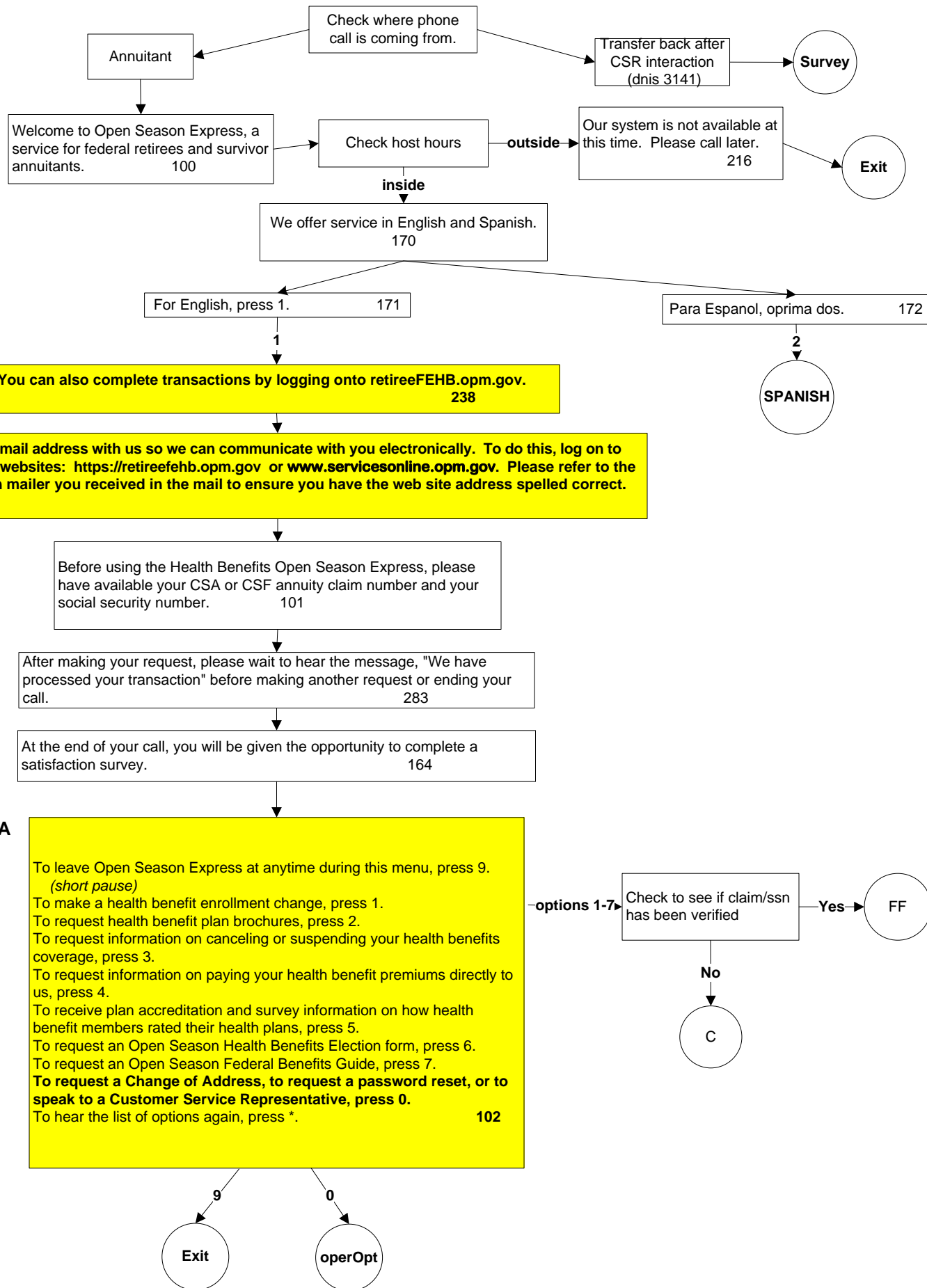
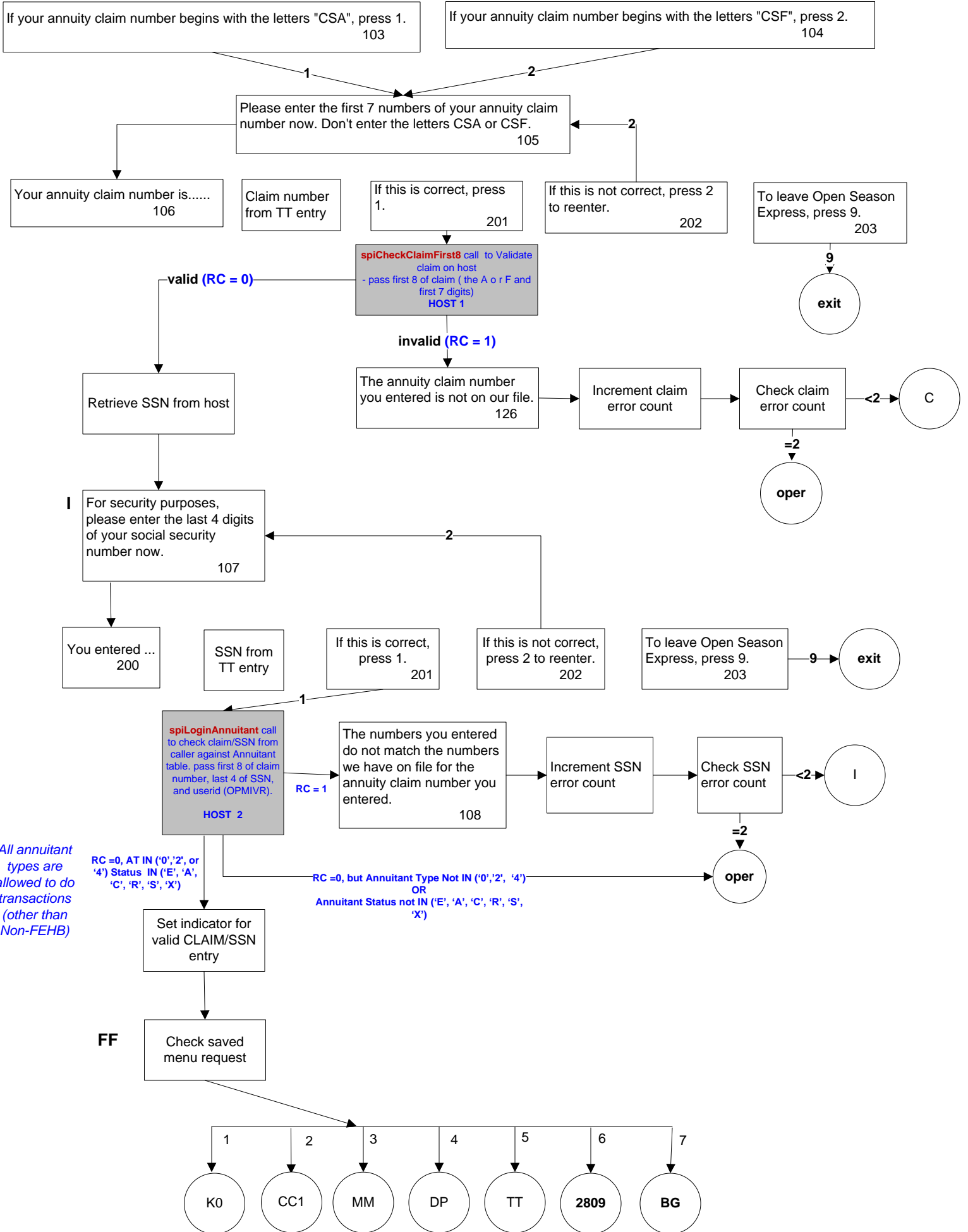


