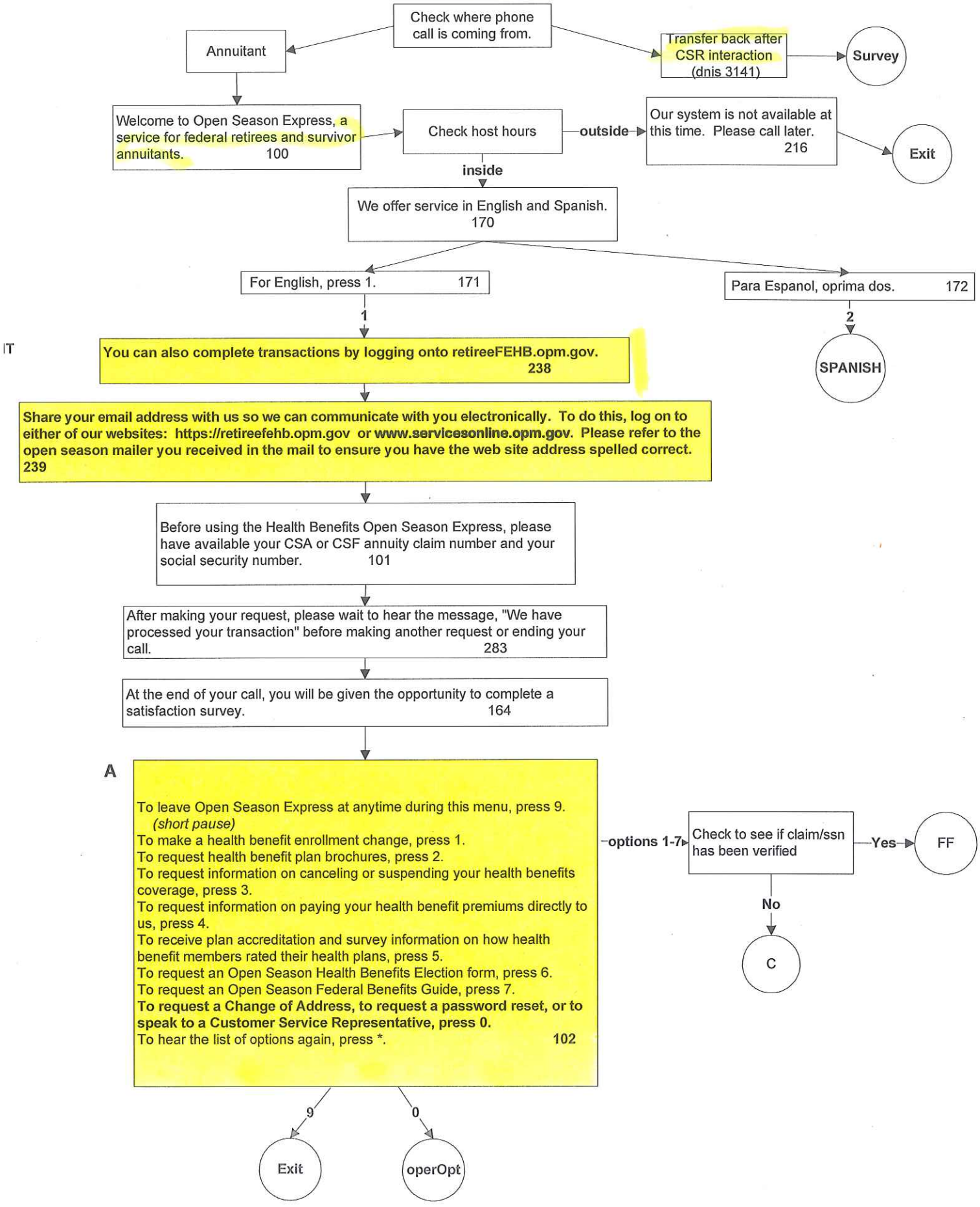
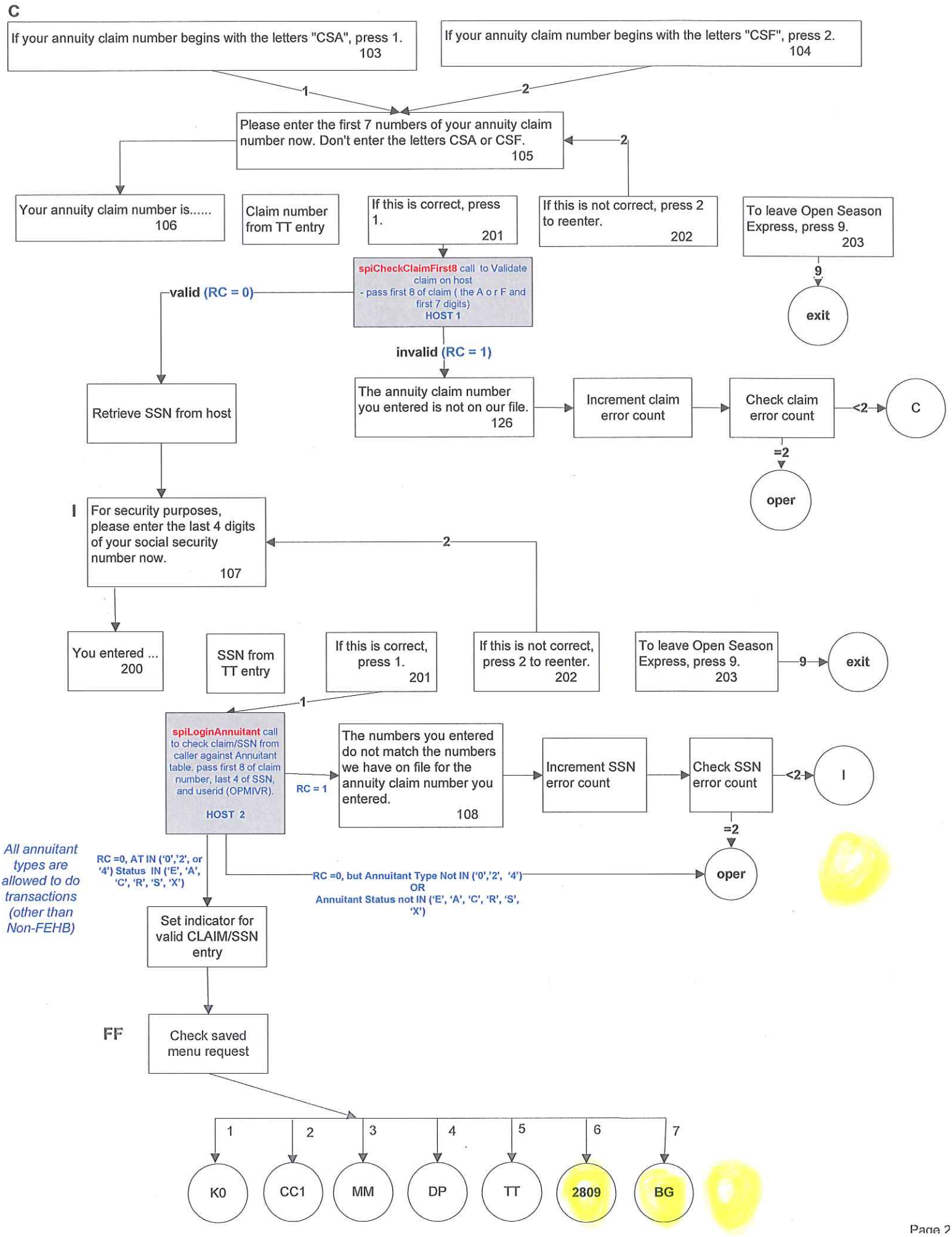
2013-14 Open Season Express

