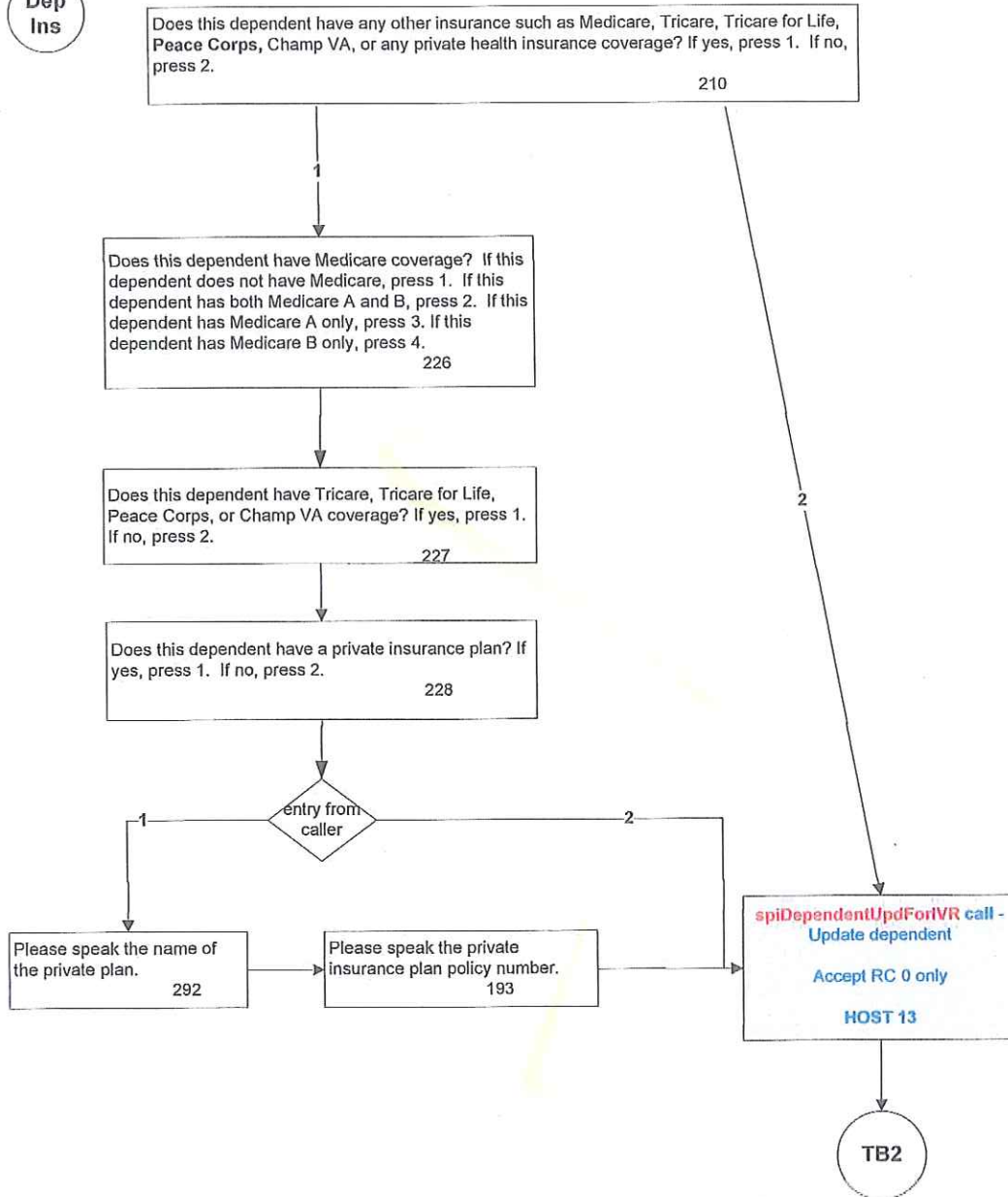


**Transcription Box  
Dependent Other  
Insurance**

*Note in  