INT



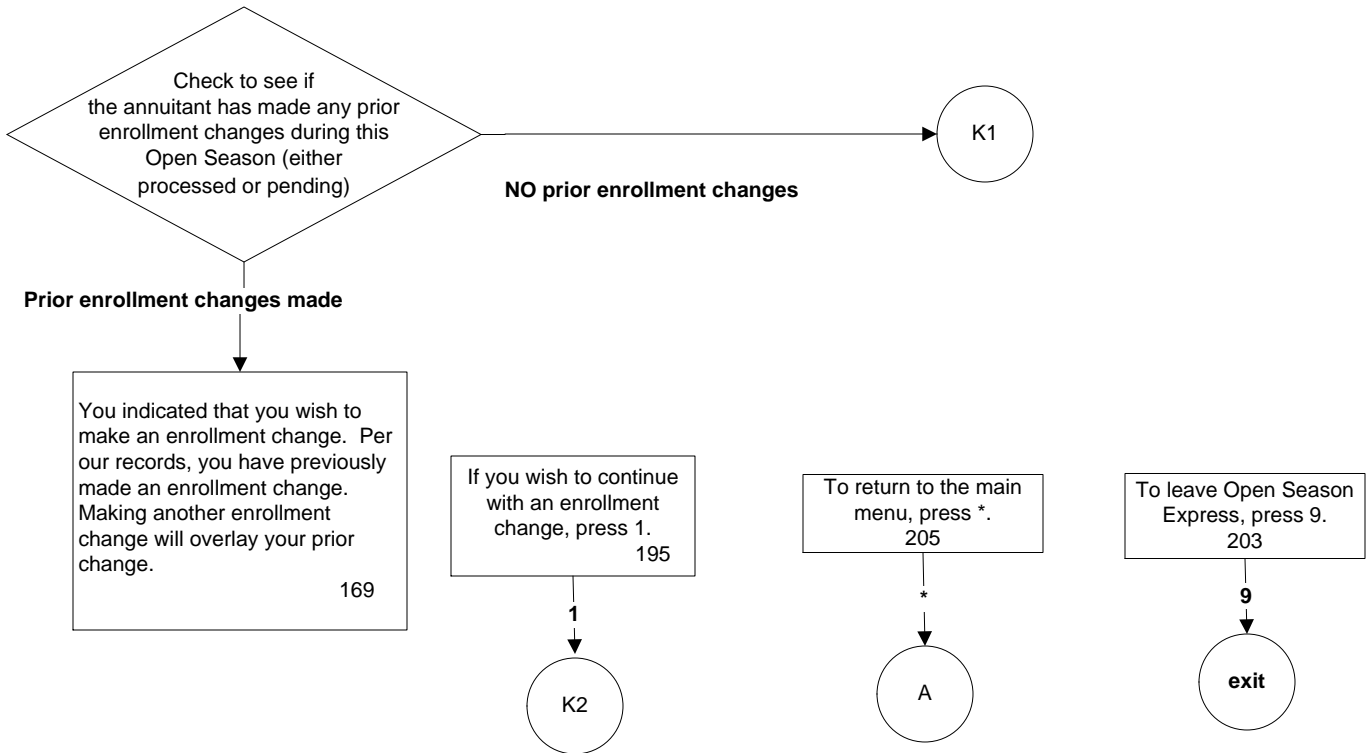
Claim/SSN Verification

C

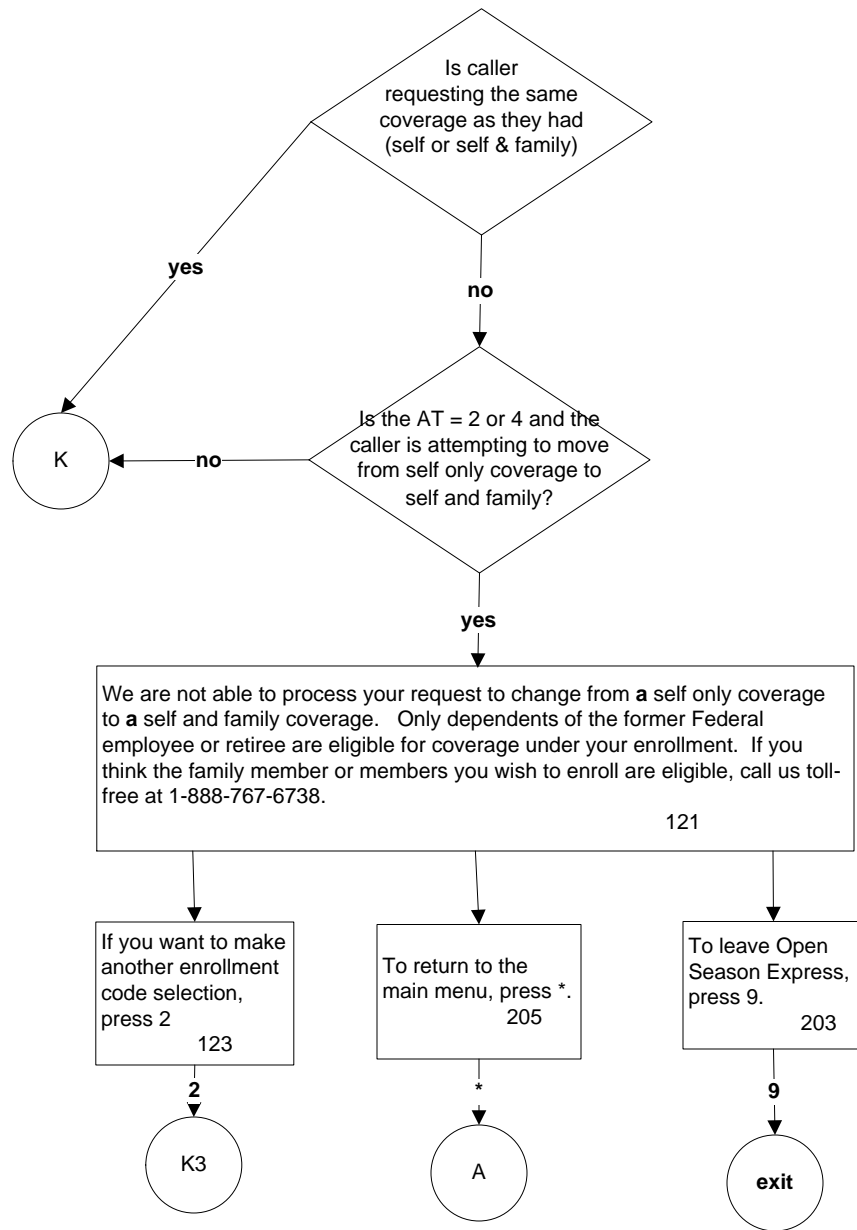


All annuitant types are allowed to do transactions (other than Non-FEHB)