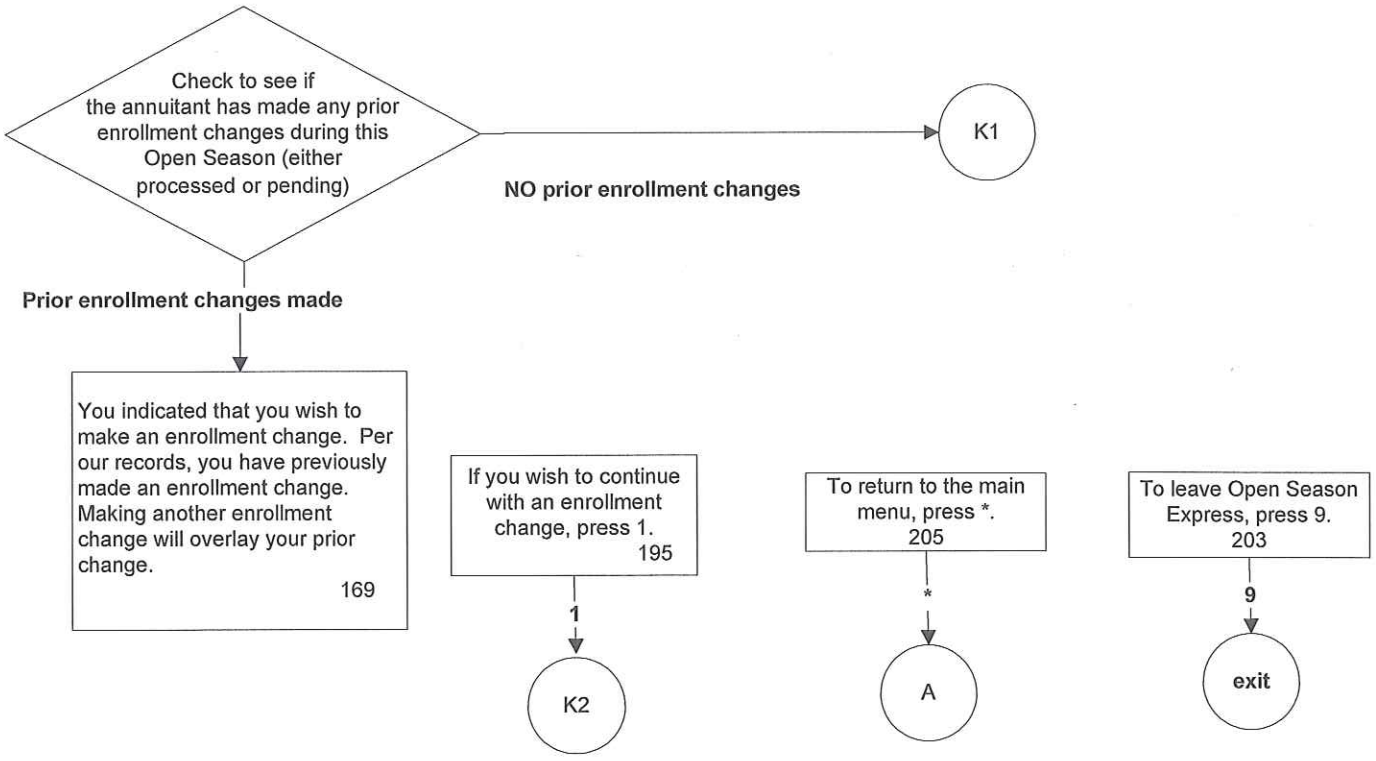
05/22/2013

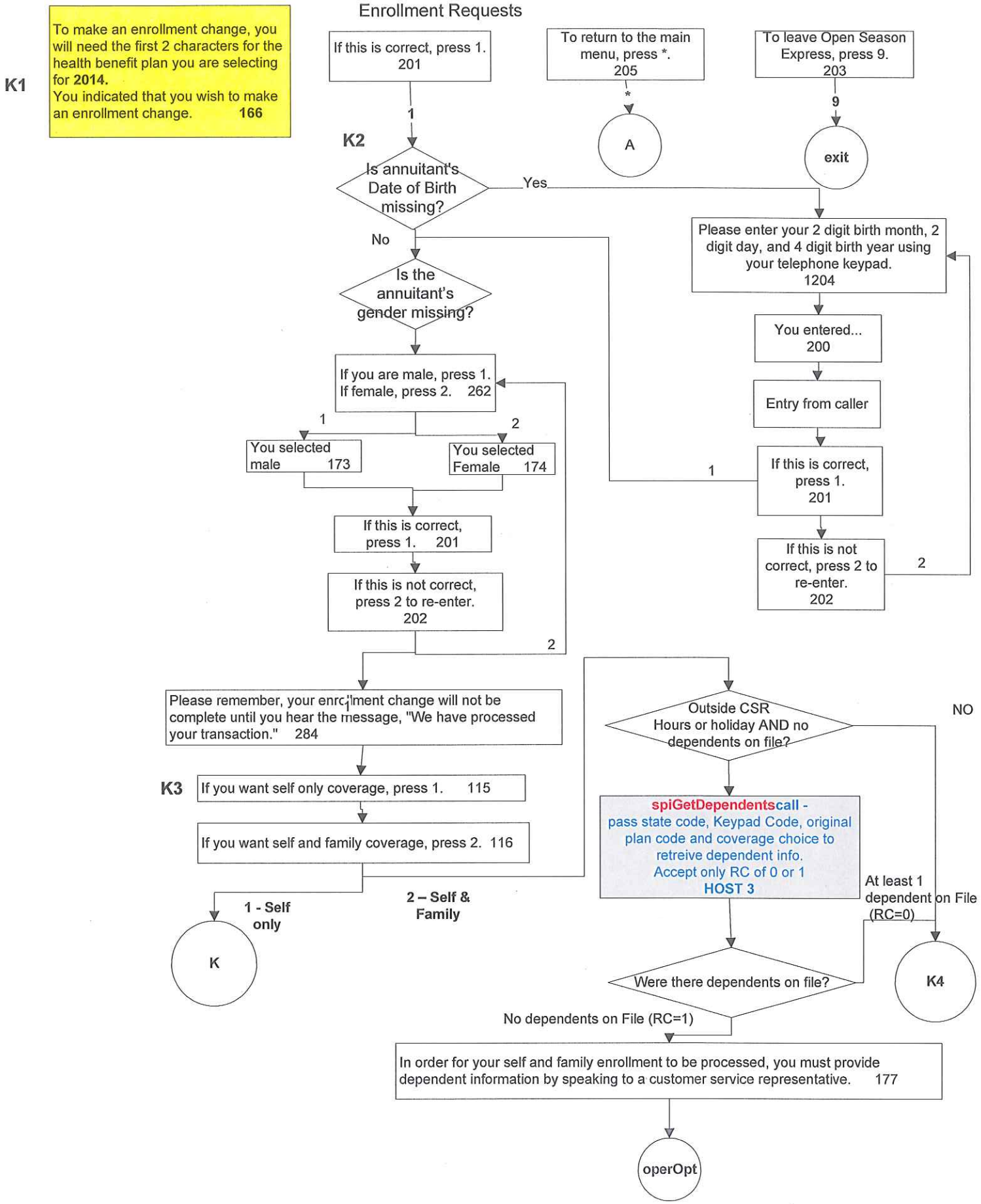


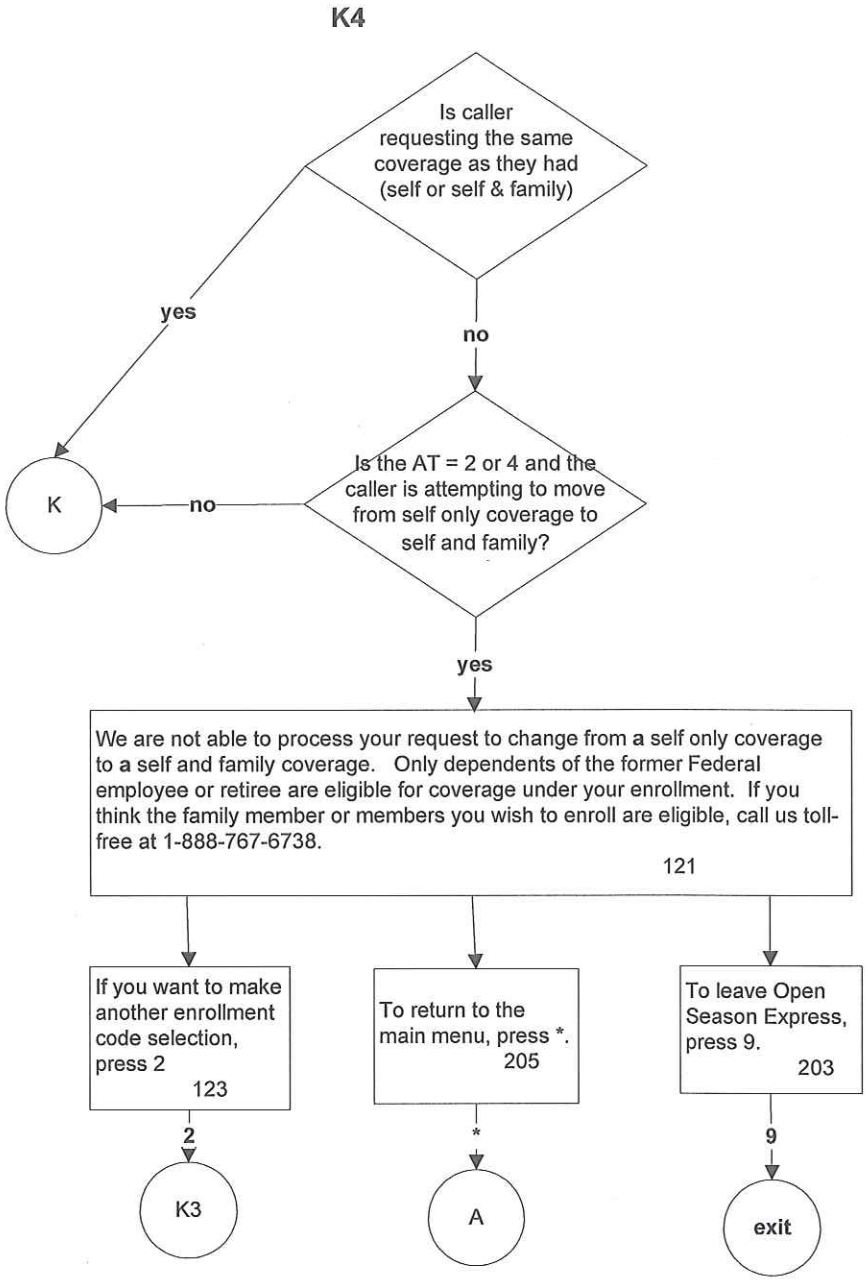
Claim/SSN Verification

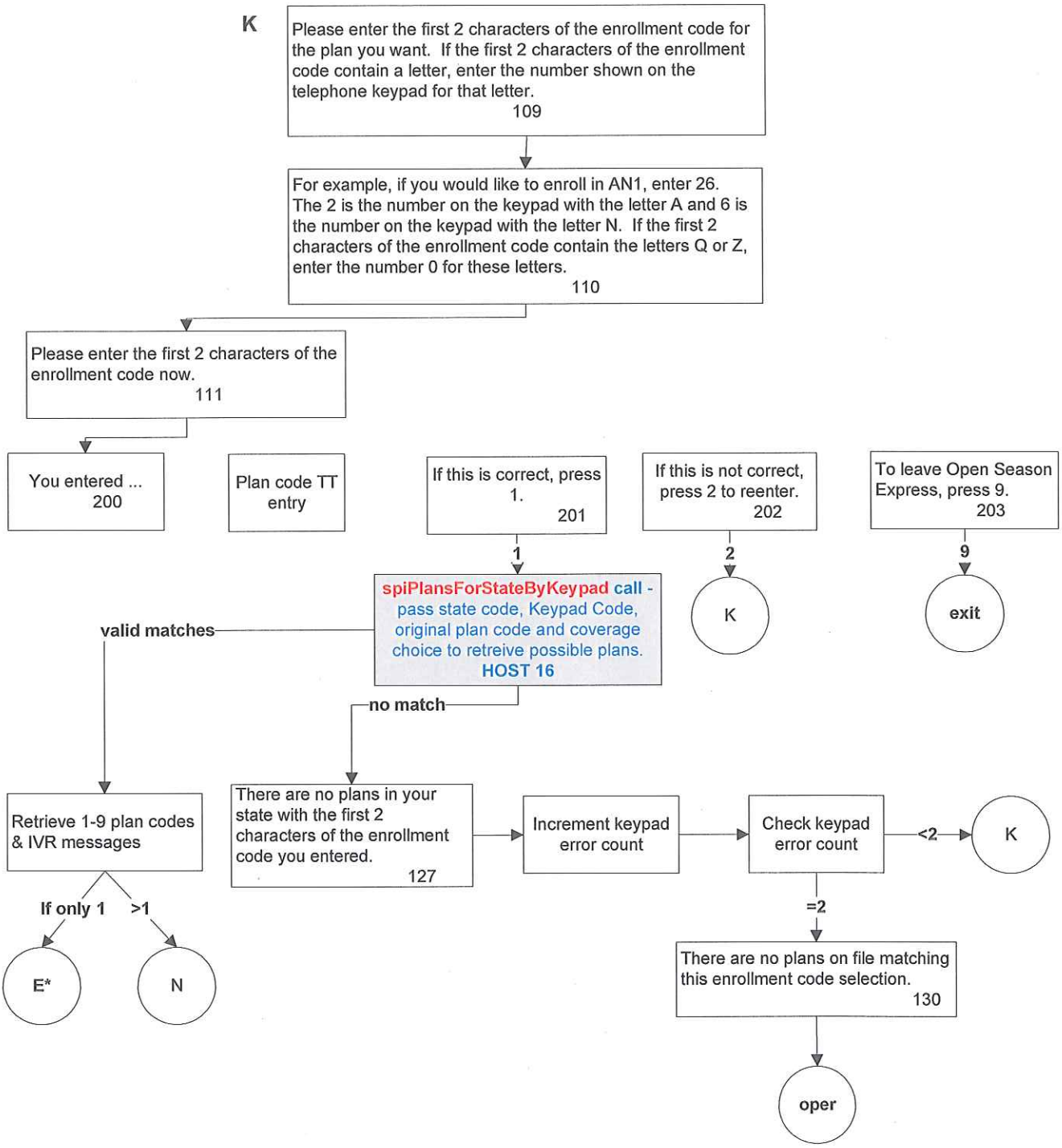


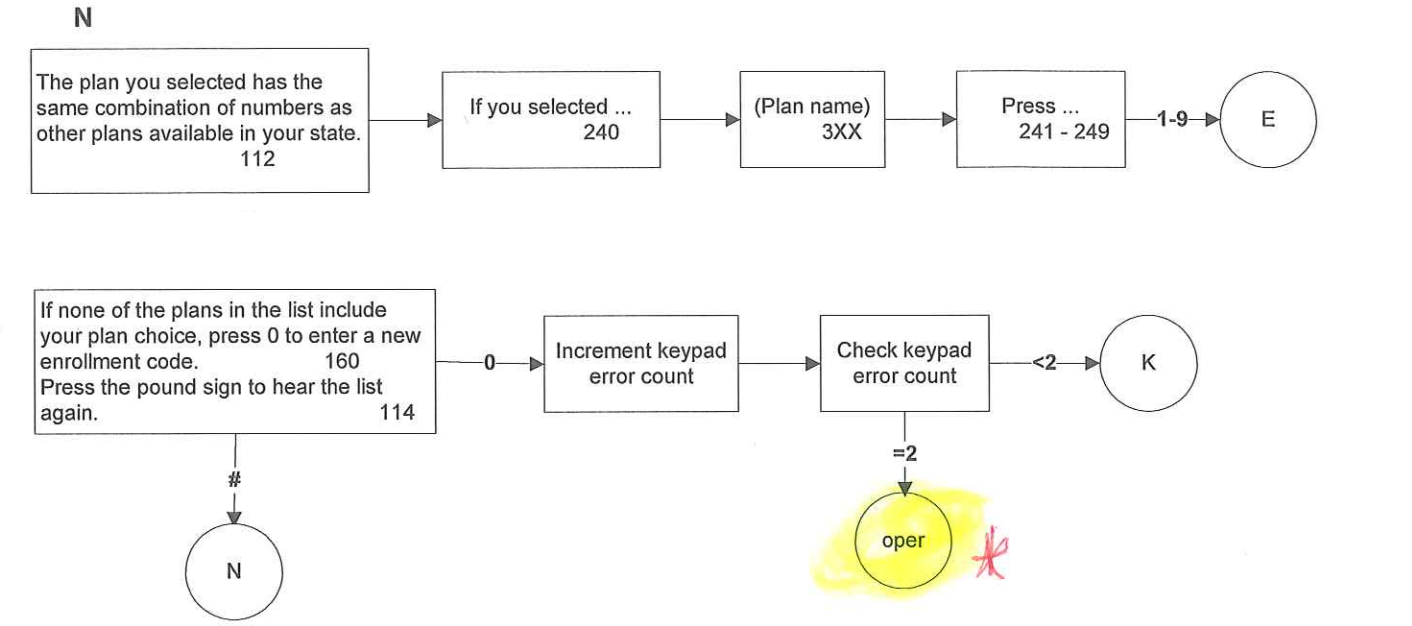
K0

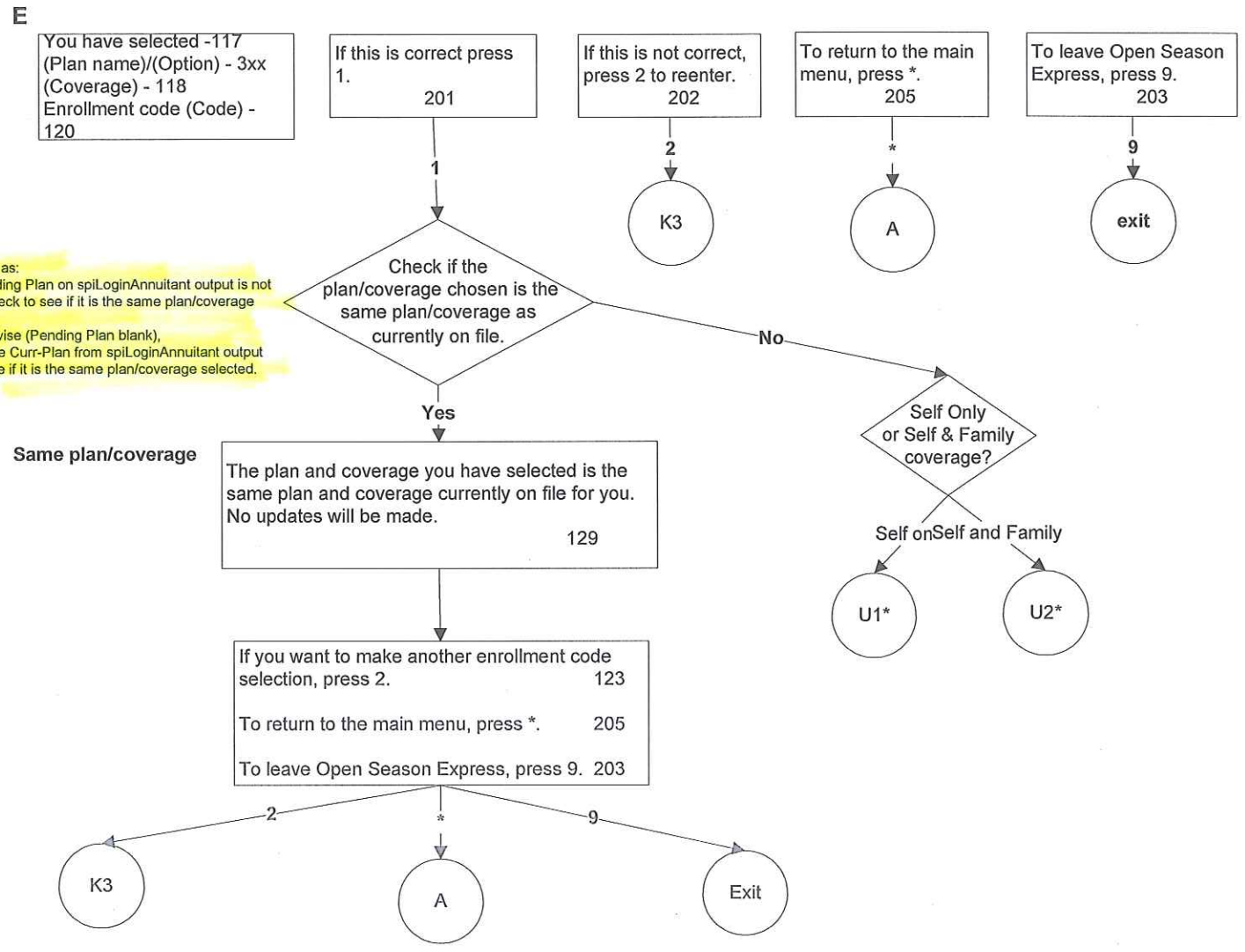

Check to see if the annuitant has made any prior enrollment changes during this Open Season (either processed or pending)
K1
NO prior enrollment changes
Prior enrollment changes made
You indicated that you wish to make an enrollment change. Per our records, you have previously made an enrollment change. Making another enrollment change will overlay your prior change.
169
If you wish to continue with an enrollment change, press 1.
195
1
K2
To return to the main menu, press *.
205
*
A
To leave Open Season Express, press 9.
203
9
exit


Enrollment Requests
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
If this is correct, press 1. 201
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
1
*
9
A
exit
K2
Is annuitant's Date of Birth missing?
Yes
No
Please enter your 2 digit birth month, 2 digit day, and 4 digit birth year using your telephone keypad. 1204
You entered... 200
Entry from caller
If this is correct, press 1. 201
1
If this is not correct, press 2 to re-enter. 202
2
Is the annuitant's gender missing?
If you are male, press 1. If female, press 2. 262
1
2
You selected male 173
You selected Female 174
If this is correct, press 1. 201
If this is not correct, press 2 to re-enter. 202
2
Please remember, your enrollment change will not be complete until you hear the message, "We have processed your transaction." 284
Outside CSR Hours or holiday AND no dependents on file?
NO
K3
If you want self only coverage, press 1. 115
If you want self and family coverage, press 2. 116
