

2020-2021 Open Season Express

Call to OPM IVR (1-800-332-9798)



Welcome to Open Season Express, a service for federal retirees and survivor annuitants only.

If you are a current Federal Employee, please contact your Human Resources office for information regarding health benefits enrollment changes.

For questions regarding Medicare, please call toll free 1-800-633-4227, 7 days a week, 24 hours a day.

To report the death of a spouse or to inquire about the status of your retirement case, call the Retirement Information Office at 1-888-767-6738, Monday through Friday 7:40 am to 5:00 pm eastern time.

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If you pay your health benefit premiums directly to OPM and have questions, please contact the National Finance Center's toll free number 1-800-242-9630, Monday through Friday from 9am to 5pm eastern time.

For workers compensation questions please call the Department of Labor's toll free number 1-866-487-2365, Monday through Friday from 8am to 8pm eastern time.

If you are calling to enroll or change your dental or vision coverage, please call Benefed's toll free number at 1-877-888-3337, Monday through Friday from 10am to 8pm eastern time. If you are interested in what a particular plan may offer, please contact the plan directly.

To make changes to your dependent information and you are not making an enrollment change at this time, please contact the plan directly.

154



To enroll or change your federal health benefits for Open Season, please remain on the line. To provide your spouse with continuous enrollment in the FEHB program you must elect a survivor benefit for your spouse and be enrolled in Self Plus One or Self and Family at the time of your death.

In some cases, the enrollee share of FEHB premiums for the Self Plus One enrollment type will be higher than the Self and Family enrollment type. Enrollees who wish to cover one eligible family member are free to elect either the Self and Family or Self Plus One enrollment type. Check the premiums on our website at www.opm.gov/fehb premiums.

121

The 2020 Federal Benefits Open Season will be held November 9th, 2020 through December 14th, 2020.

128

Check host hours

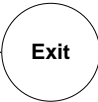
inside



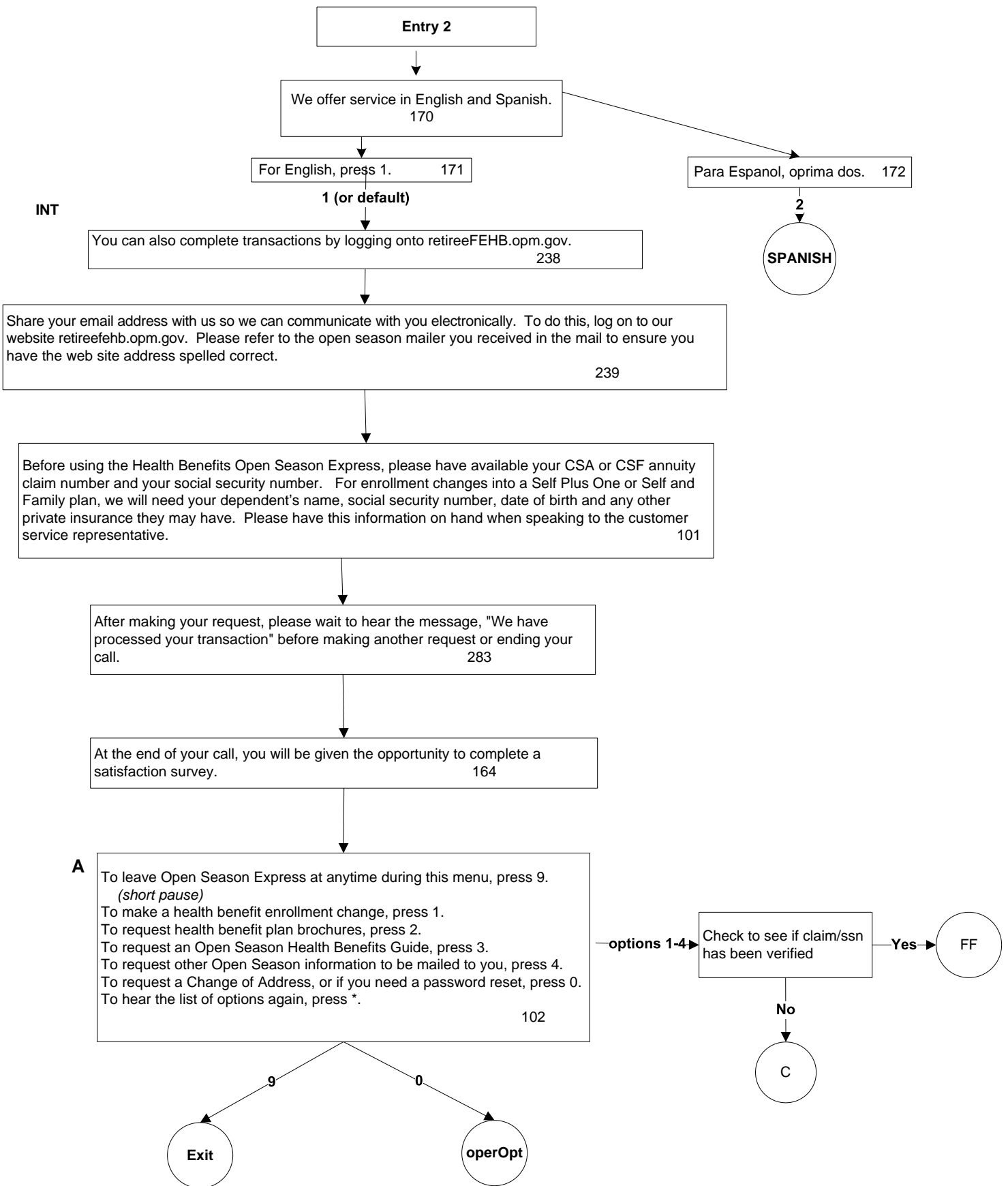
Our system is not available at this time. Please call later.