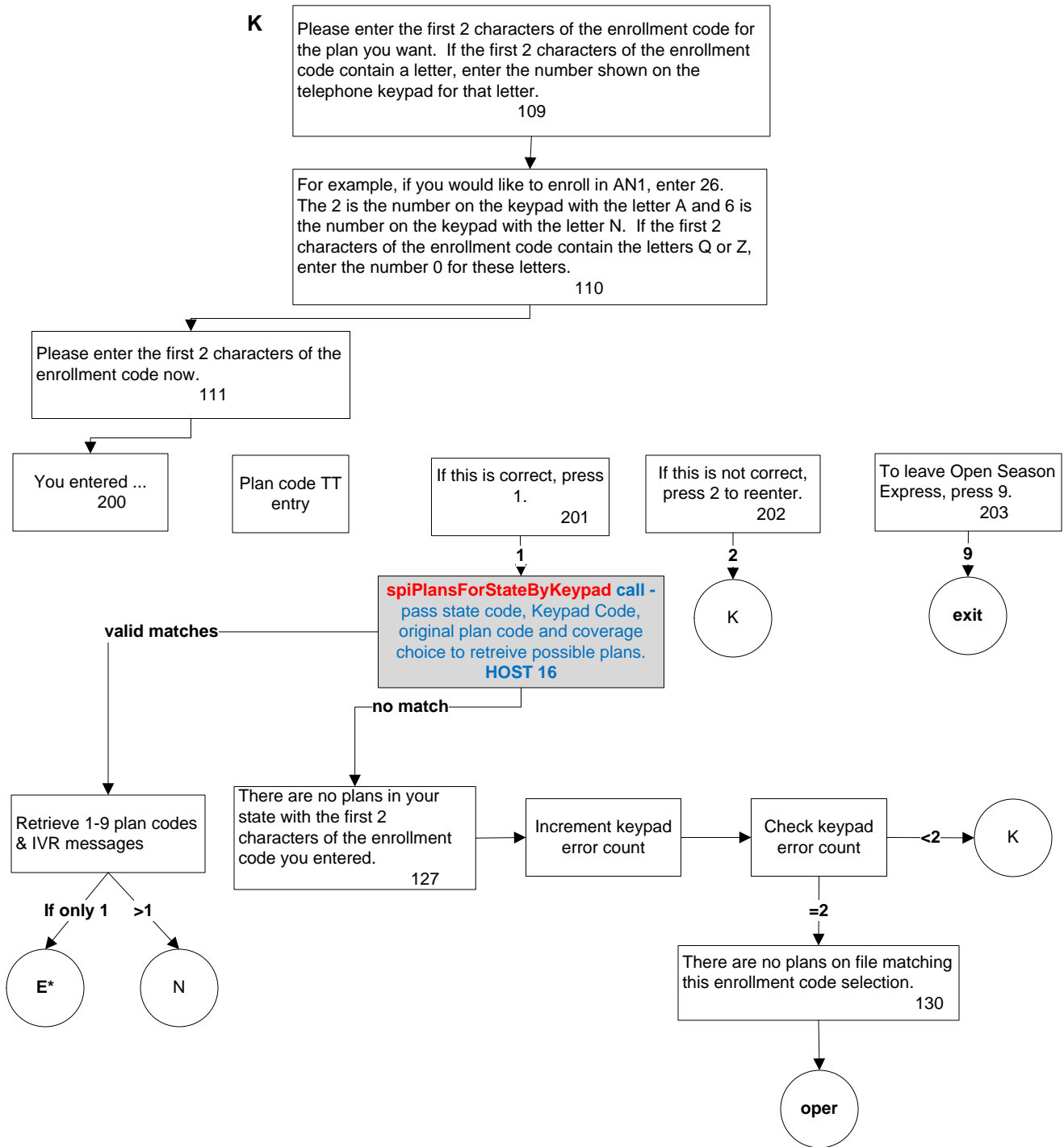
K0



K4

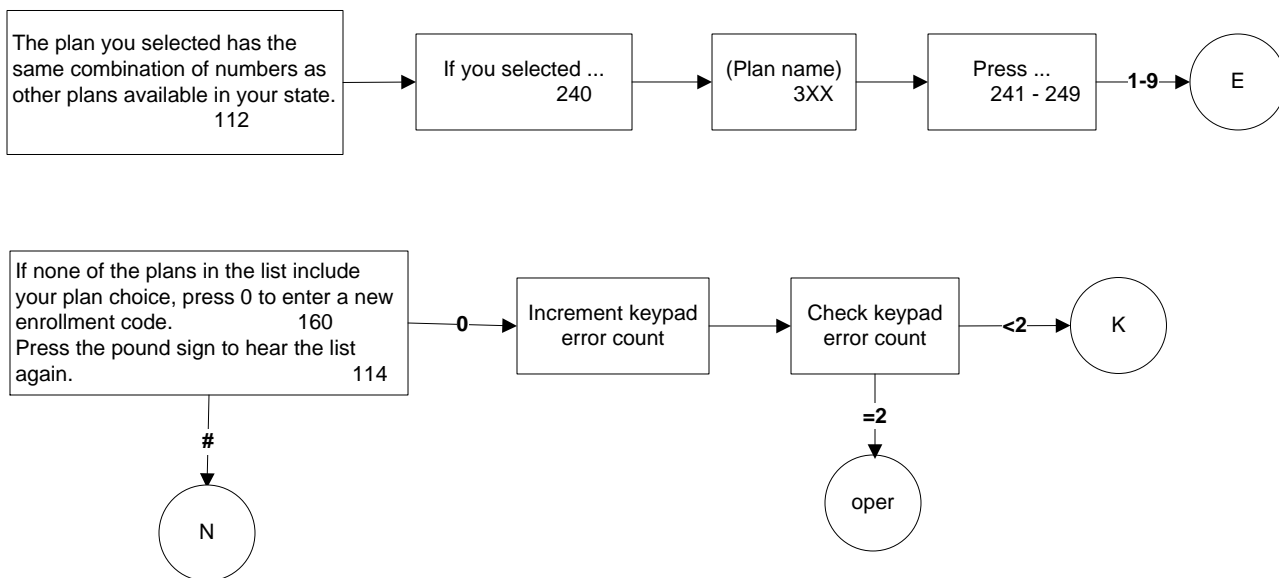


Enrollment Requests

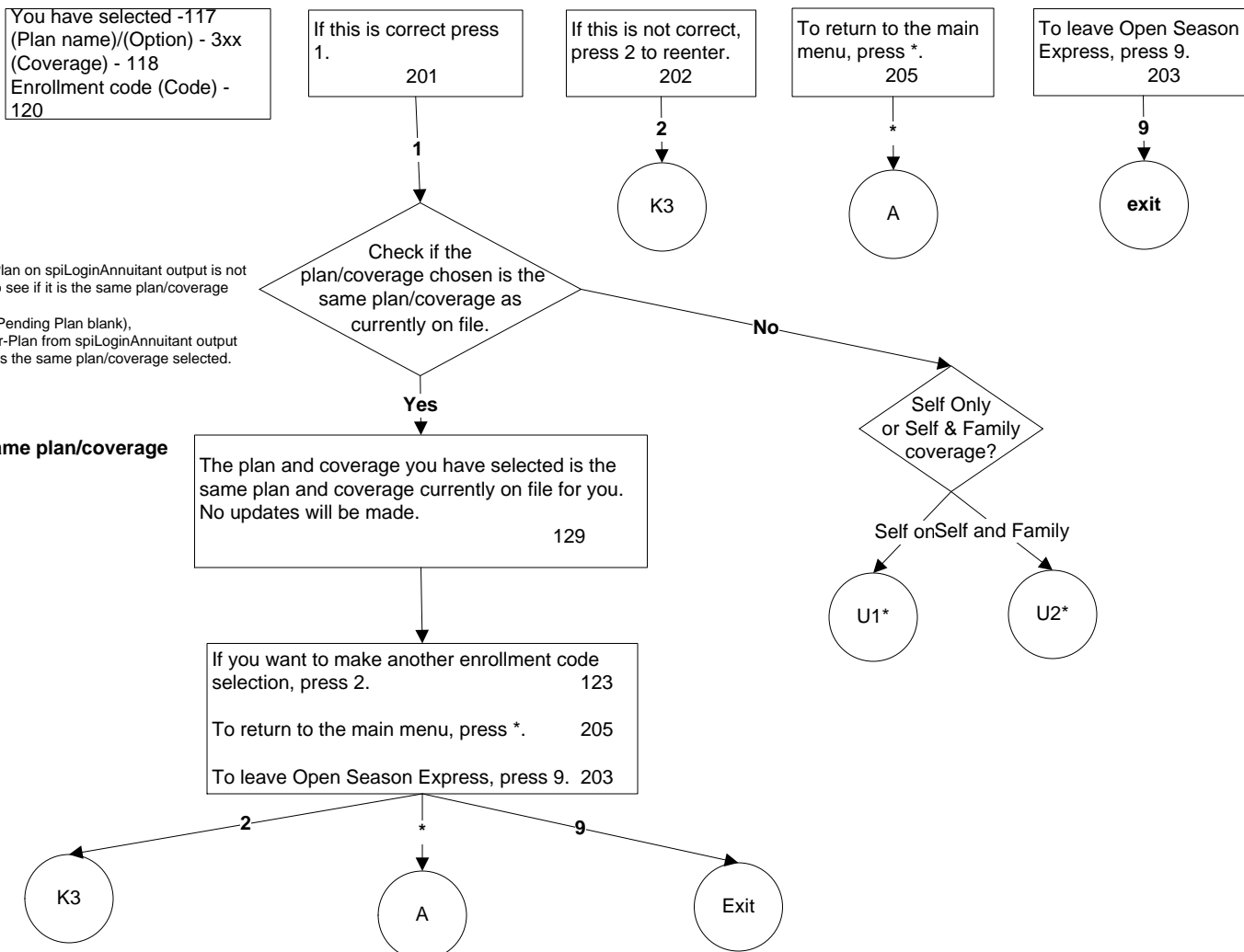


Enrollment Requests

N



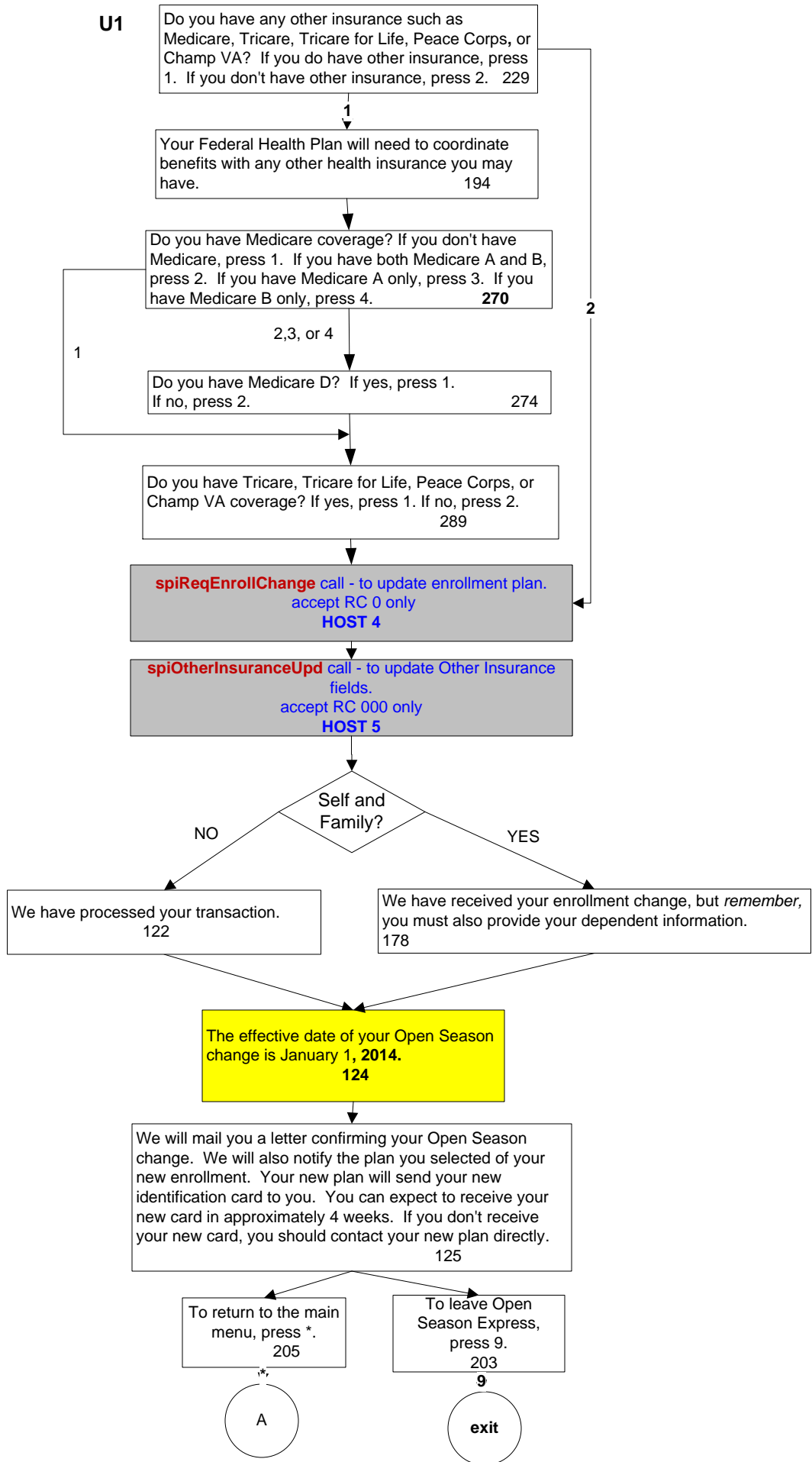
E



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.

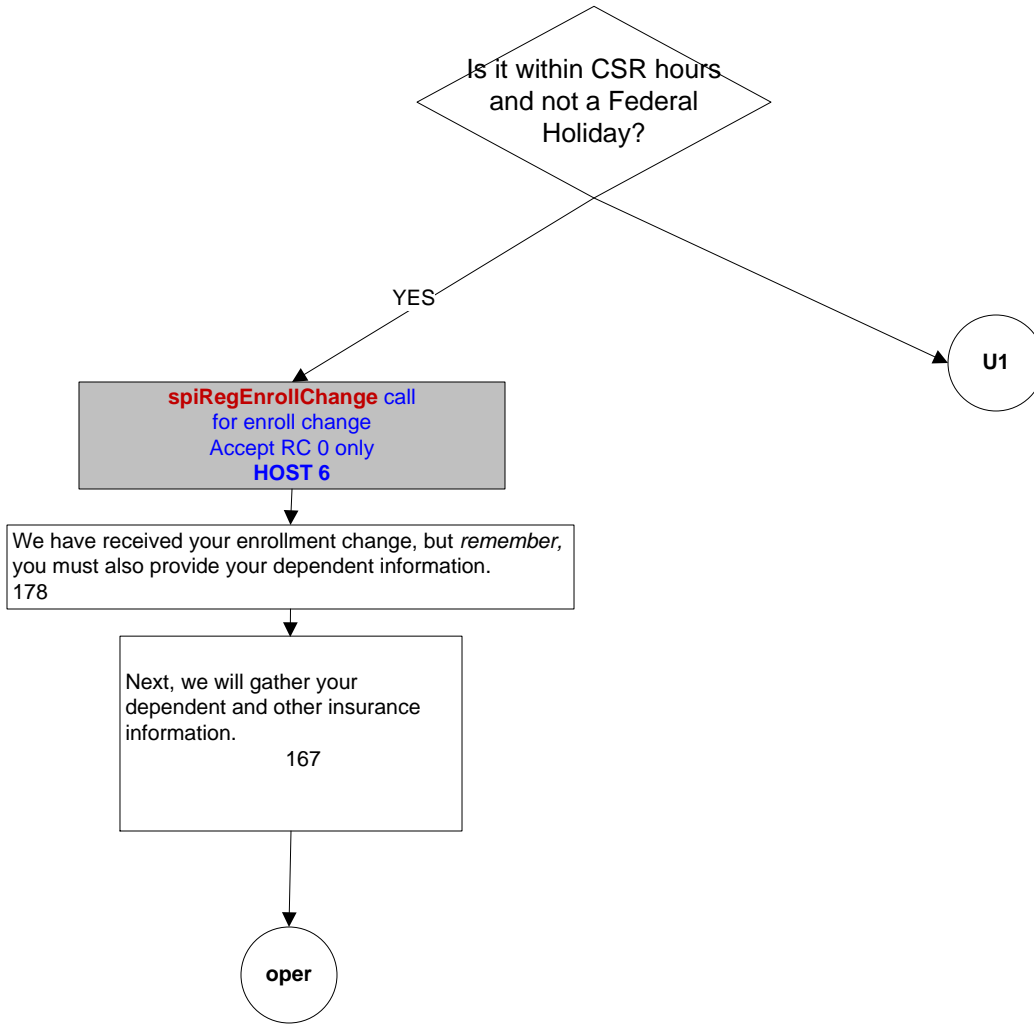
Same plan/coverage

Enrollment Requests
Self Only or Self &
Family Outside CSR
hours



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?