spiGetDependentscall - pass state code, Keypad Code, original plan code and coverage choice to retreive dependent info. Accept only RC of 0 or 1 HOST 3
At least 1 dependent on File (RC=0)
1 - Self only
2 – Self & Family
K
K4
Were there dependents on file?
No dependents on File (RC=1)
In order for your self and family enrollment to be processed, you must provide dependent information by speaking to a customer service representative. 177
operOpt

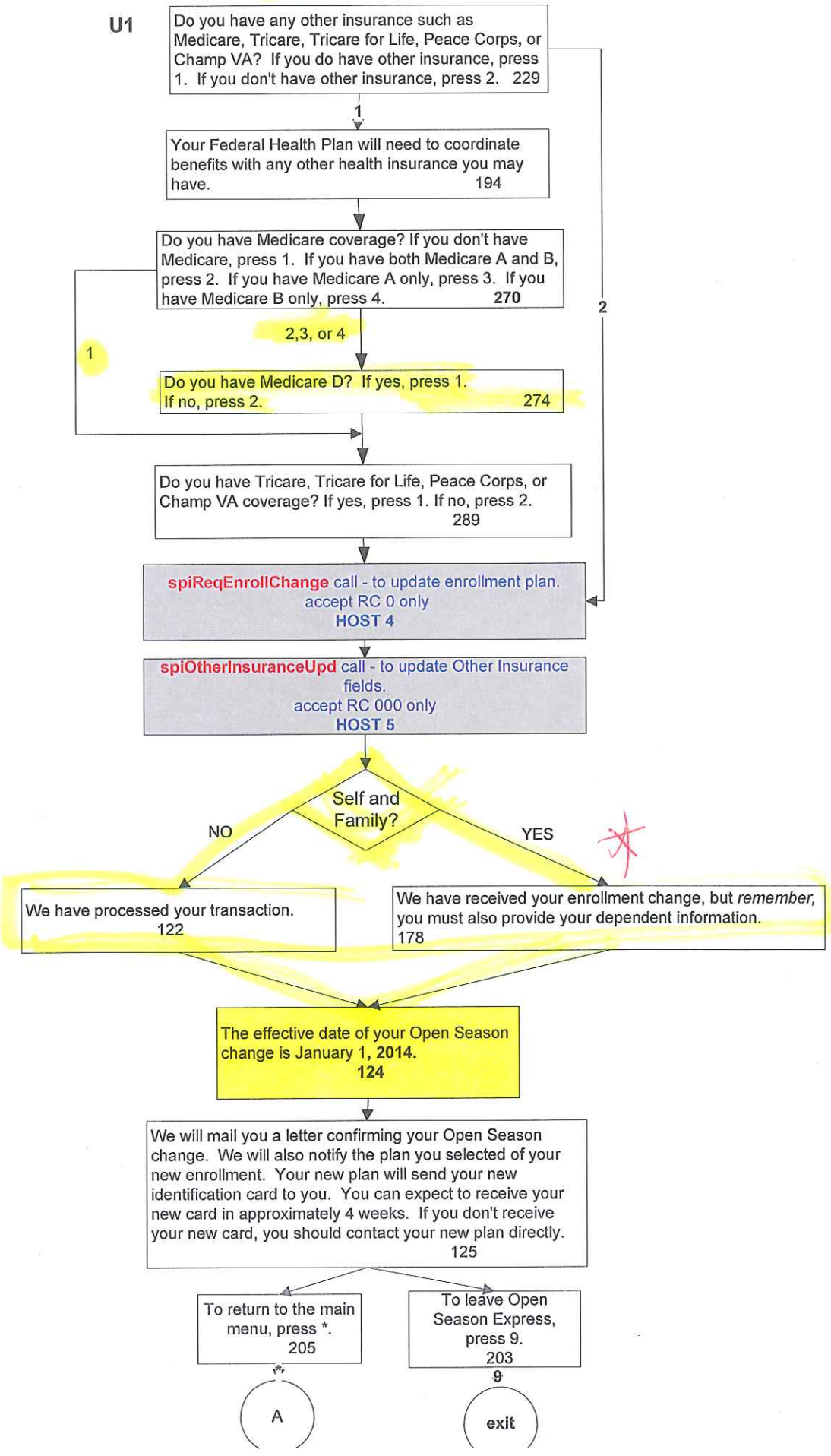

K4
Is caller requesting the same coverage as they had (self or self & family)
yes
no
Is the AT = 2 or 4 and the caller is attempting to move from self only coverage to self and family?
no
K
yes
We are not able to process your request to change from a self only coverage to a self and family coverage.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


K
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.
109
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 0 for these letters.
110
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
1
2
9
spiPlansForStateByKeypad call - pass state code, Keypad Code, original plan code and coverage choice to retreive possible plans.
HOST 16
K
exit
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
<2
K
If only 1
>1
=2
E*
N
There are no plans on file matching this enrollment code selection.
130
oper


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
#
N
=2
oper

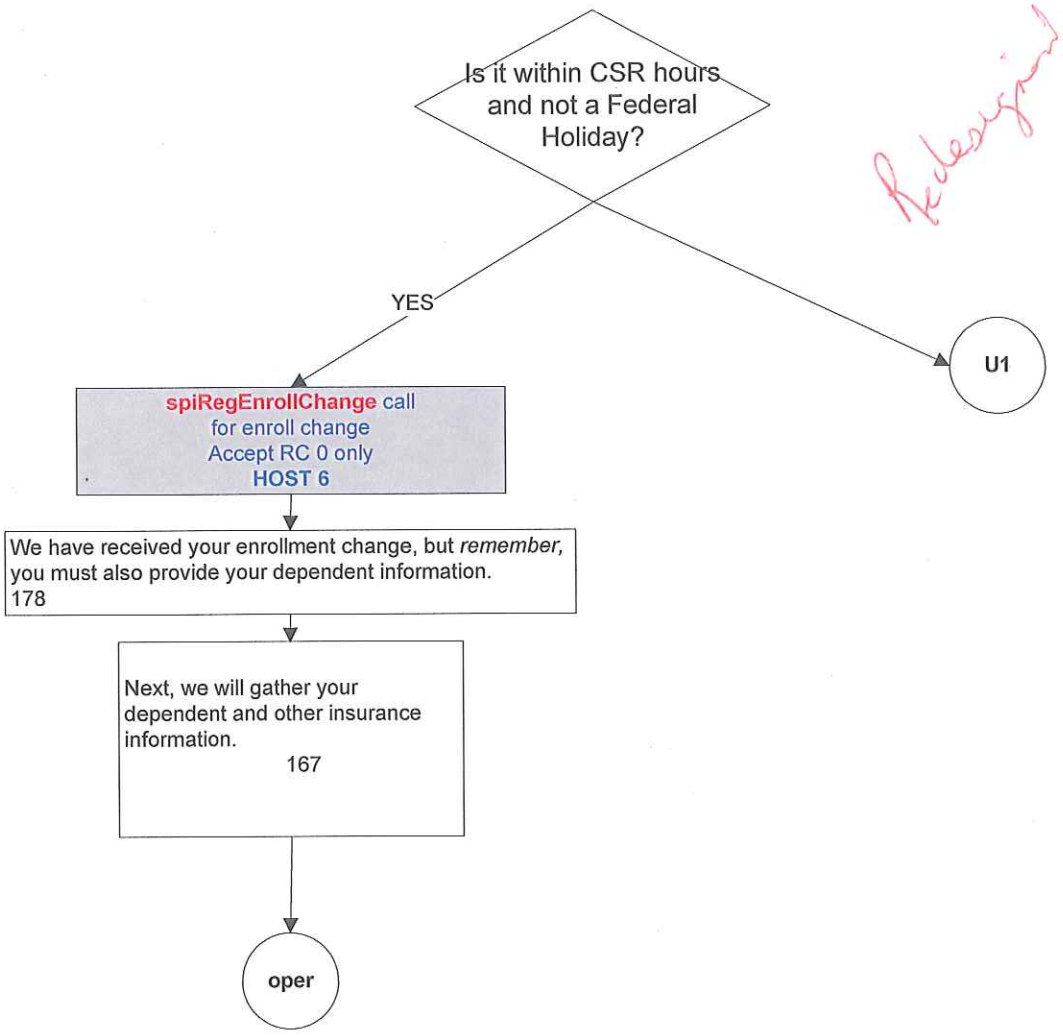

E
You have selected -117 (Plan name)/(Option) - 3xx (Coverage) - 118 Enrollment code (Code) - 120
If this is correct press 1. 201
If this is not correct, press 2 to reenter. 202
To return to the main menu, press *. 205
To leave Open Season Express, press 9. 203
1
2
*
9
K3
A
exit
Checked as:
1) If Pending 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.
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