216

outside

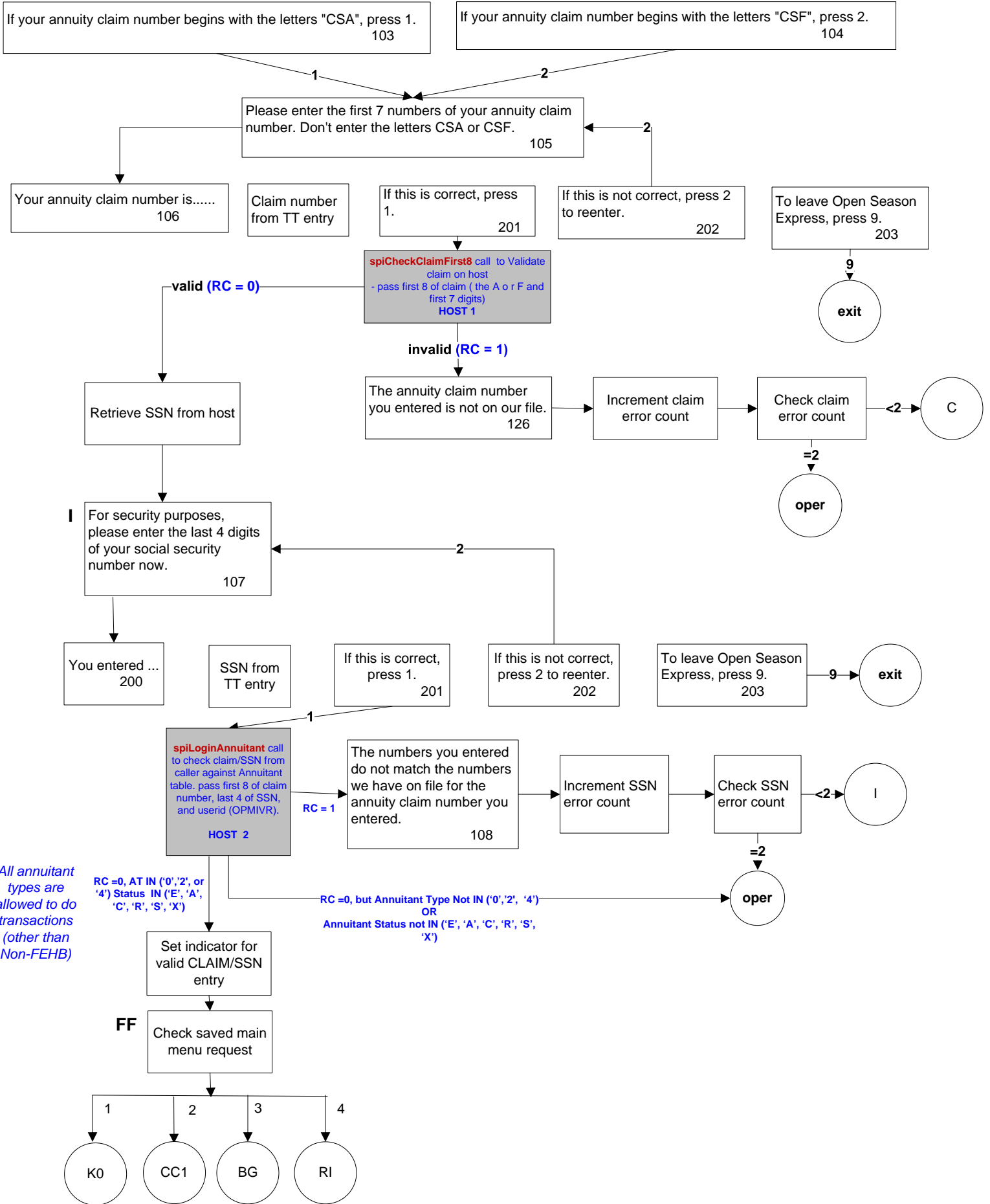


2020-2021 Open Season Express



Claim/SSN Verification

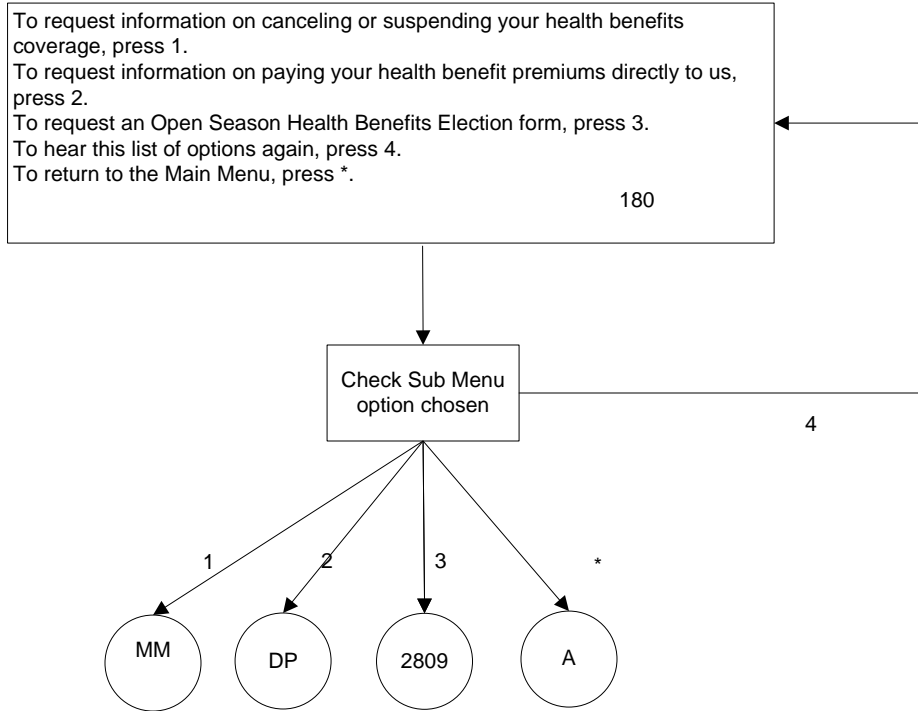
C



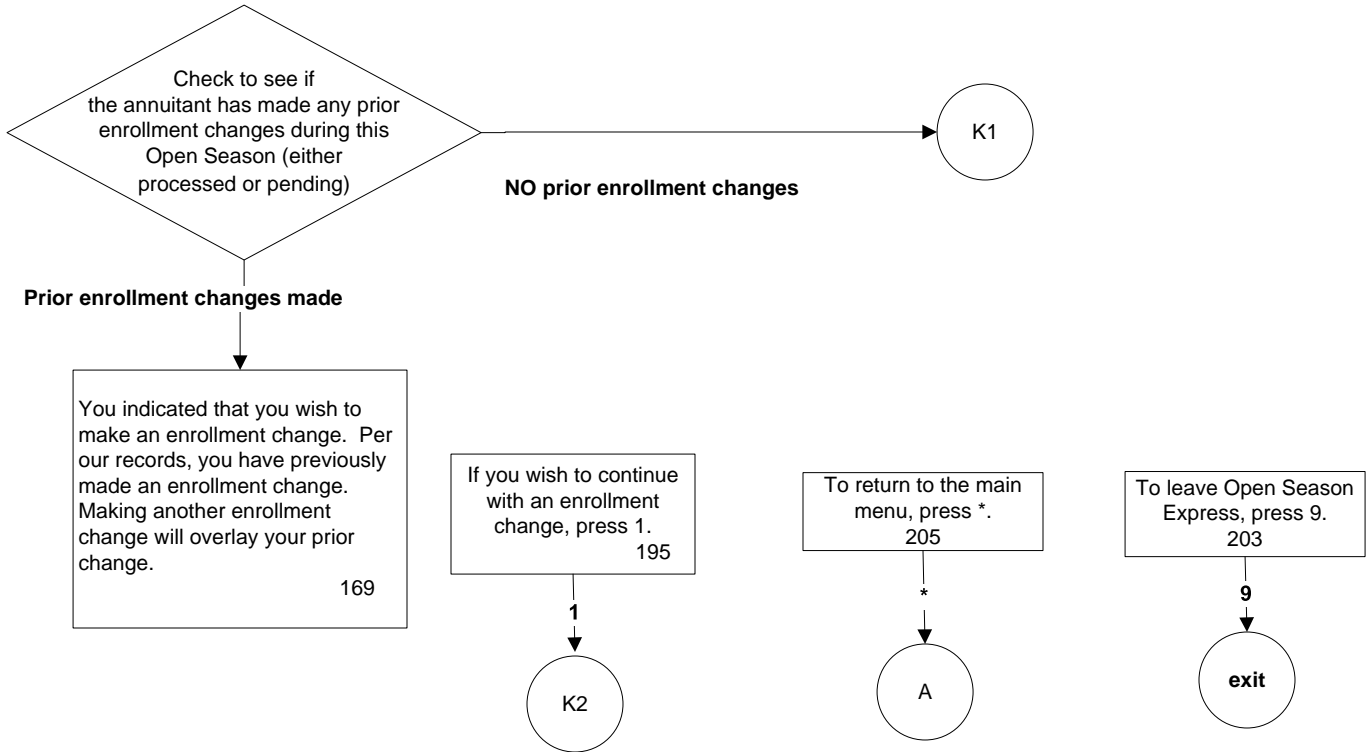
All annuitant types are allowed to do transactions (other than Non-FEHB)

Request Information Sub-menu

RI



K0



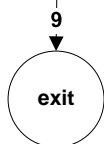
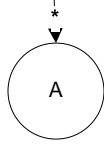
Enrollment Requests

K1 To make an enrollment change, you will need the first 2 characters of the enrollment code for the health benefit plan you are selecting for 2021. 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



K2 If you want self only coverage, press 1. 115

If you want self plus one coverage, press 2. 181

If you want self and family coverage, press 3. 116

1 - Self only

3 - Self and family
In order for your self and family enrollment to be processed, you must provide dependent information by speaking to a customer service representative. 177

2 - Self plus one
In order for your self plus one enrollment to be processed, you must provide dependent information by speaking to a customer service representative. 182



Is annuitant's Date of Birth missing?

NO

Is the annuitant's gender missing?

No

Yes

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

1

Reset Gender Missing flag to "N"

Please enter your 2 digit birth month, 2 digit day, and 4 digit birth year using your telephone keypad. 1204

Edits for valid Date of Birth entry

You entered... 200

Entry from caller

If this is correct, press 1. 201

If this is not correct, press 2 to re-enter. 202

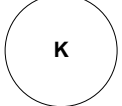
Valid entry

Reset DOB missing flag to "N".