YES

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

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

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

>1

PP

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

CC

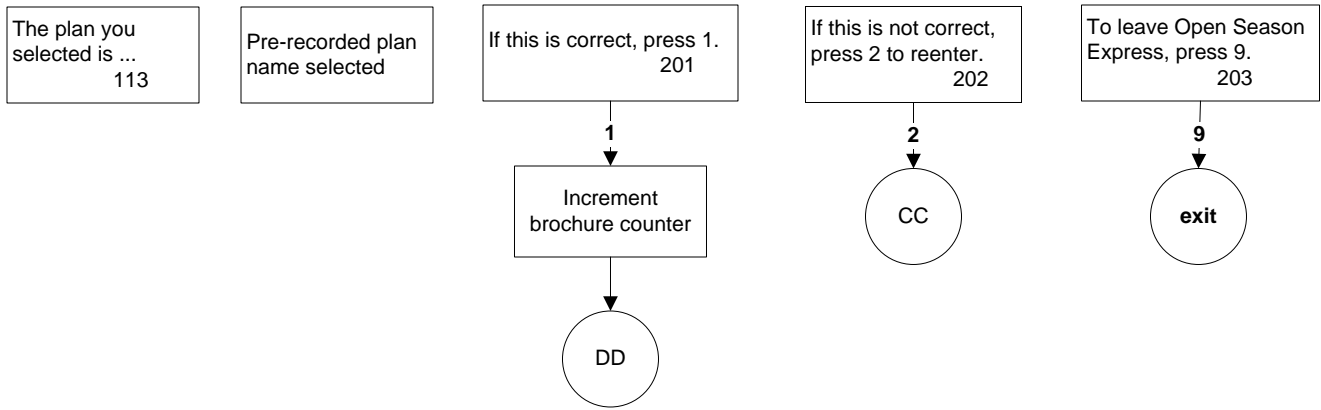
To hear the list of plan brochures you have requested, press 2.
146