Enrollment Requests Self Only or Self & Family Outside CSR hours

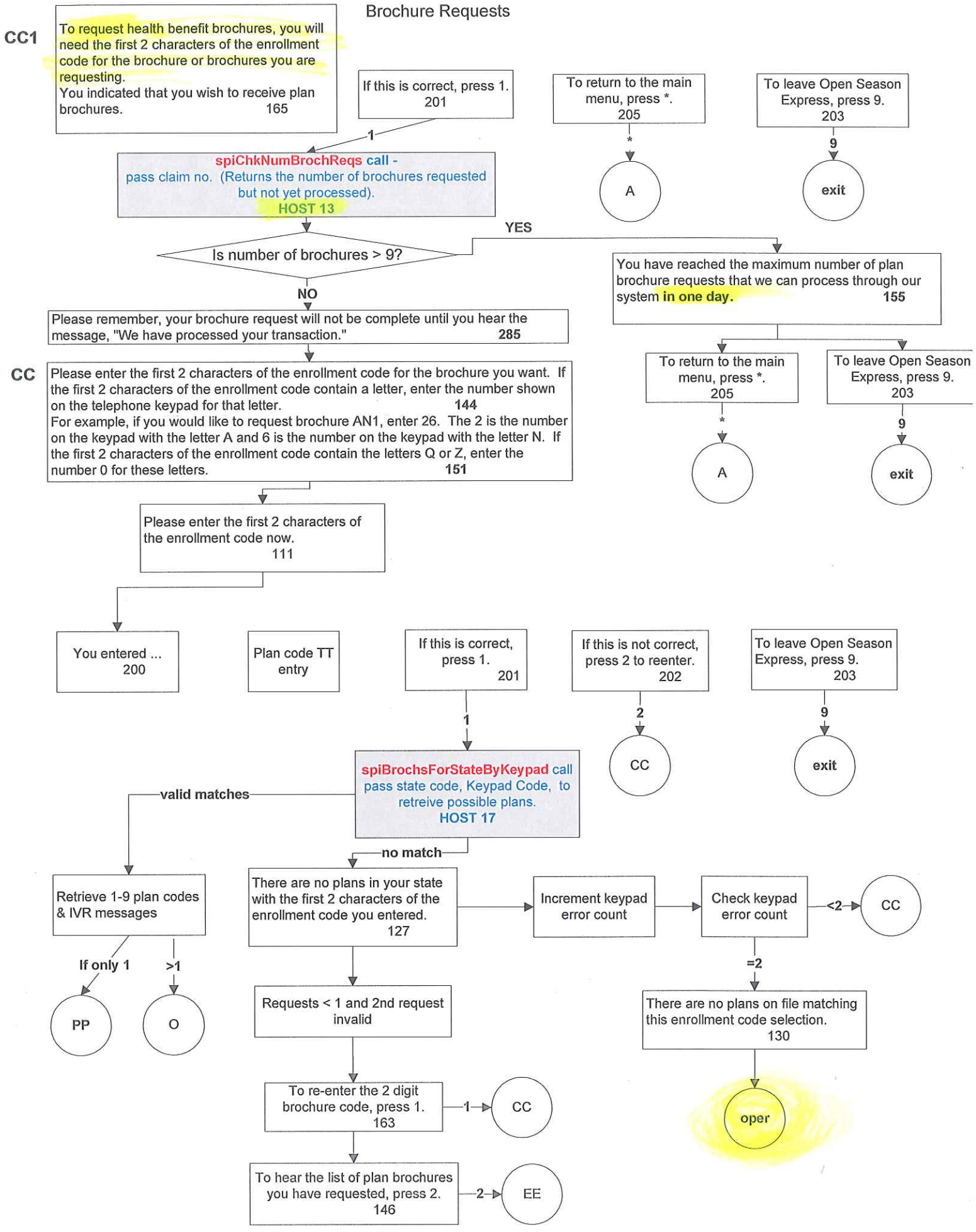


Enrollment Requests
self & family

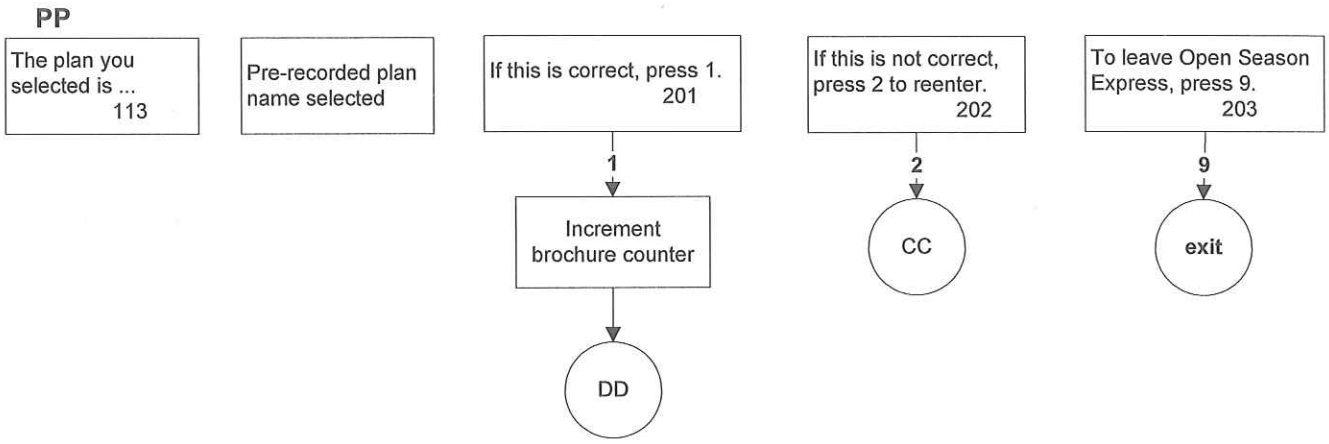
U2

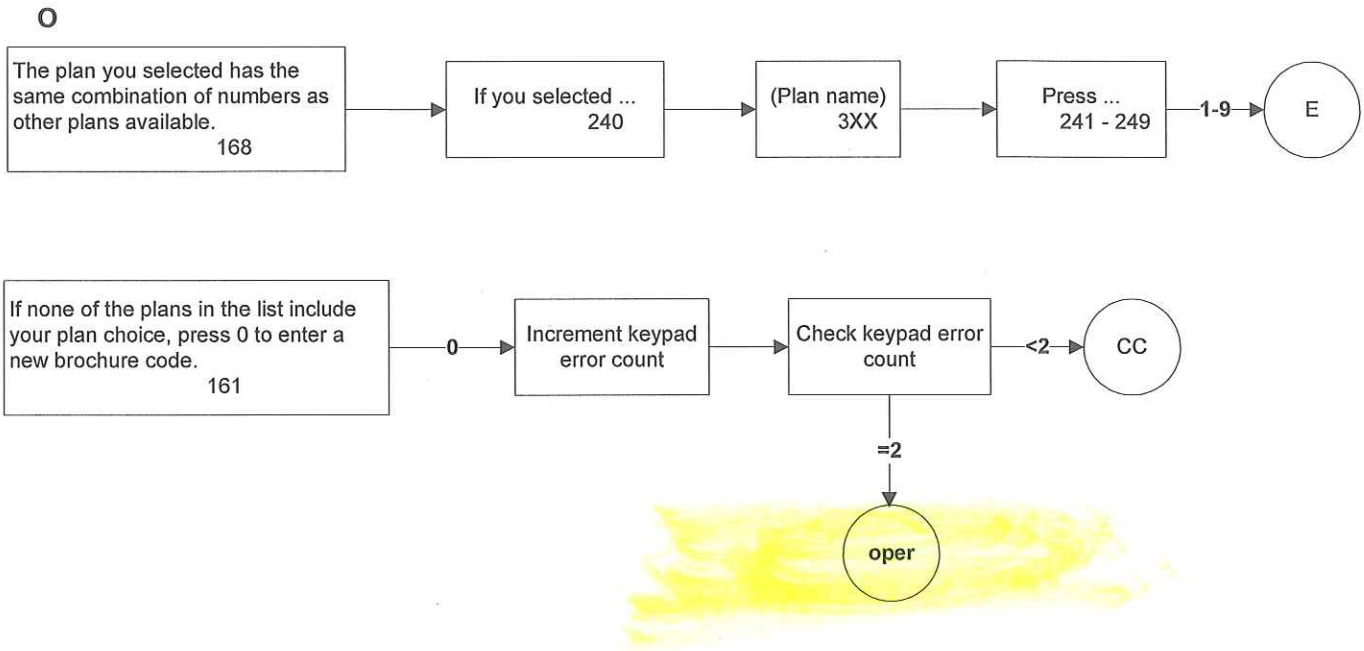