2013-2014  
cycle*

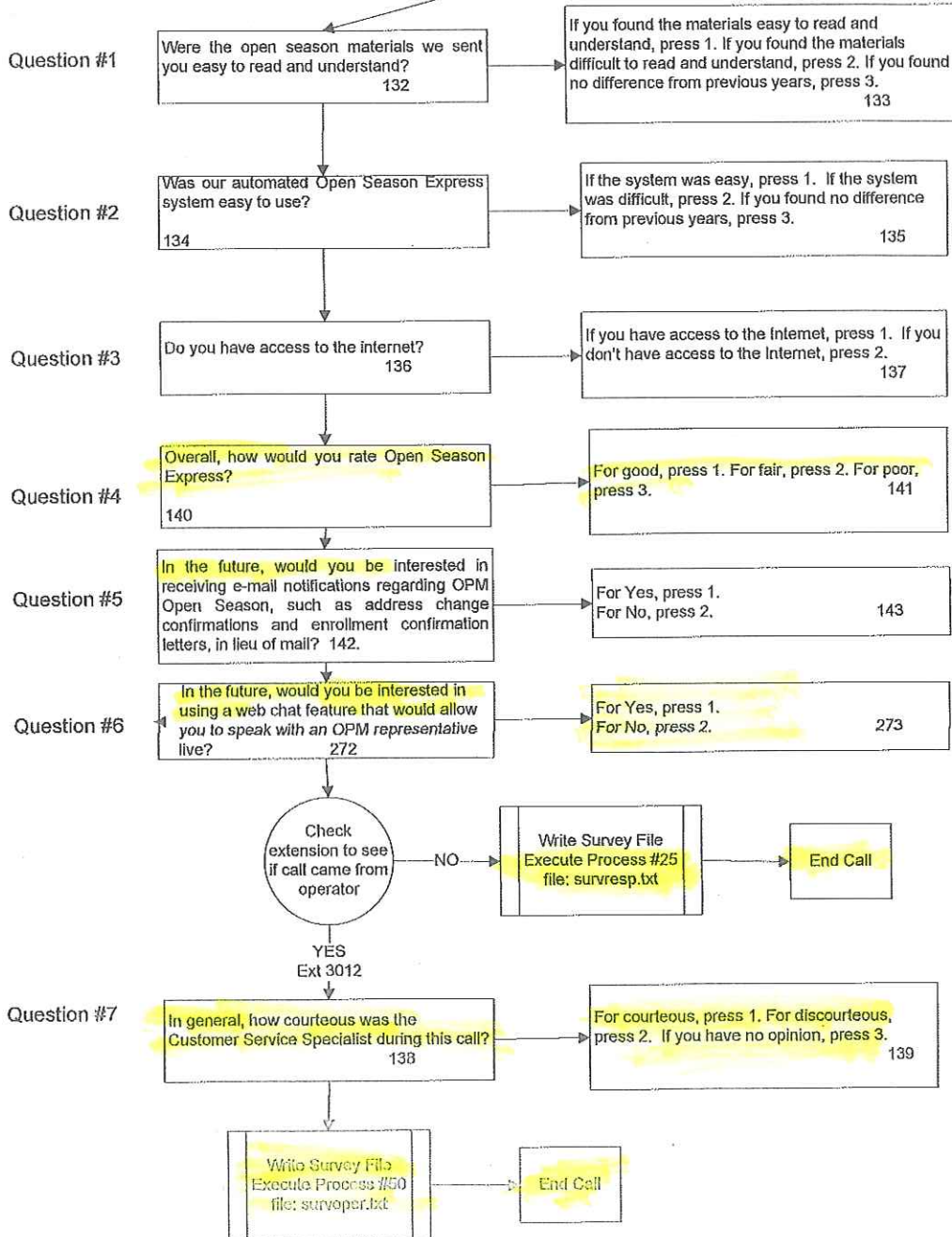
03/24/10

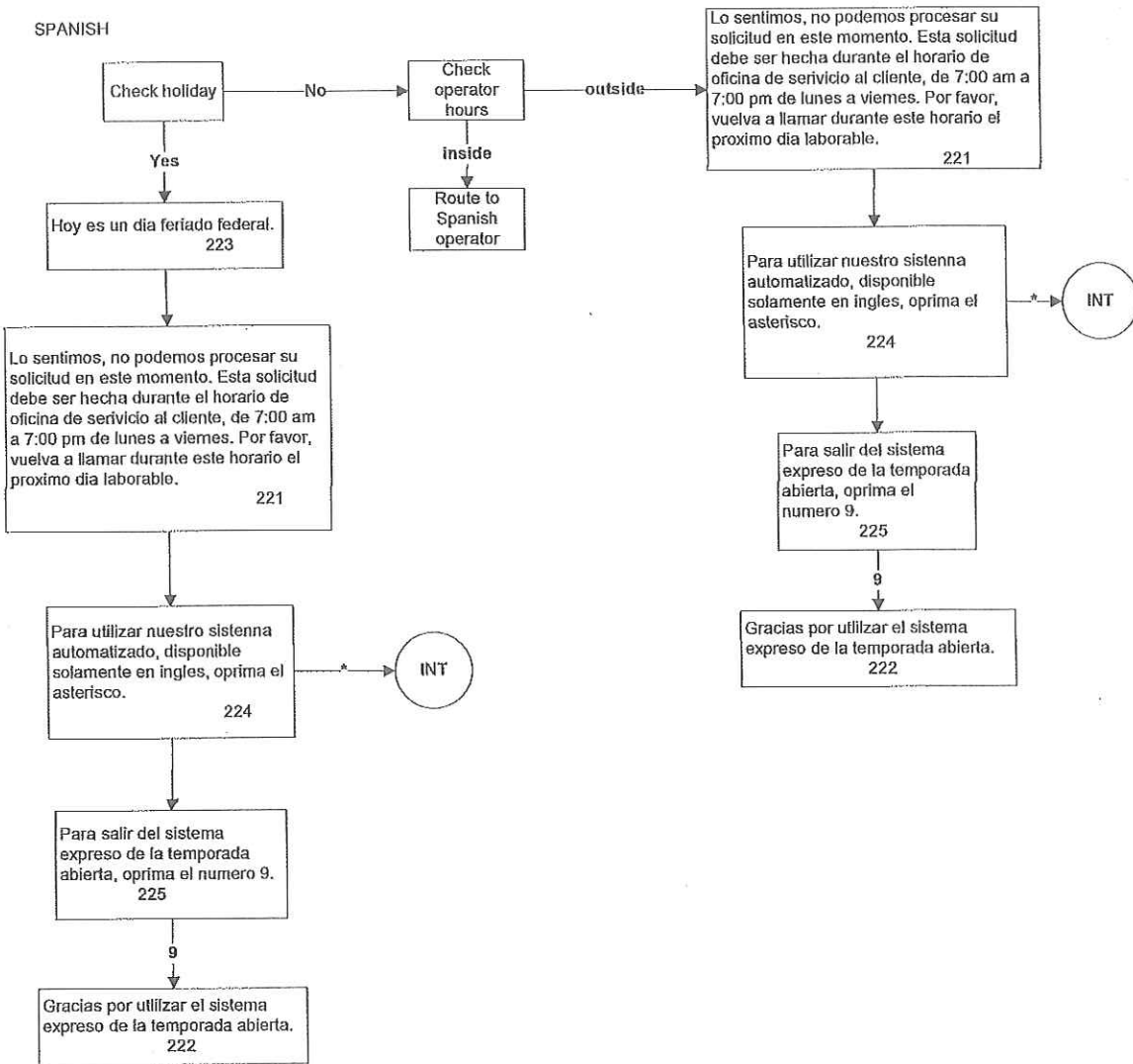