EE

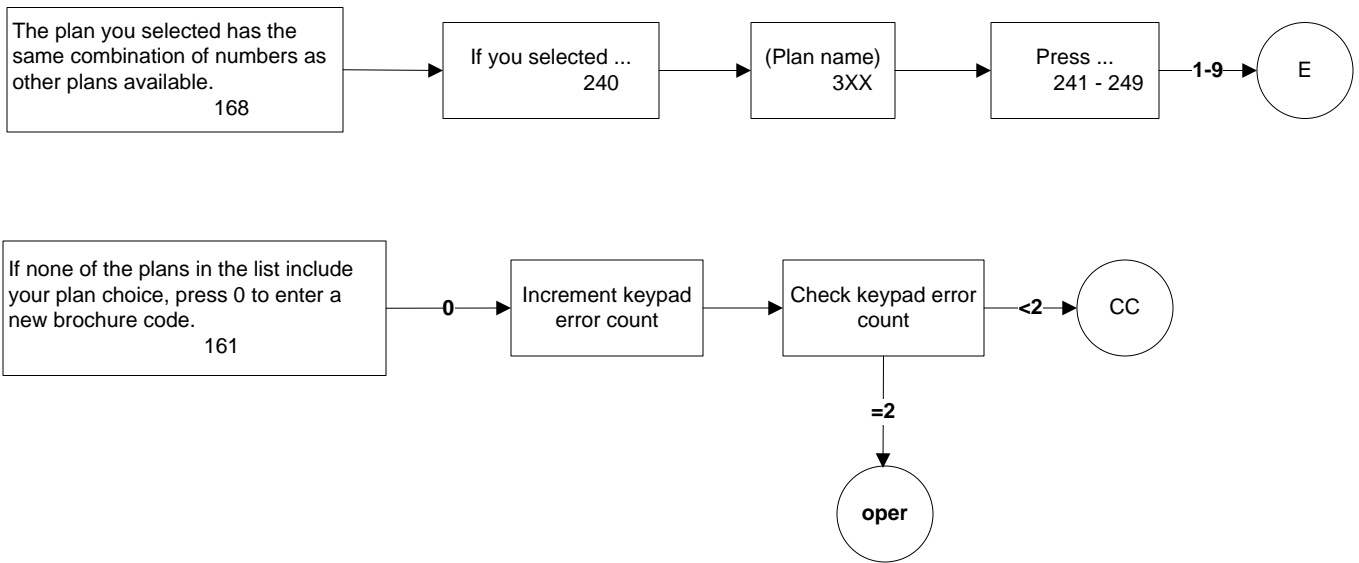
oper

Brochure Requests

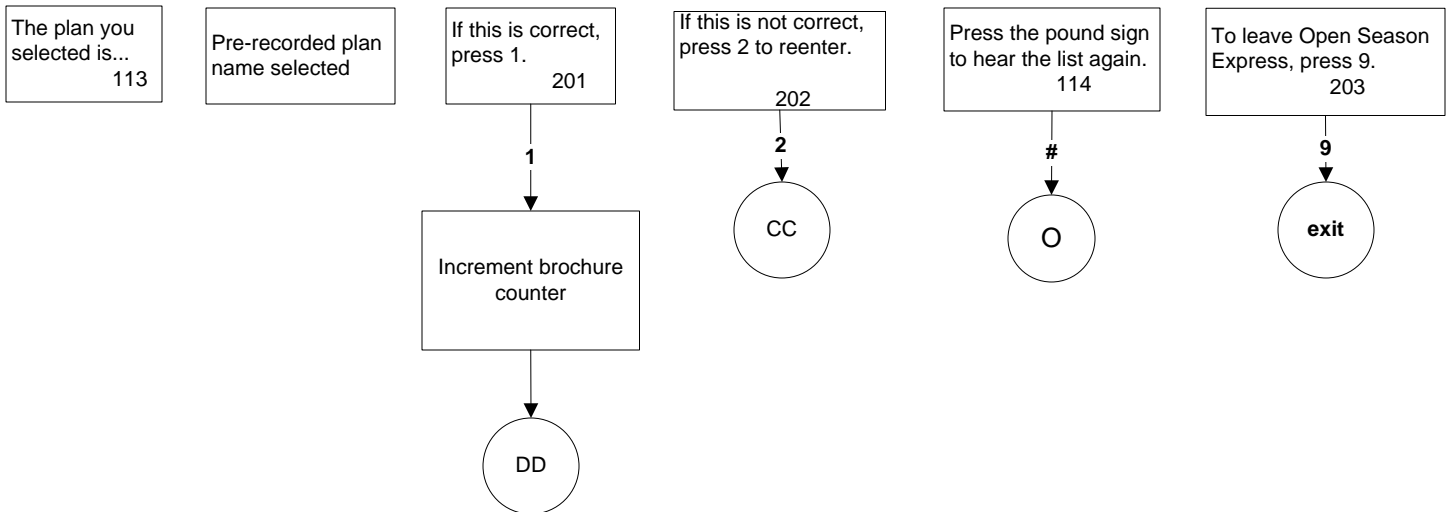
PP



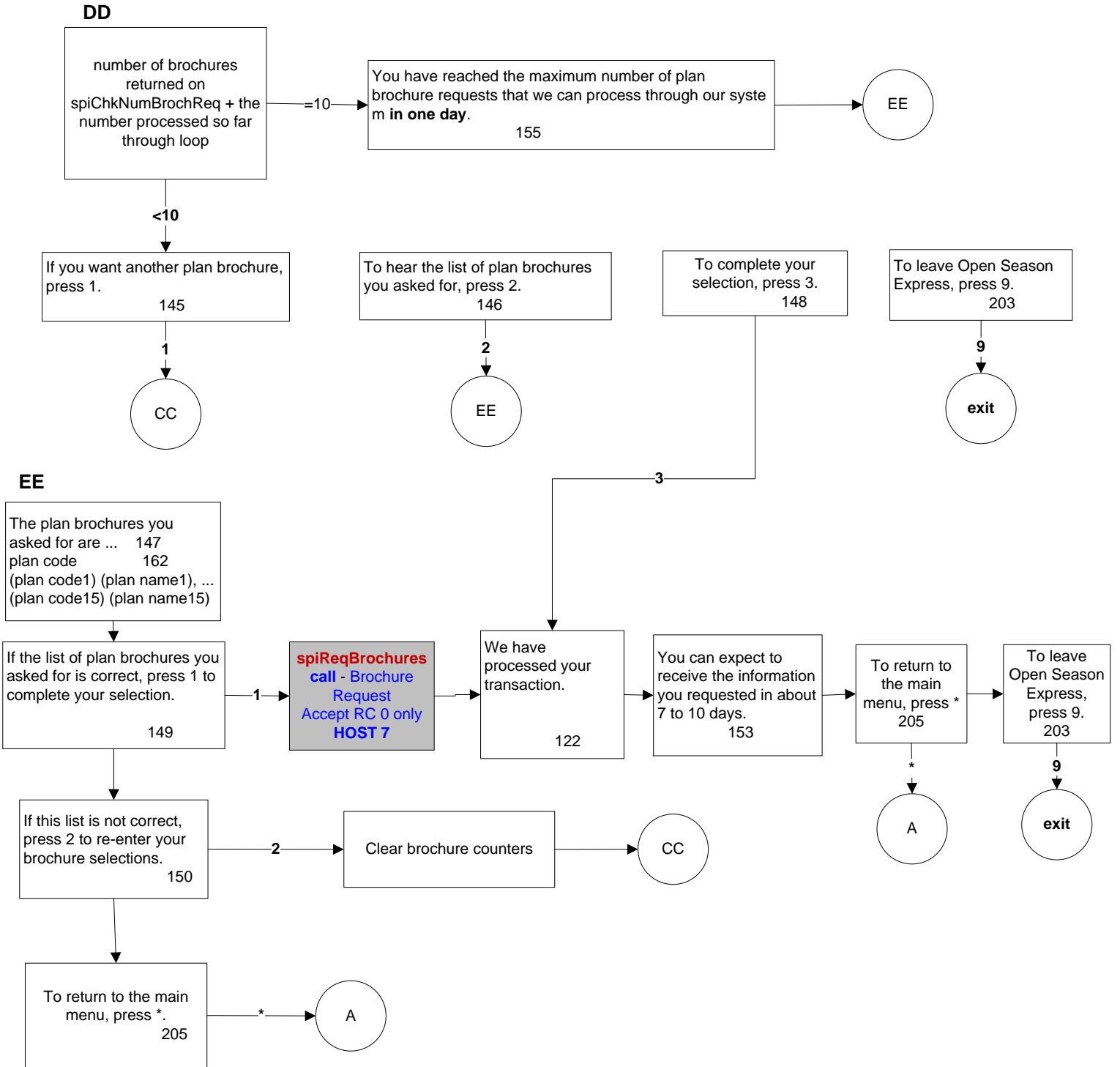
O



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

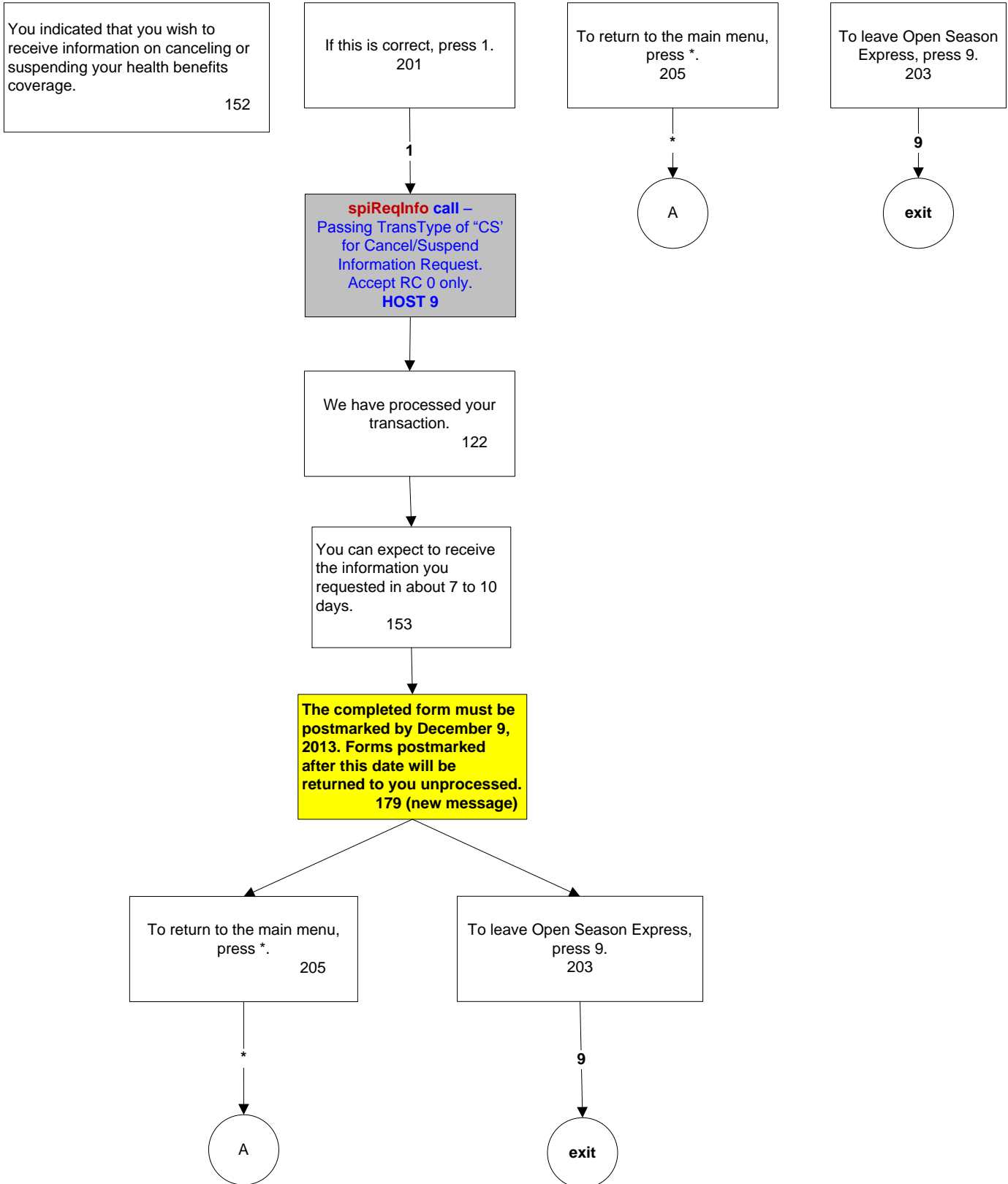
To leave Open Season Express,
press 9.
203

A

exit

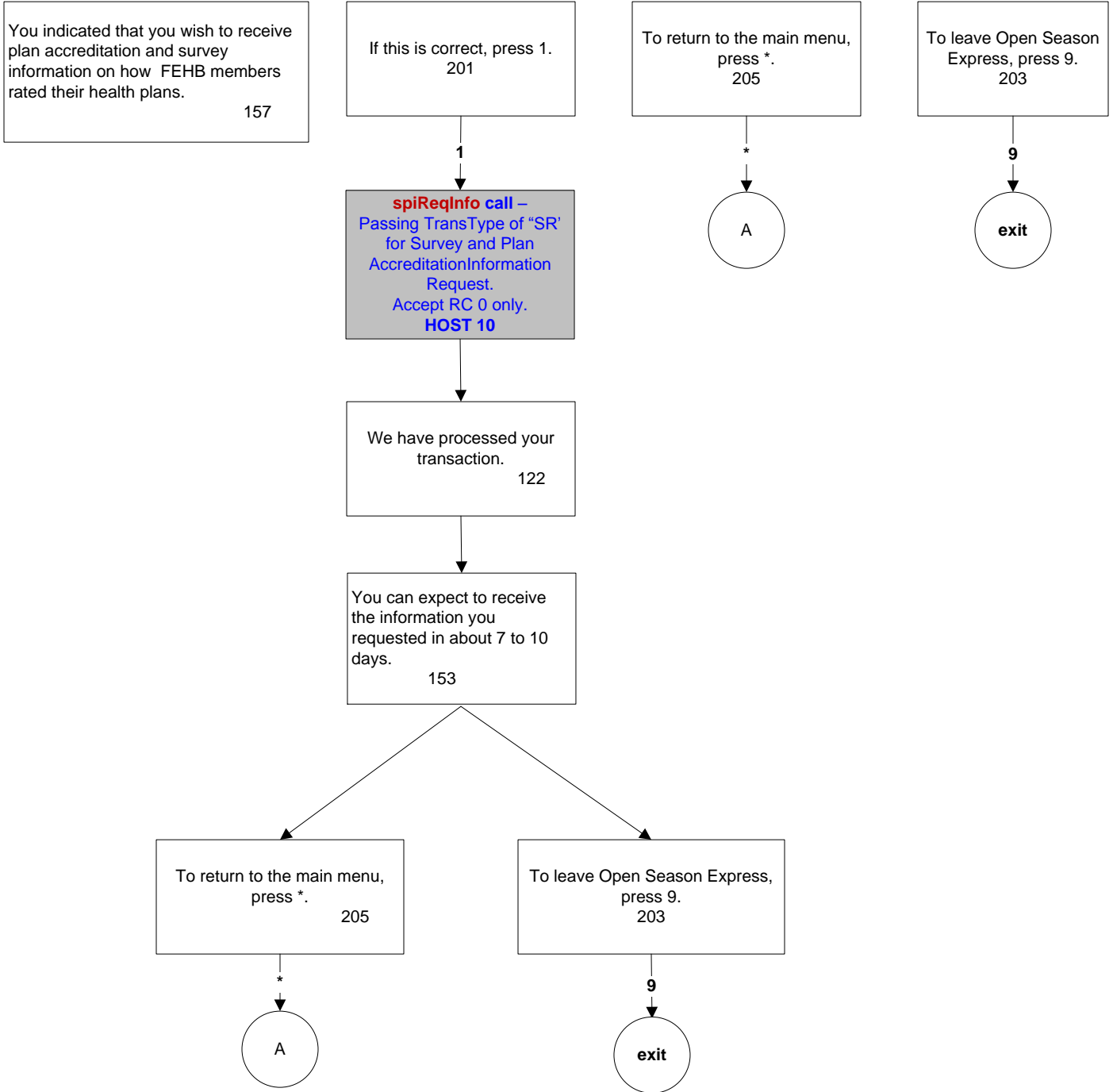
Suspend/Cancel

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

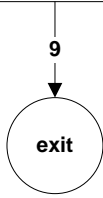
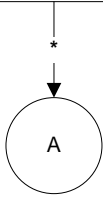
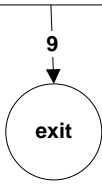
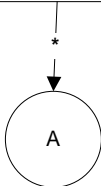
We have processed your transaction.
122

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)

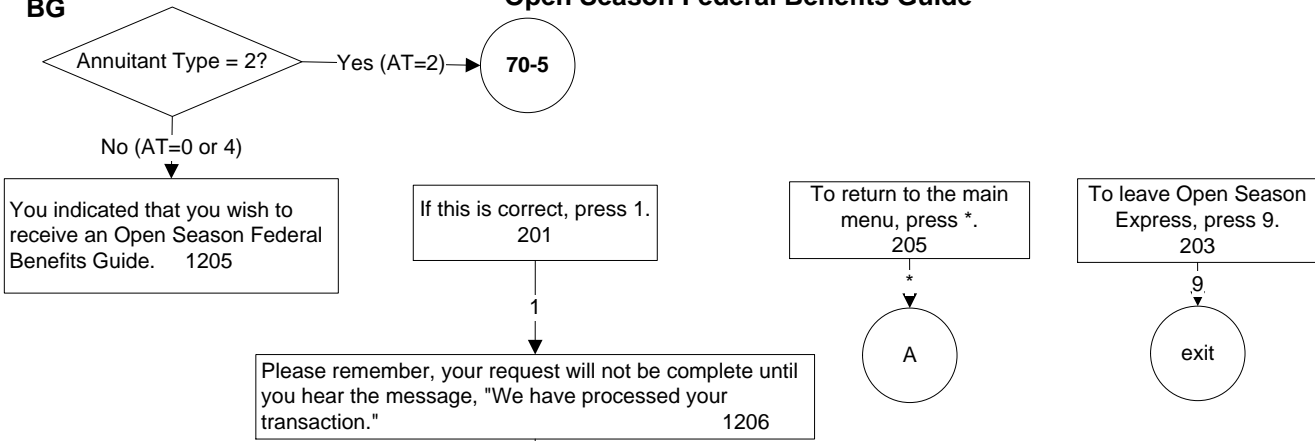
To return to the main menu, press *.
205