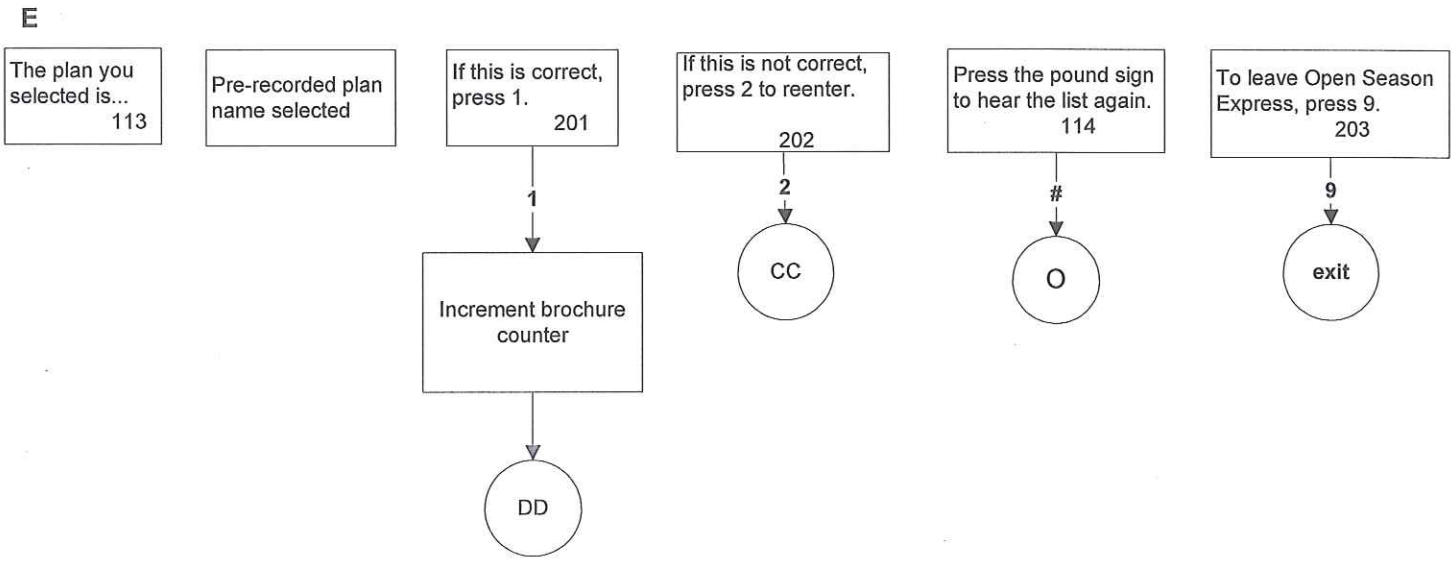
Brochure Requests



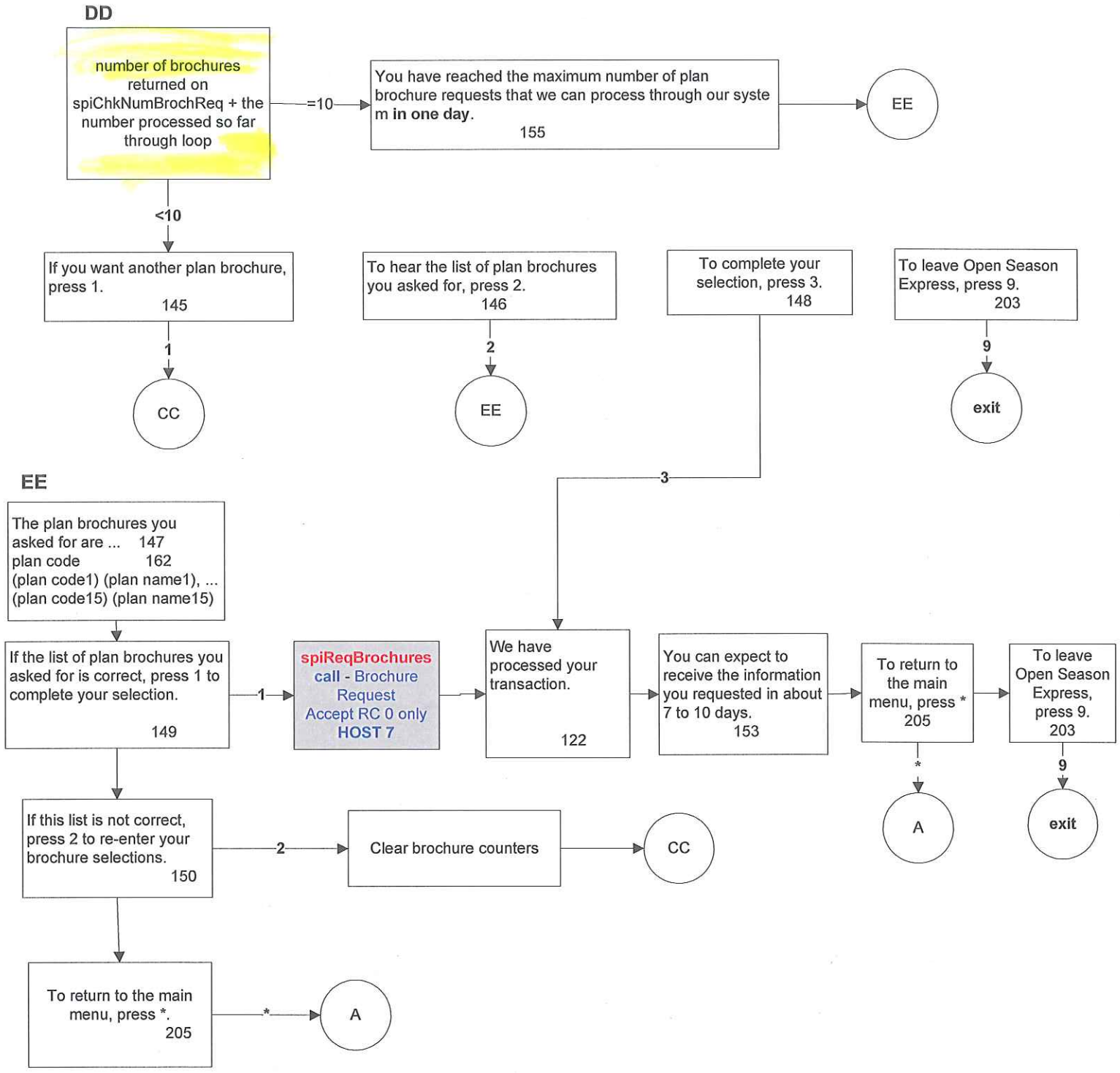
Brochure Requests





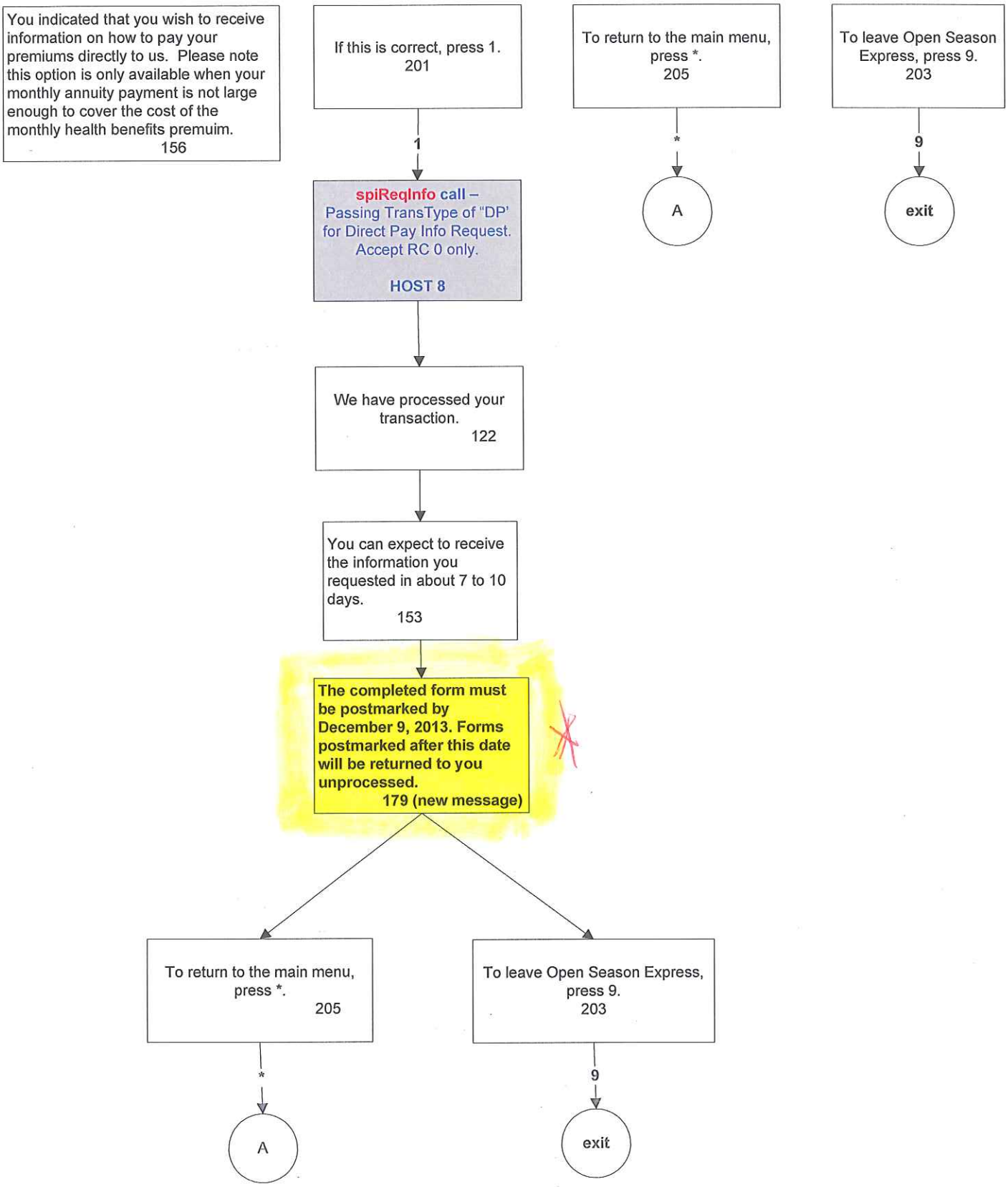


Brochure Requests



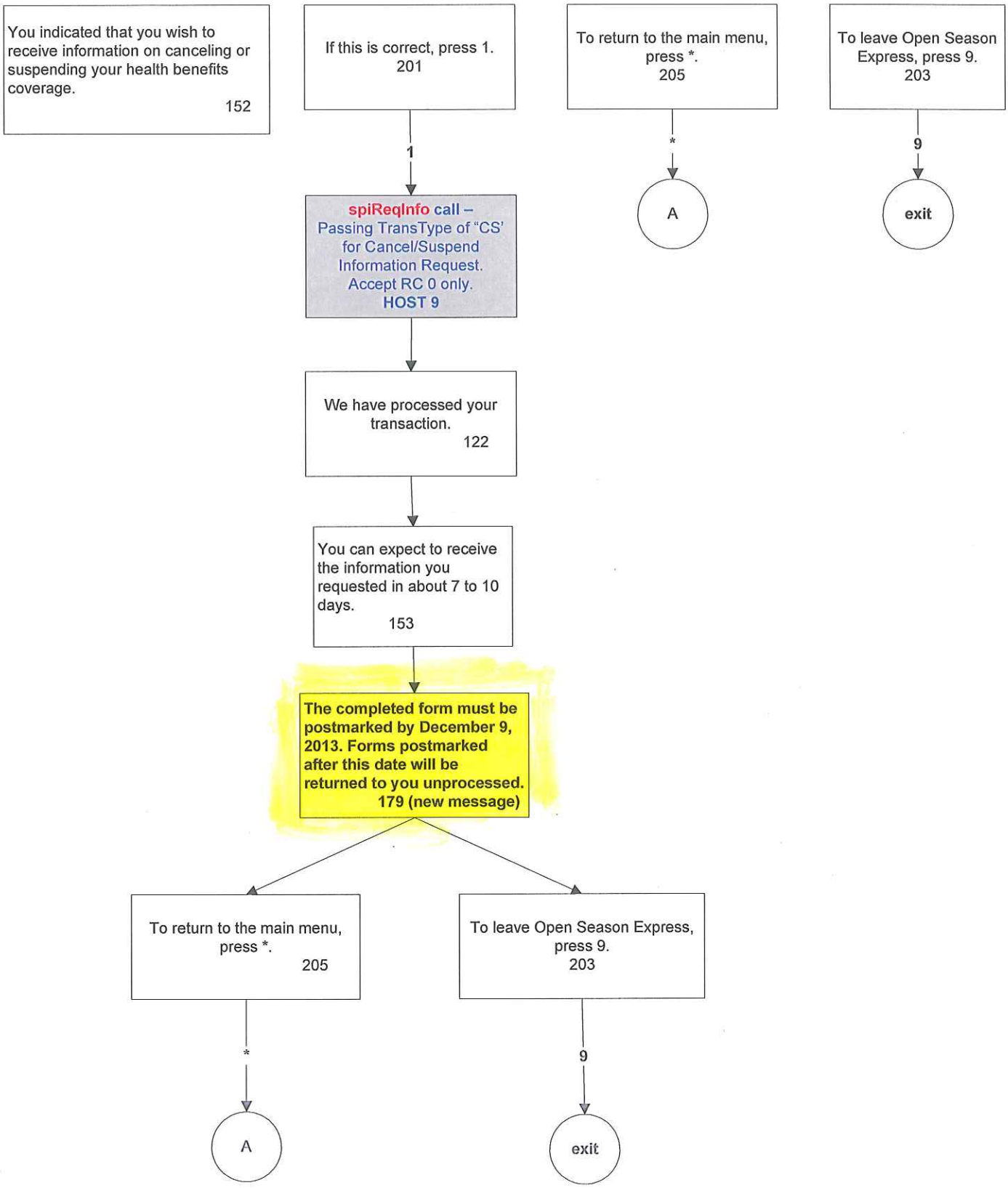