Dep  
Ins



# Survey Questions

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

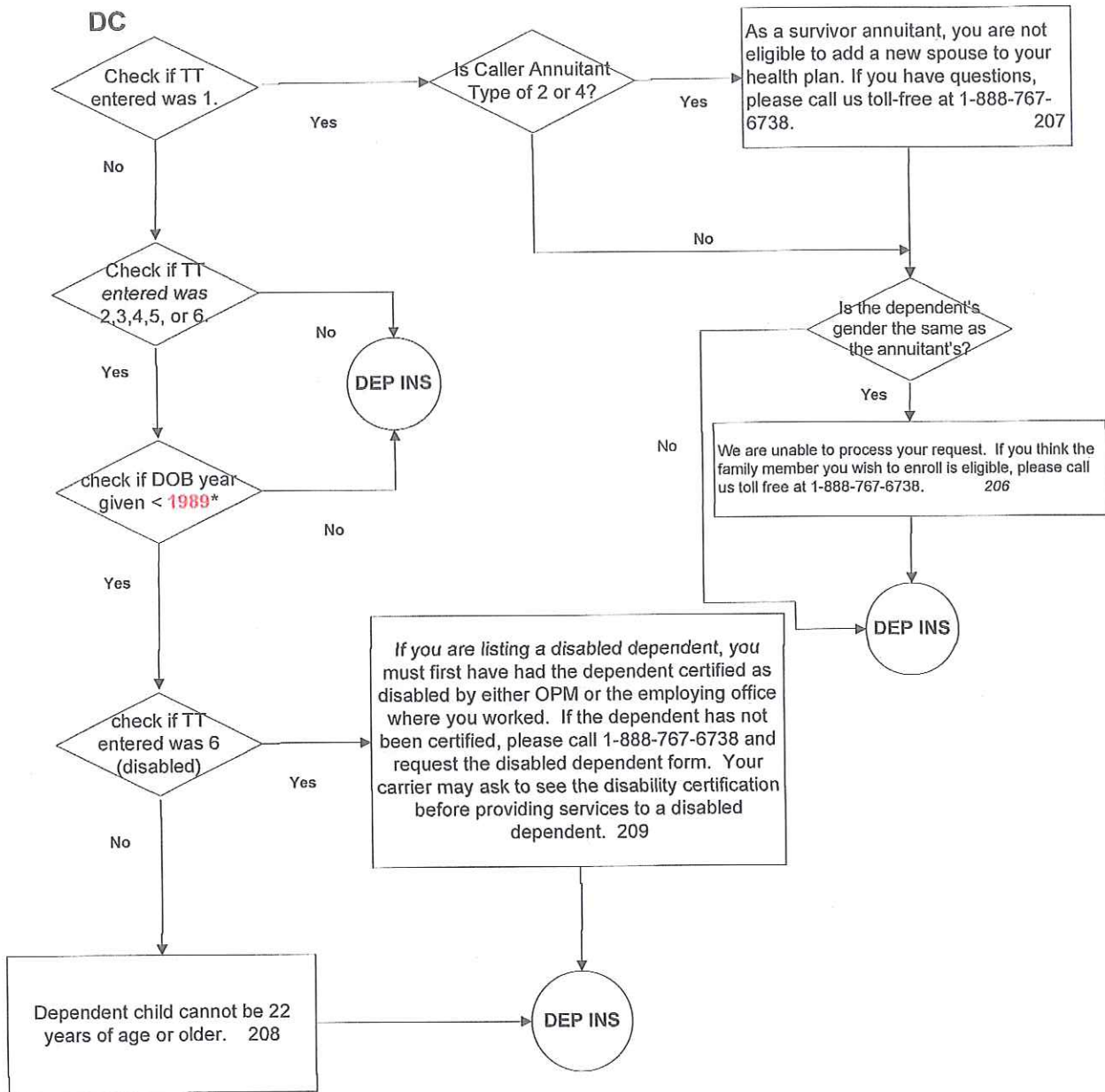




OK

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 Cycles*