To leave Open Season Express, press 9.
203

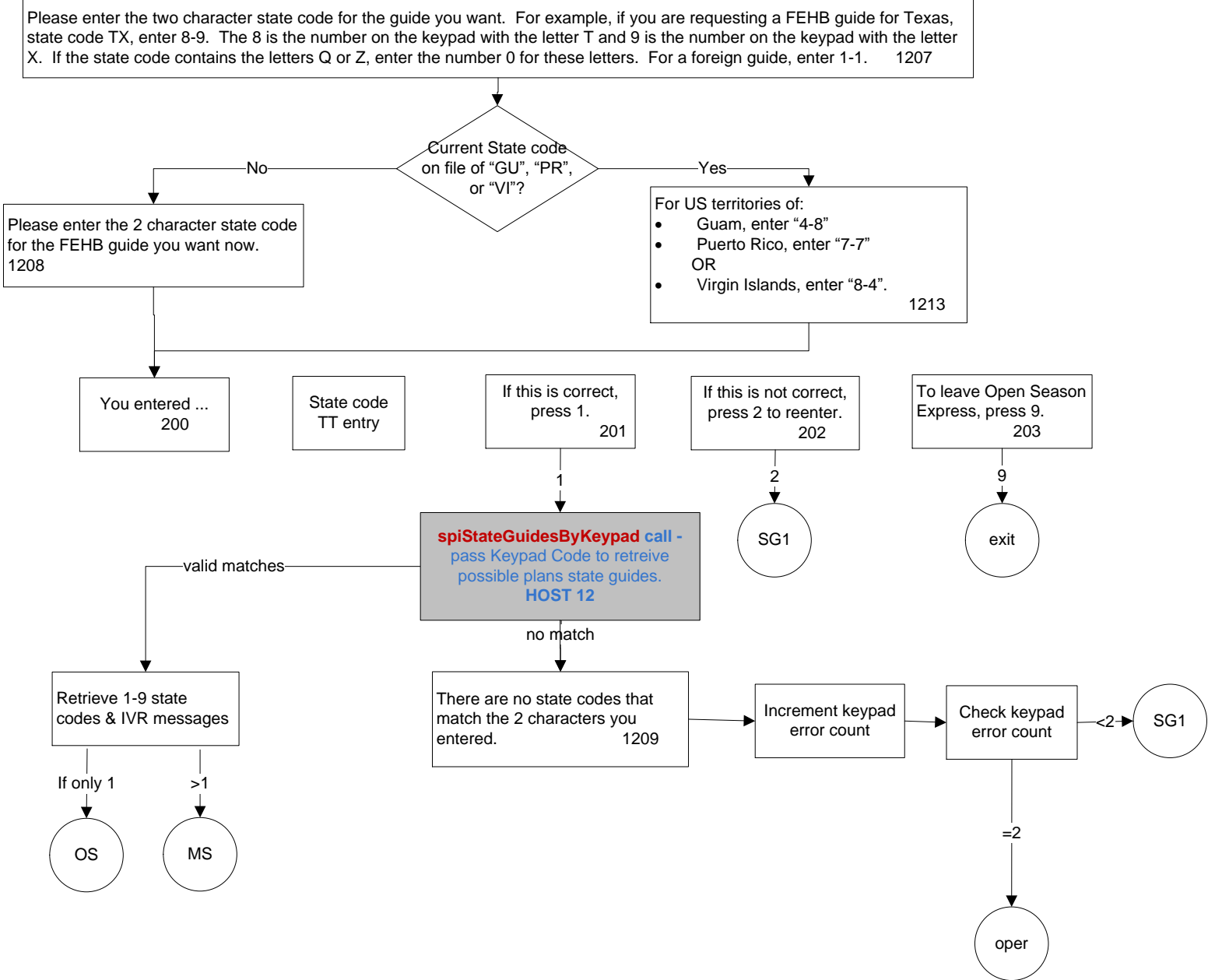


BG

Open Season Federal Benefits Guide

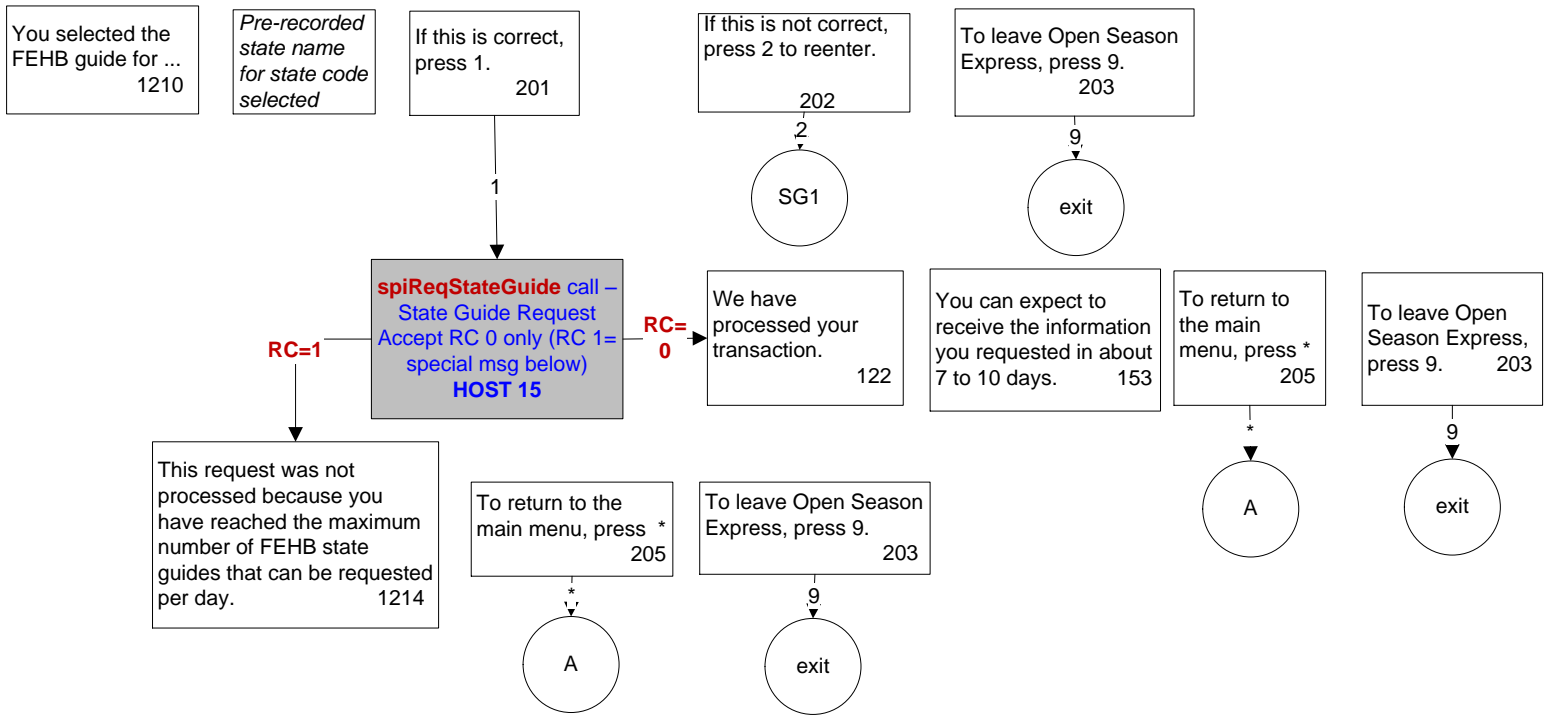


SG1

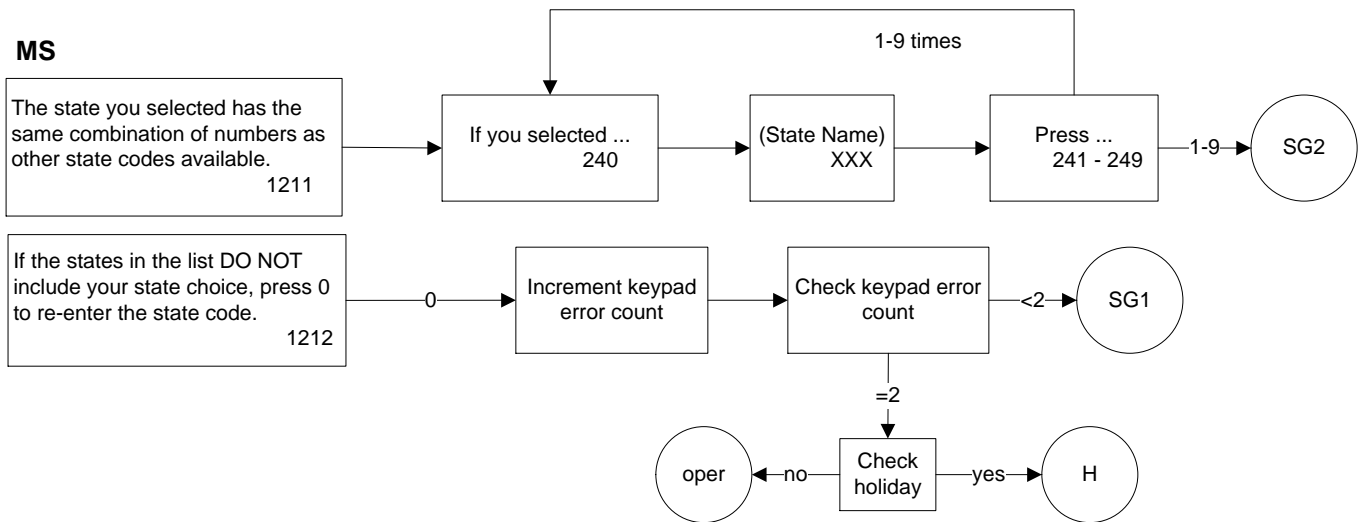


Open Season Federal Benefits Guide - 2