Premiums to OPM

DP

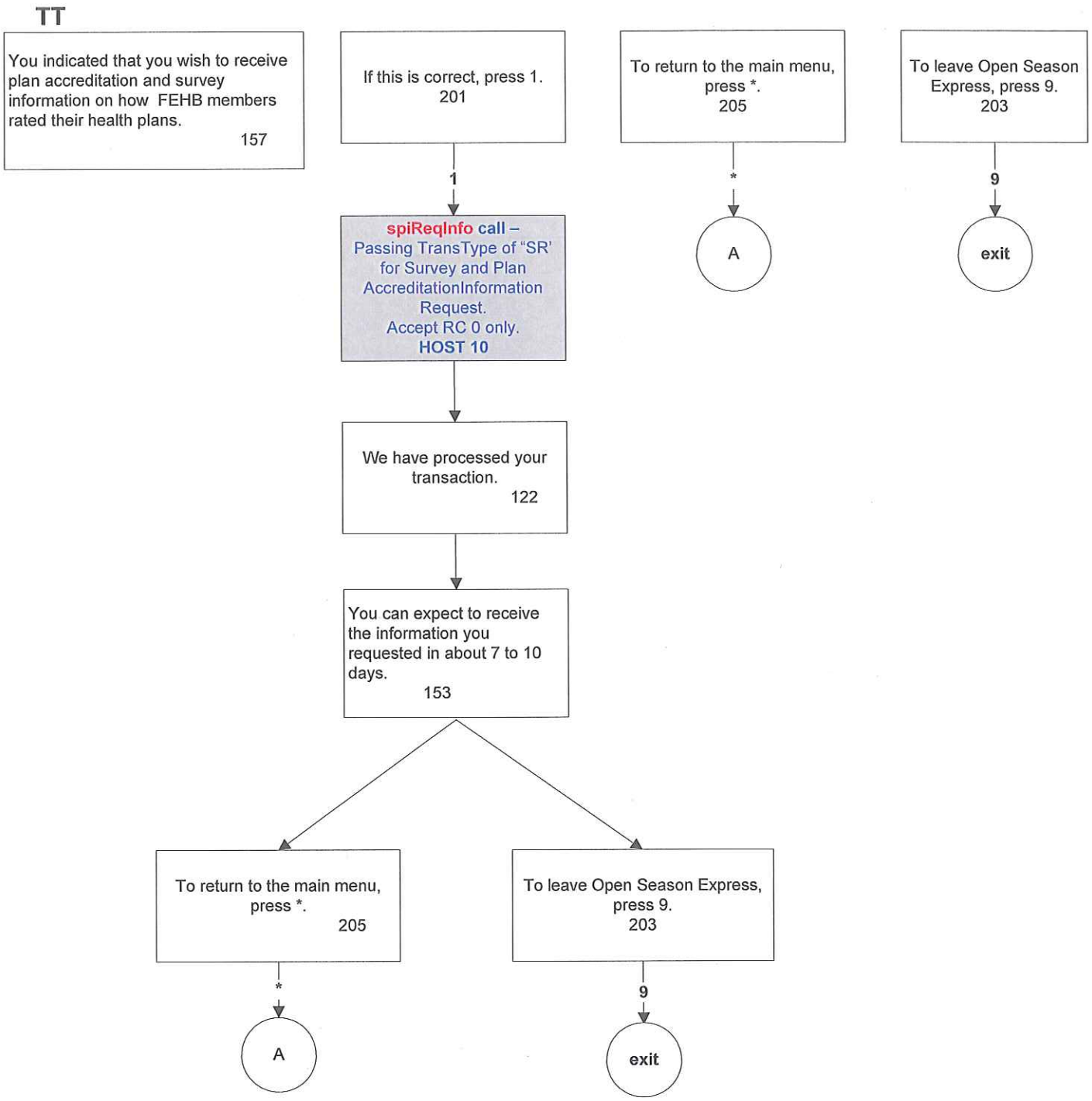


Suspend/Cancel

MM

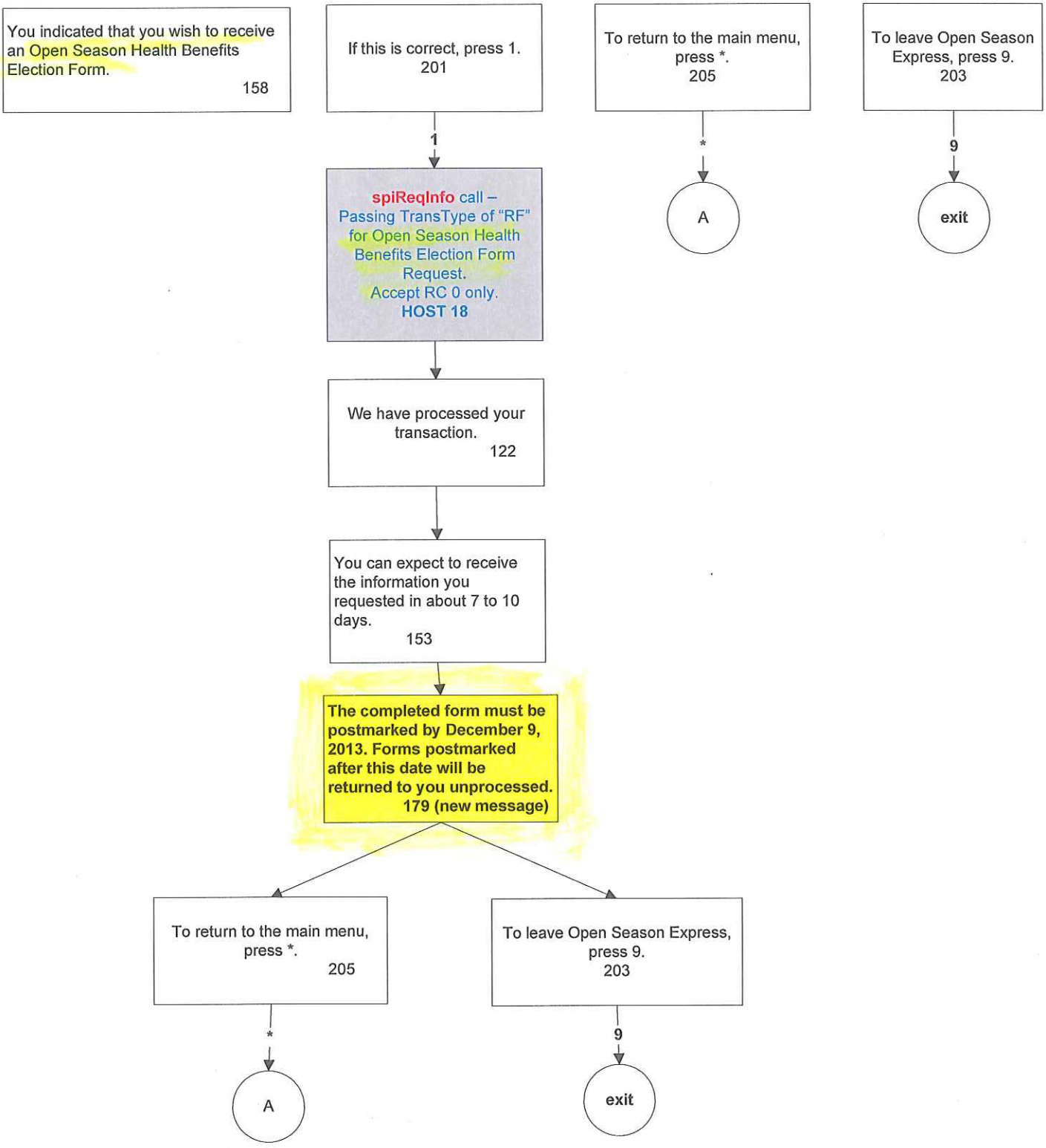


Health Plan Survey

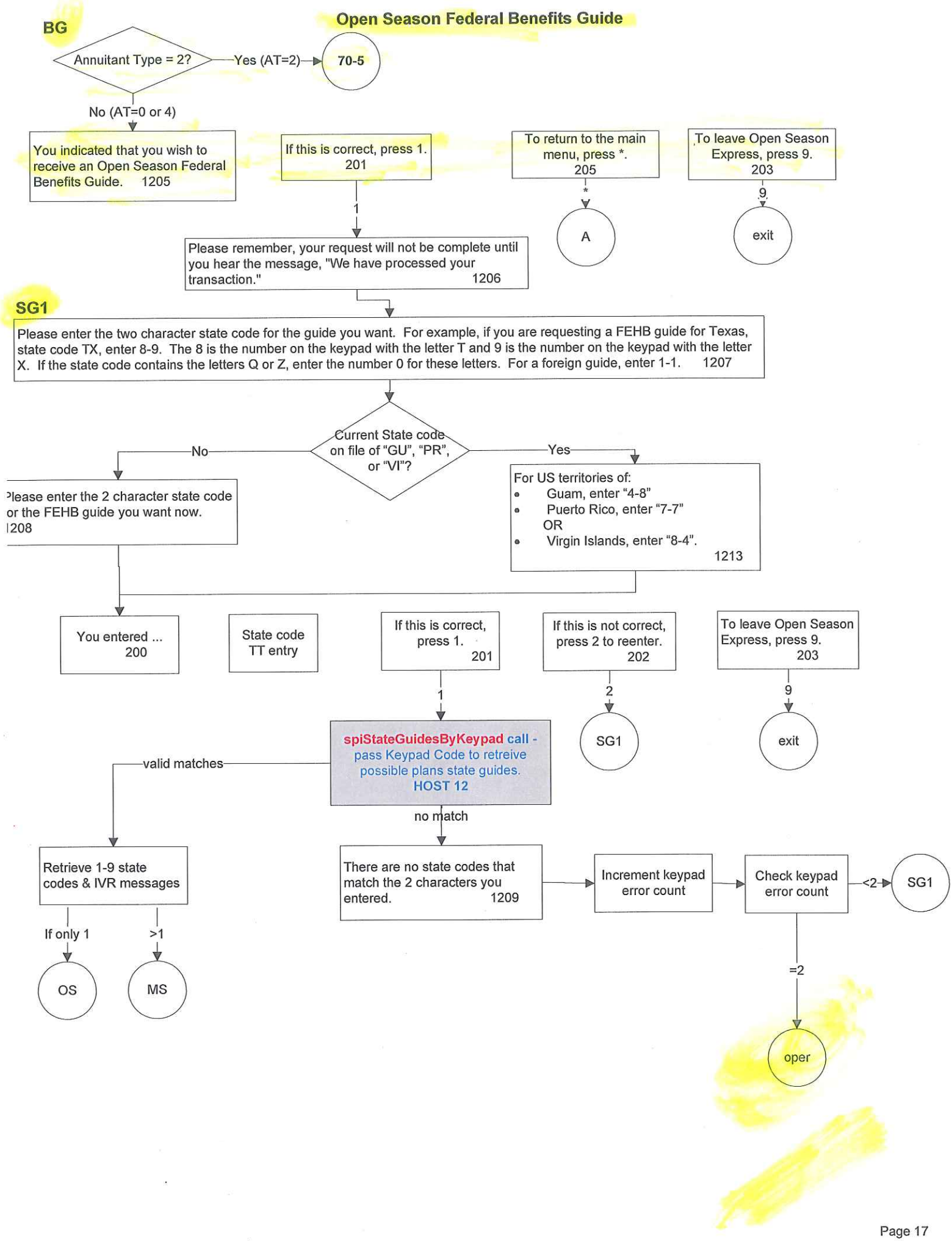


Open Season Health Benefits Election Form (SF-2809)