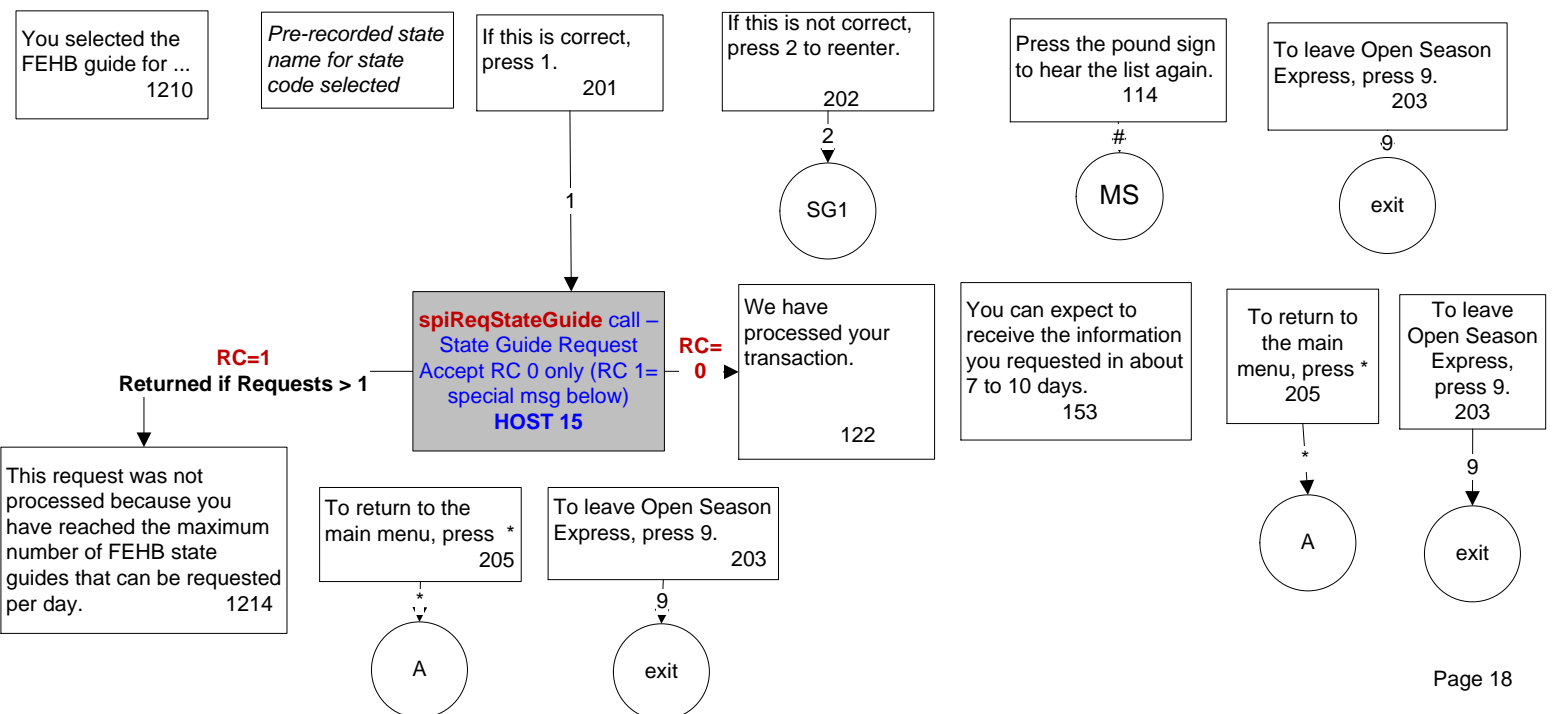
OS



MS

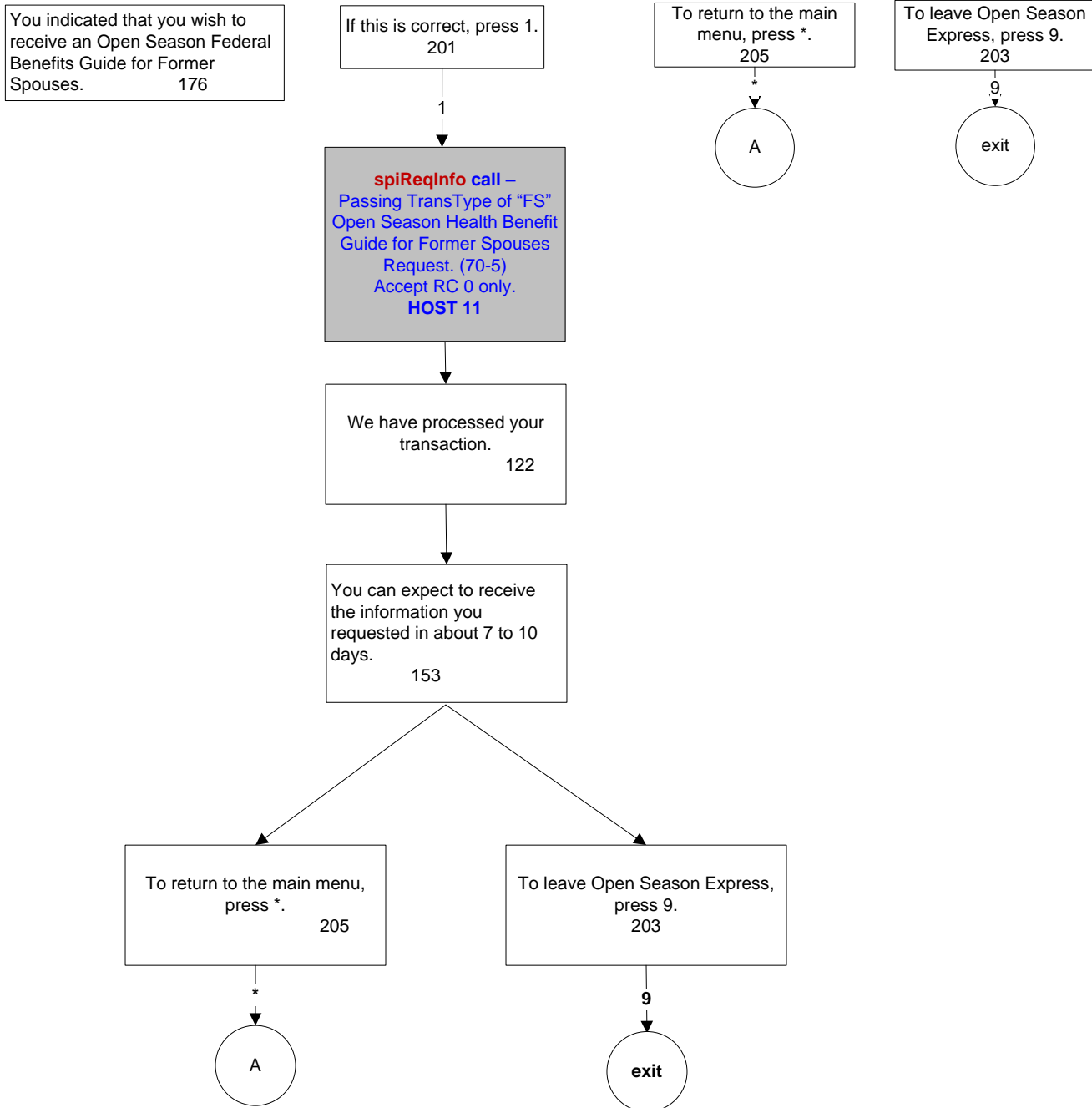


SG2



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

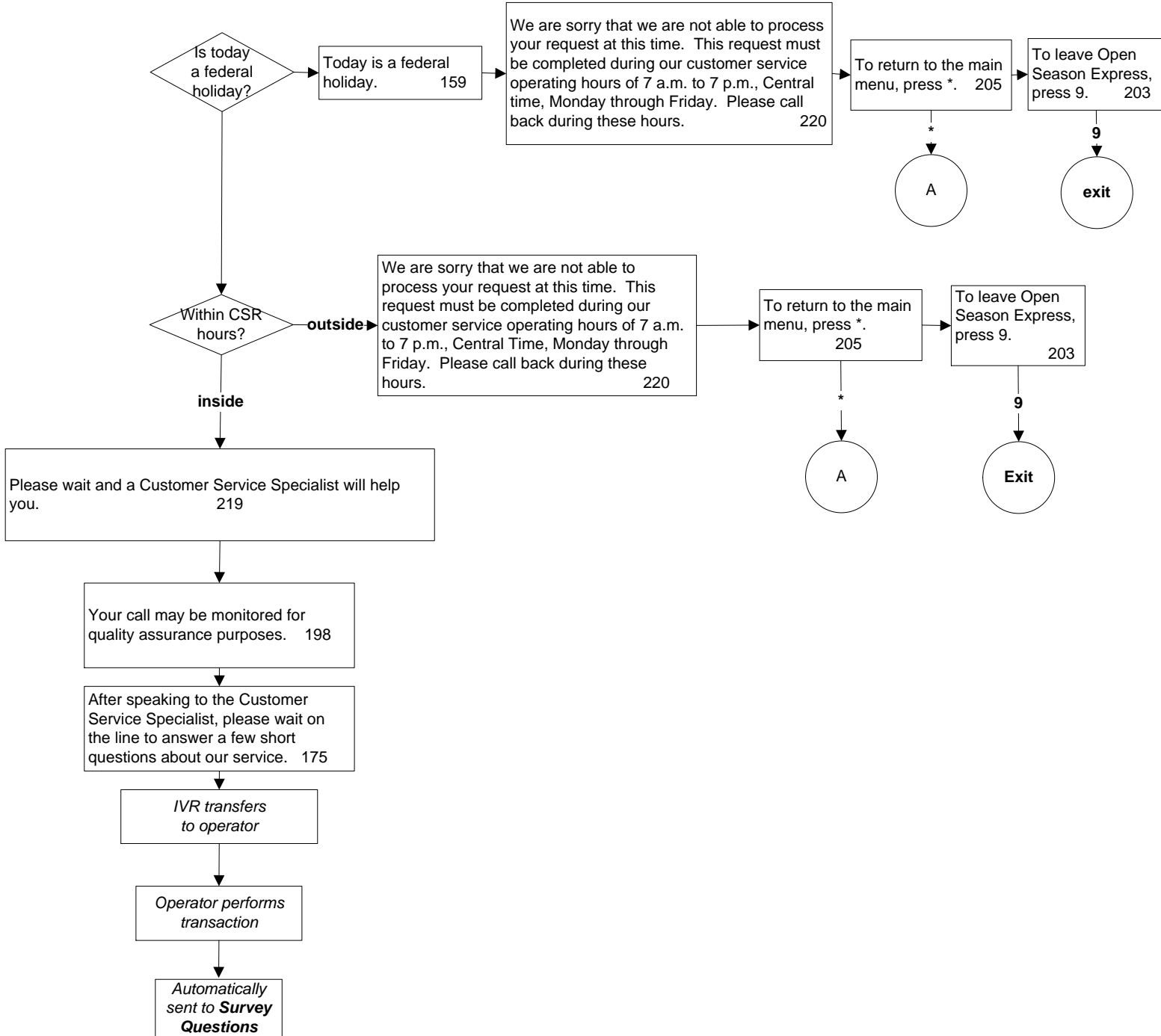
70-5



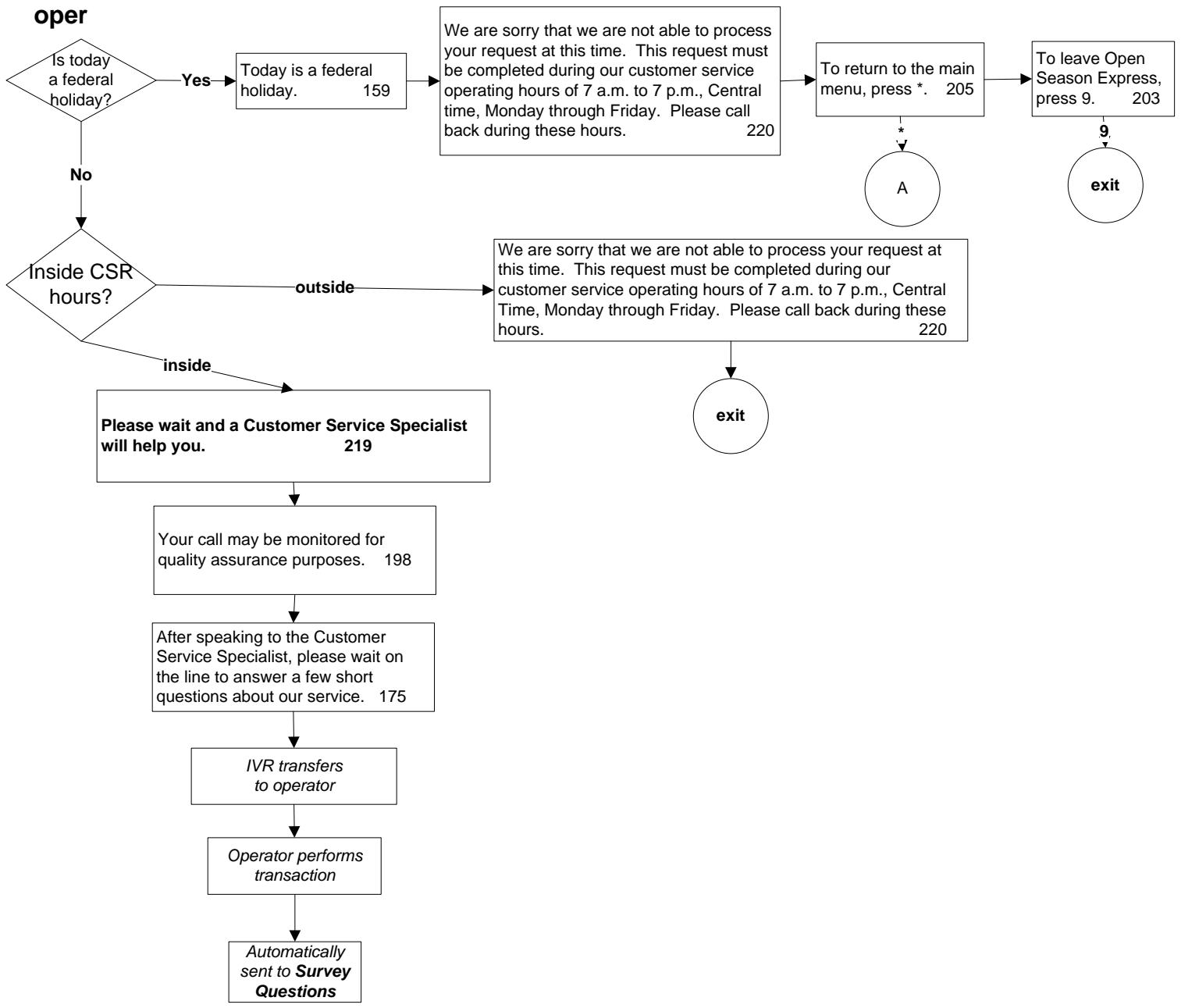
Transfer to Operator

with option to return to MM
if Outside of CSR hours

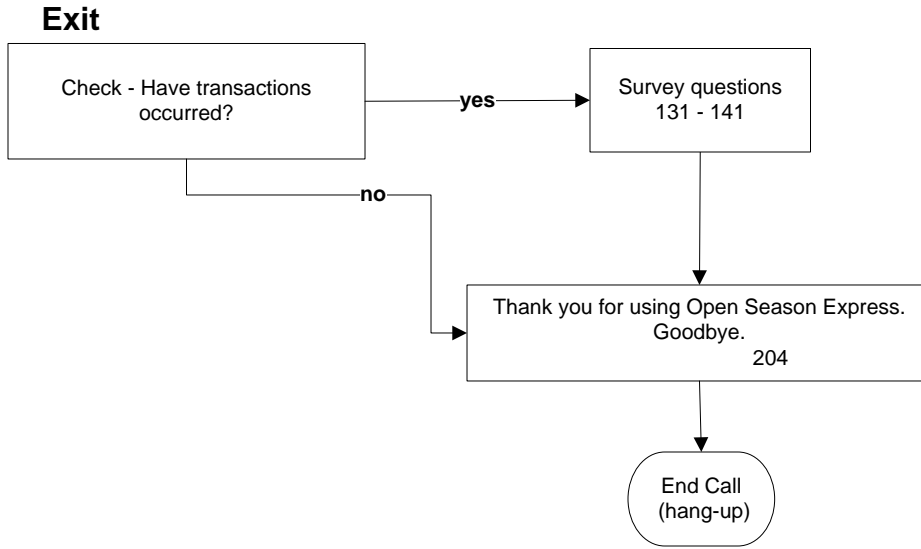
operOpt



Transfer to operator

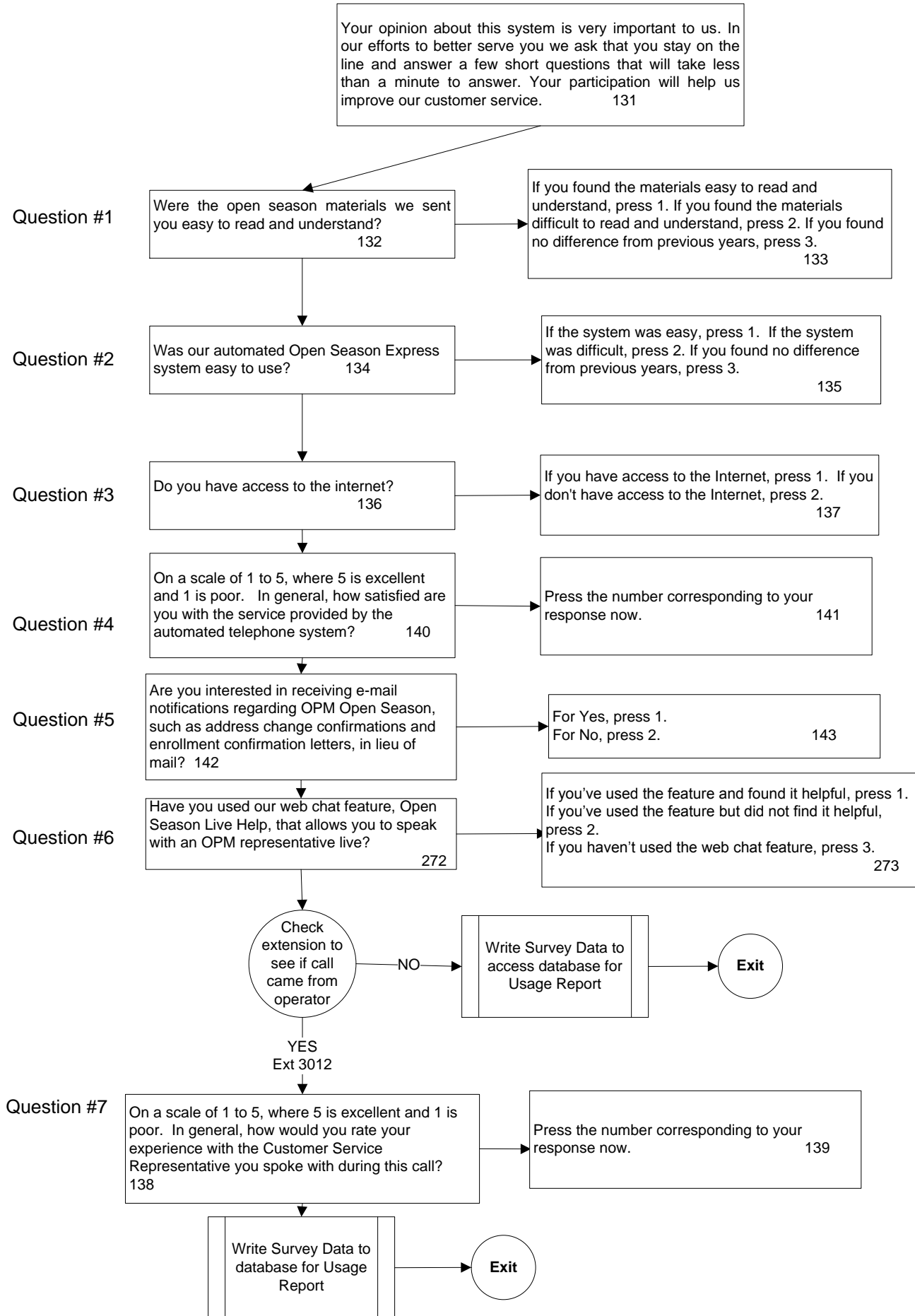


Exit Routine

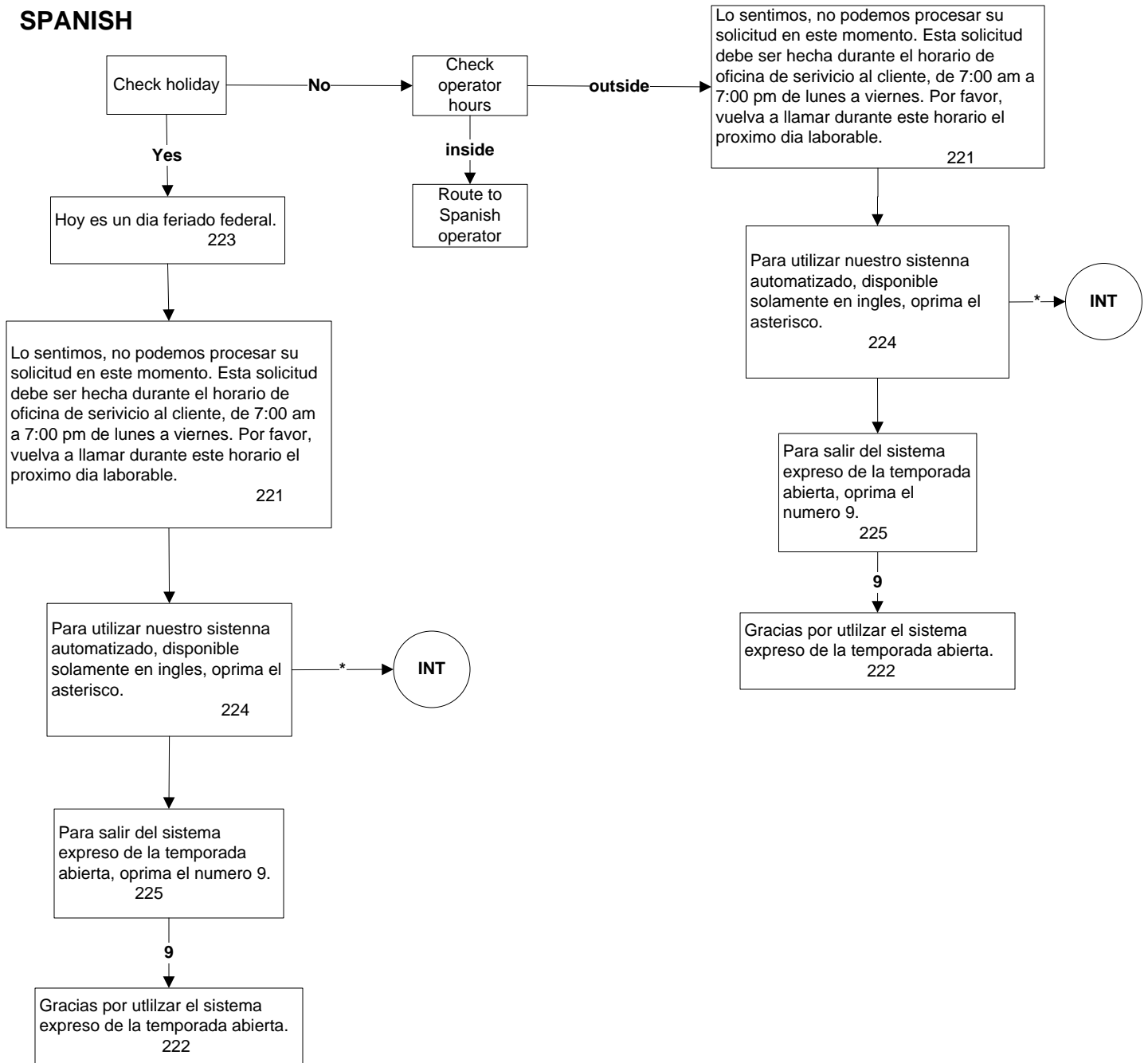


Survey Questions

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