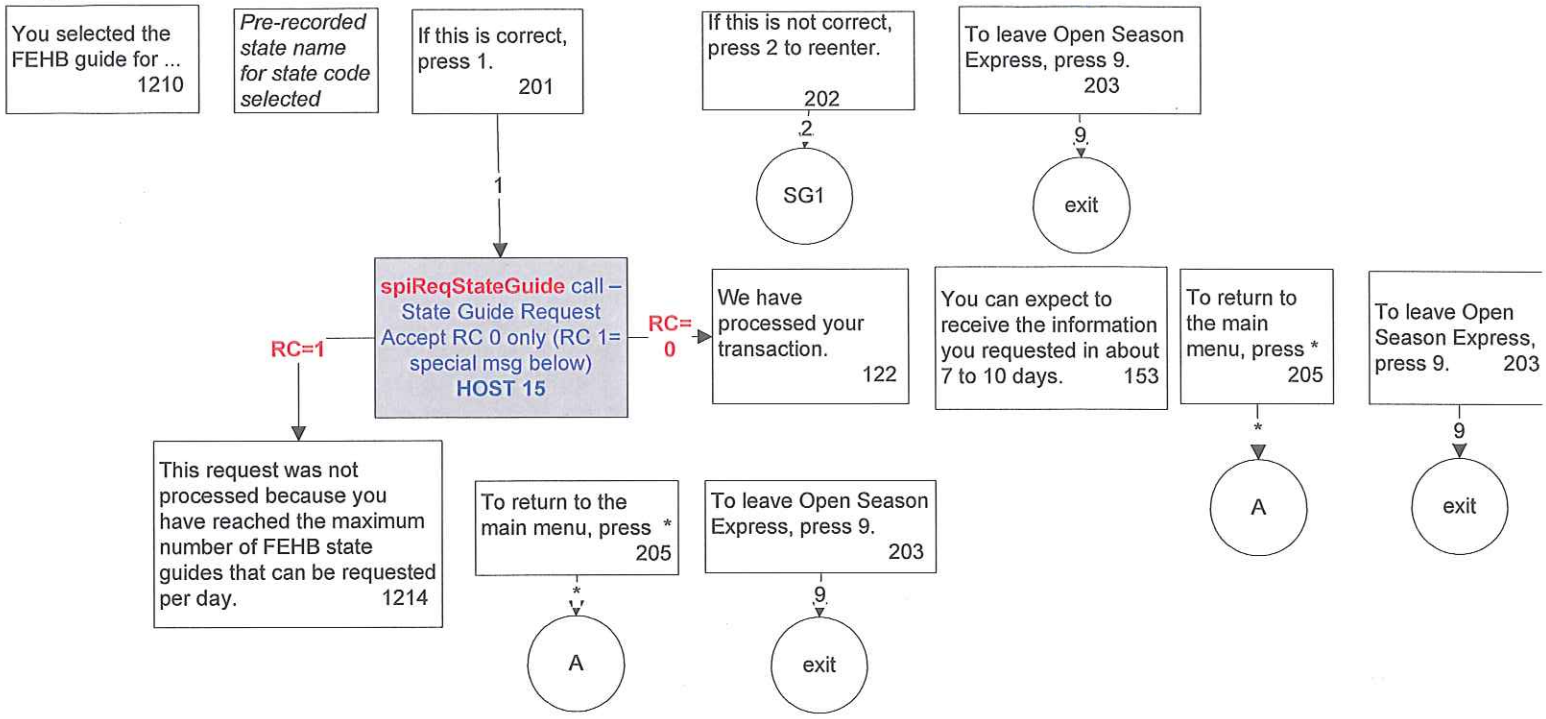
2809



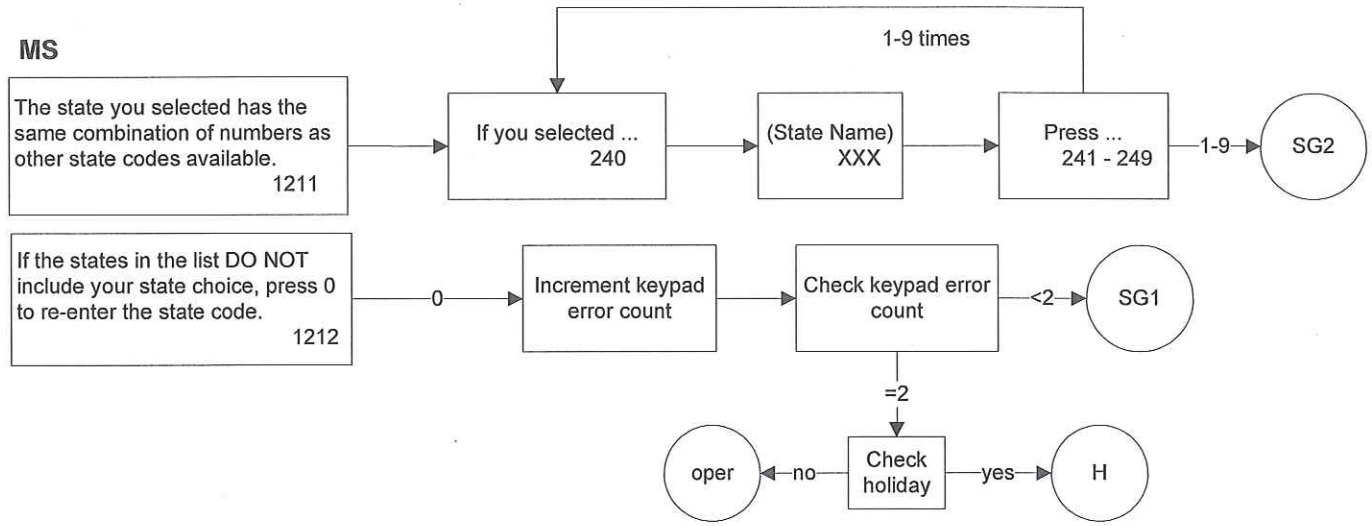
Open Season Federal Benefits Guide



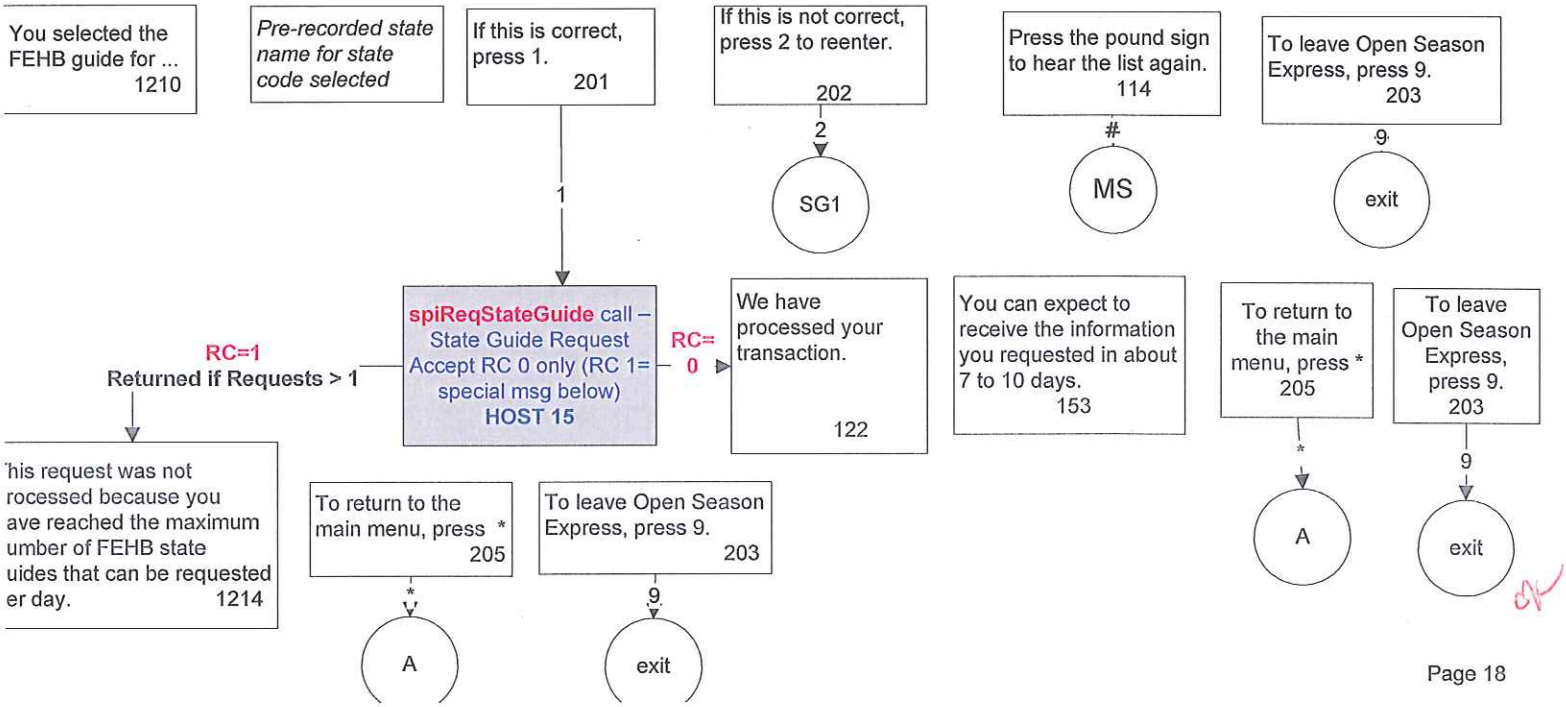
OS


You selected the FEHB 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
*
9
A
exit

MS

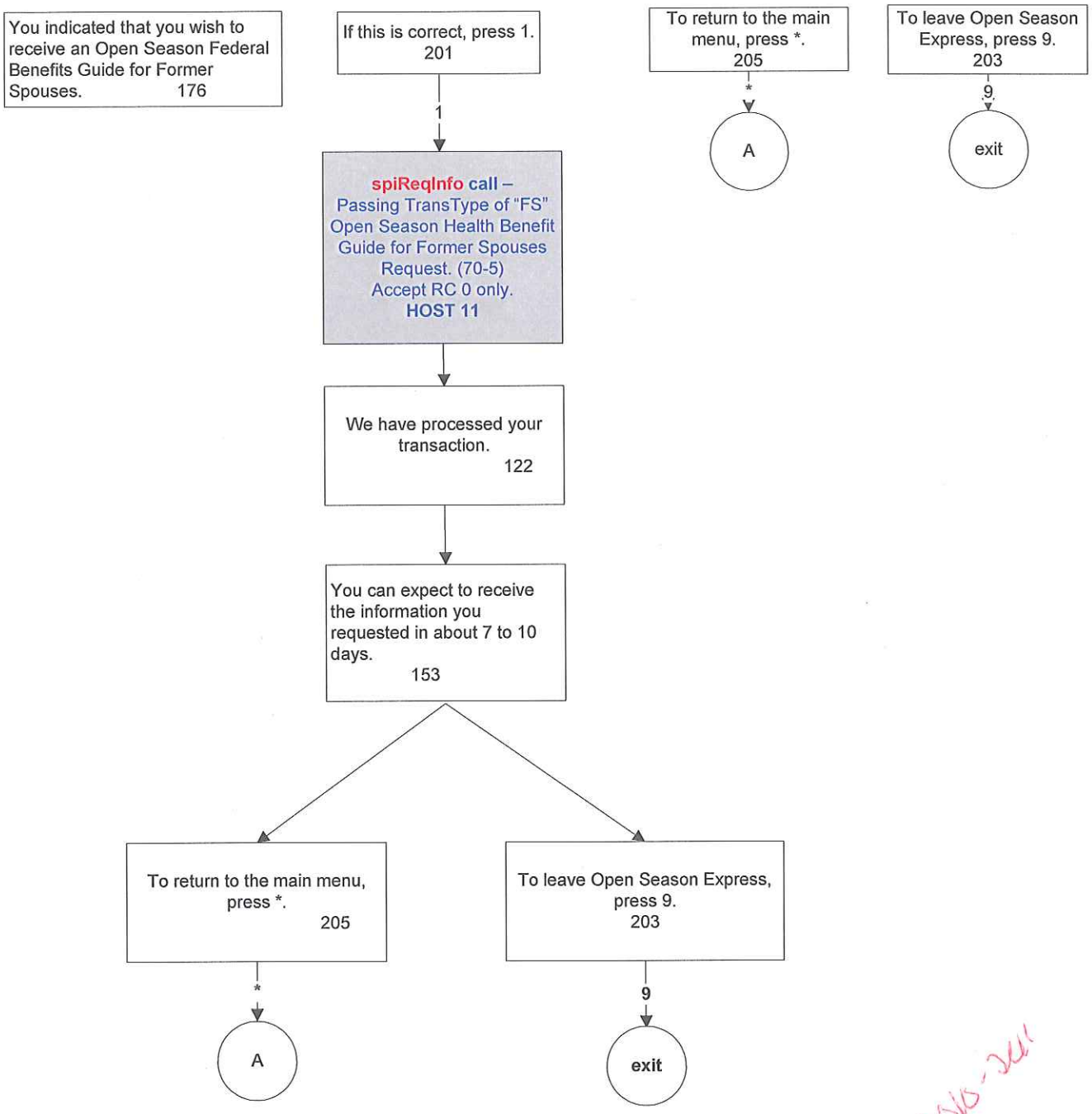

1-9 times
The state you selected has the same combination of numbers as other state codes available. 1211
If you selected ... 240
(State Name) XXX
Press ... 241 - 249
1-9
SG2
If the states in the list DO NOT include your state choice, press 0 to re-enter the state code. 1212
0
Increment keypad error count
Check keypad error count
<2
SG1
=2
oper
no
Check holiday
yes
H

SG2


You selected the FEHB 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
1
2
#
9
SG1
MS
exit
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
*
9
A
exit
his request was not rocessed because you ave reached the maximum umber of FEHB state uides that can be requested er day. 1214
To return to the main menu, press * 205
To leave Open Season Express, press 9. 203
*
9
A
exit

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

70-5

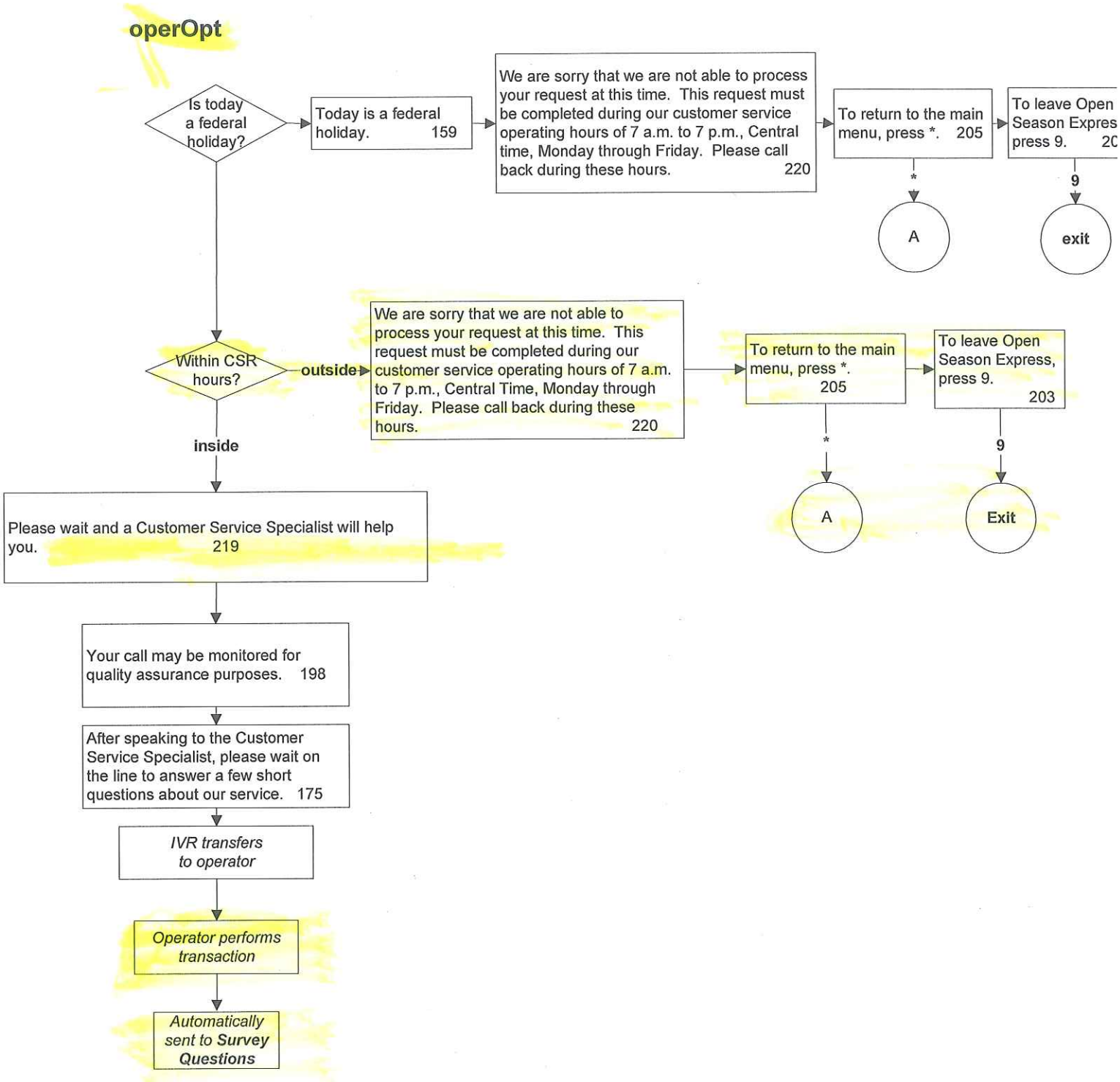


NOC in 2015-2016 Cycle

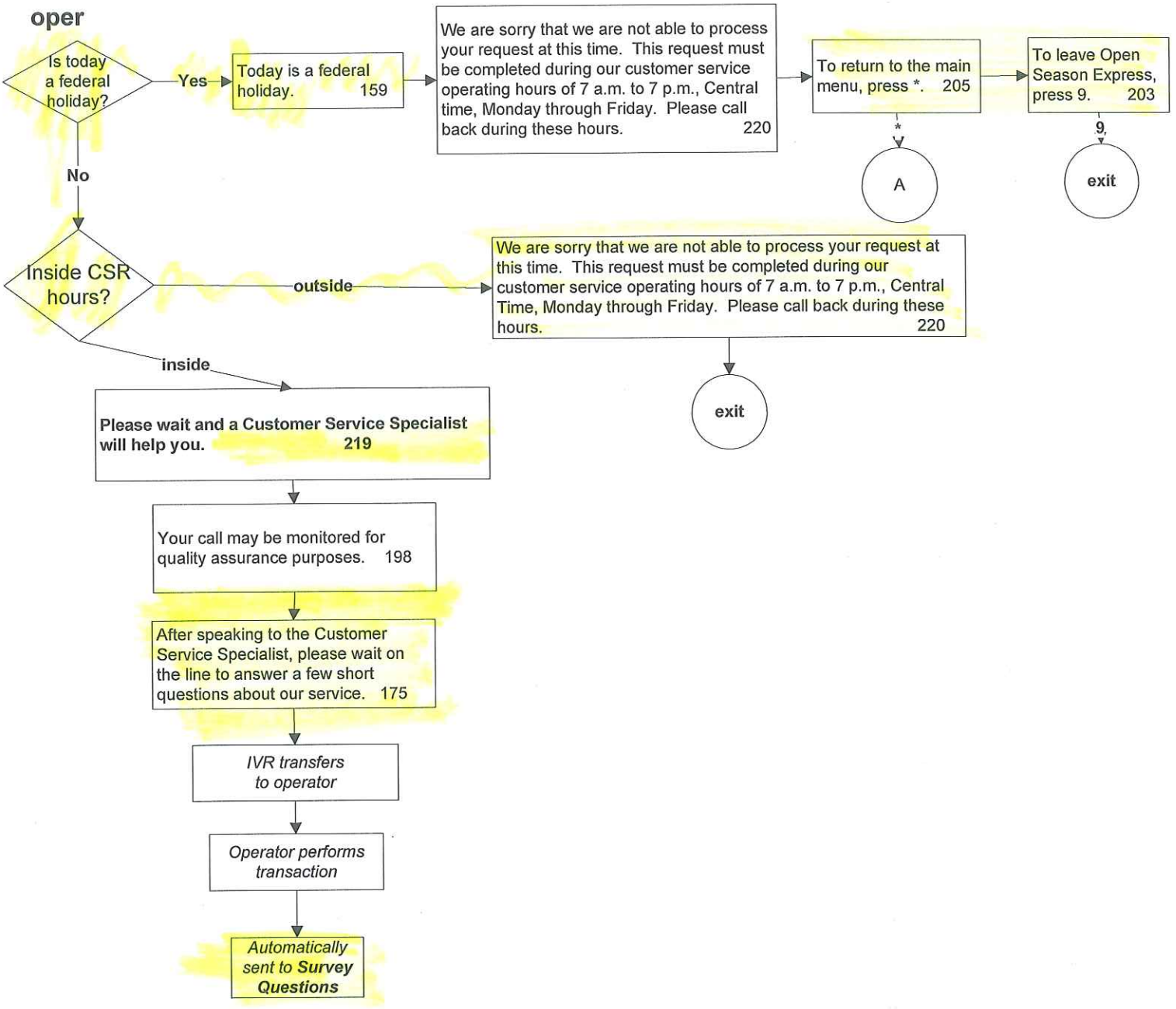
Transfer to Operator

with option to return to MM

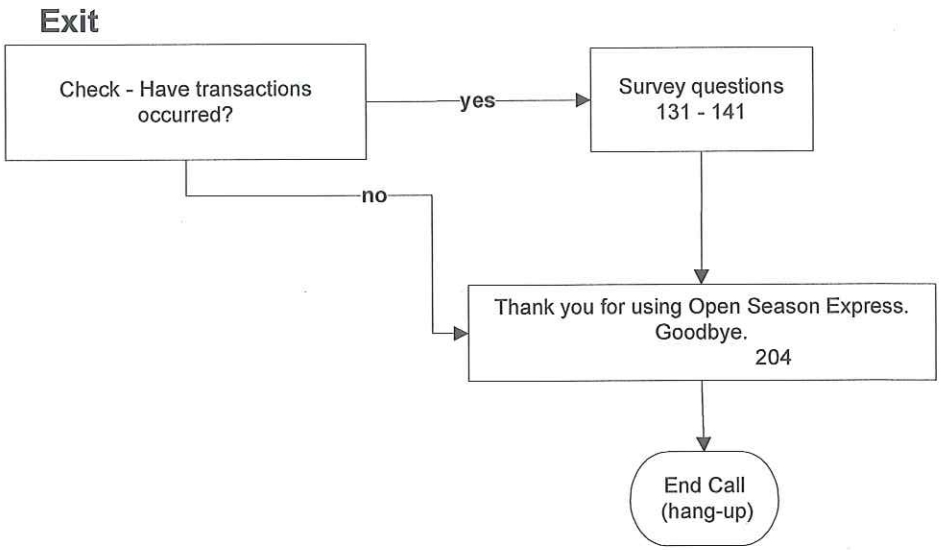
if Outside of CSR hours



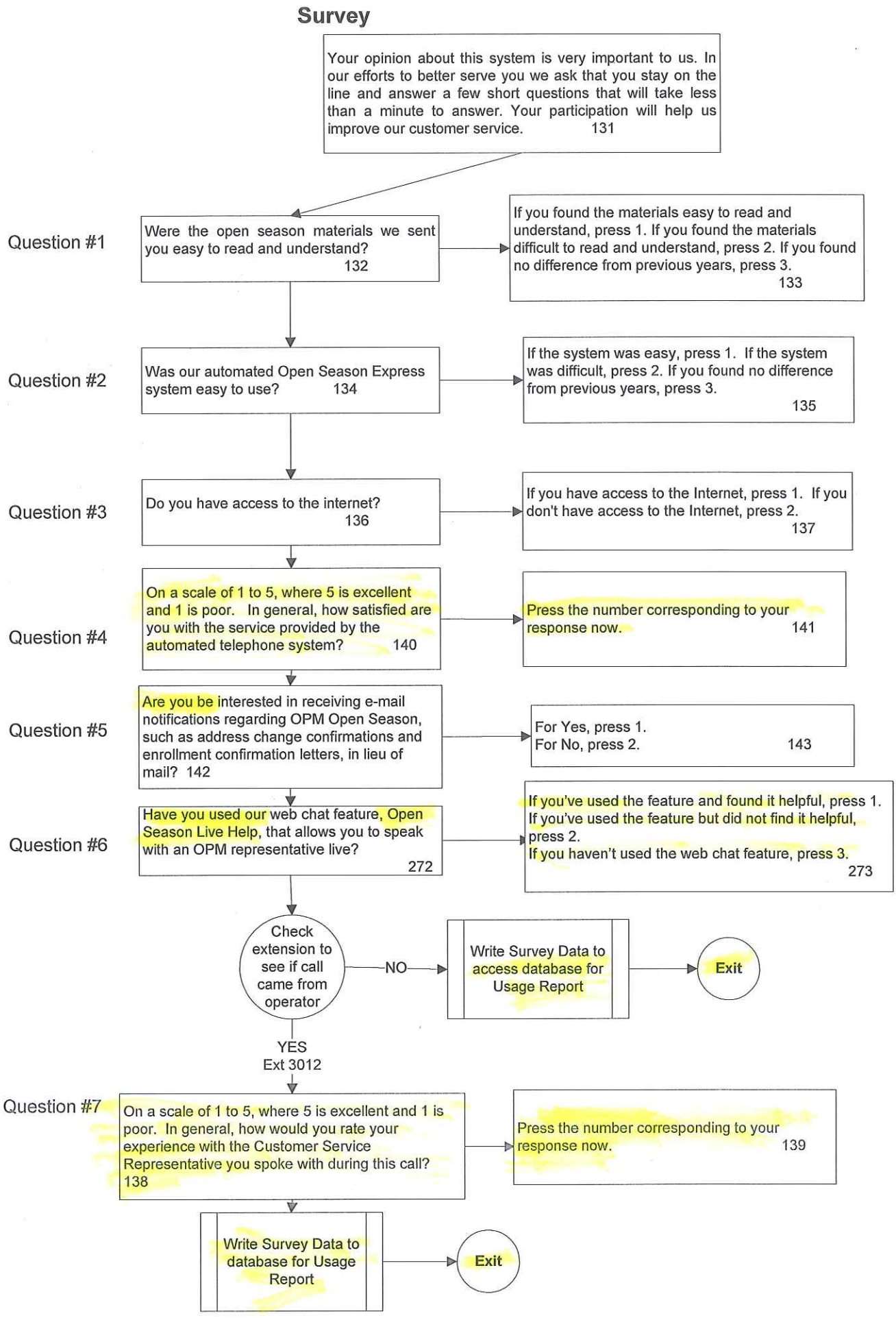
Transfer to operator

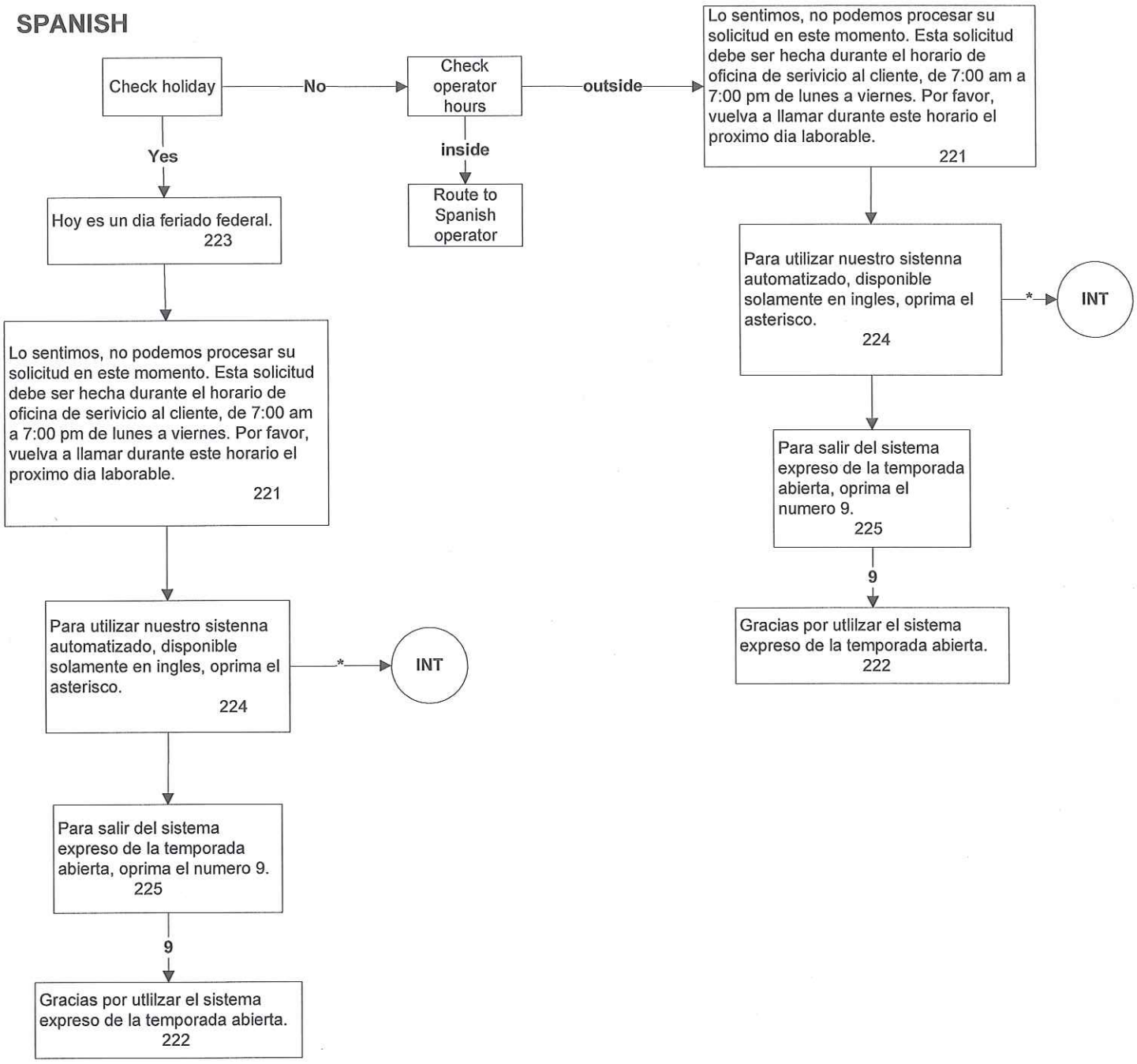


Exit Routine



Survey Questions




SPANISH
Check holiday
No
Check operator hours
outside
Lo sentimos, no podemos procesar su solicitud en este momento. Esta solicitud debe ser hecha durante el horario de oficina de serivicio al cliente, de 7:00 am a 7:00 pm de lunes a viernes. Por favor, vuelva a llamar durante este horario el proximo dia laborable.
221
Yes
inside
Route to Spanish operator
Hoy es un dia feriado federal.
223
Para utilizar nuestro sistenna automatizado, disponible solamente en ingles, oprima el asterisco.
224
*
INT
Para salir del sistema expreso de la temporada abierta, oprima el numero 9.
225
9
Gracias por utlilzar el sistema expreso de la temporada abierta.
222
Lo sentimos, no podemos procesar su solicitud en este momento. Esta solicitud debe ser hecha durante el horario de oficina de serivicio al cliente, de 7:00 am a 7:00 pm de lunes a viernes. Por favor, vuelva a llamar durante este horario el proximo dia laborable.
221
Para utilizar nuestro sistenna automatizado, disponible solamente en ingles, oprima el asterisco.
224
*
INT
Para salir del sistema expreso de la temporada abierta, oprima el numero 9.
225
9
Gracias por utlilzar el sistema expreso de la temporada abierta.
222

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