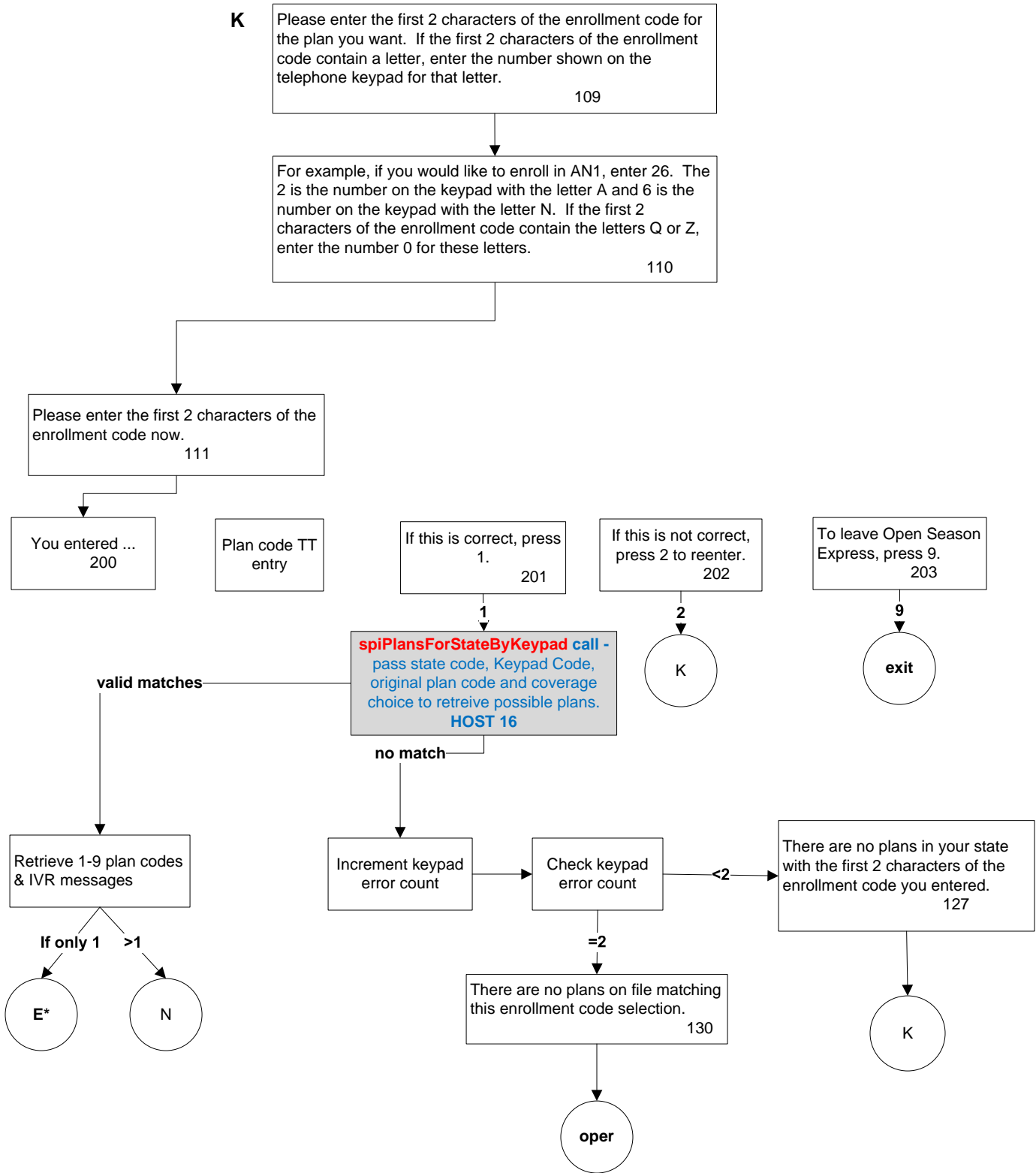
1

2

Please remember, your enrollment change will not be complete until you hear the message, "We have processed your transaction." 284

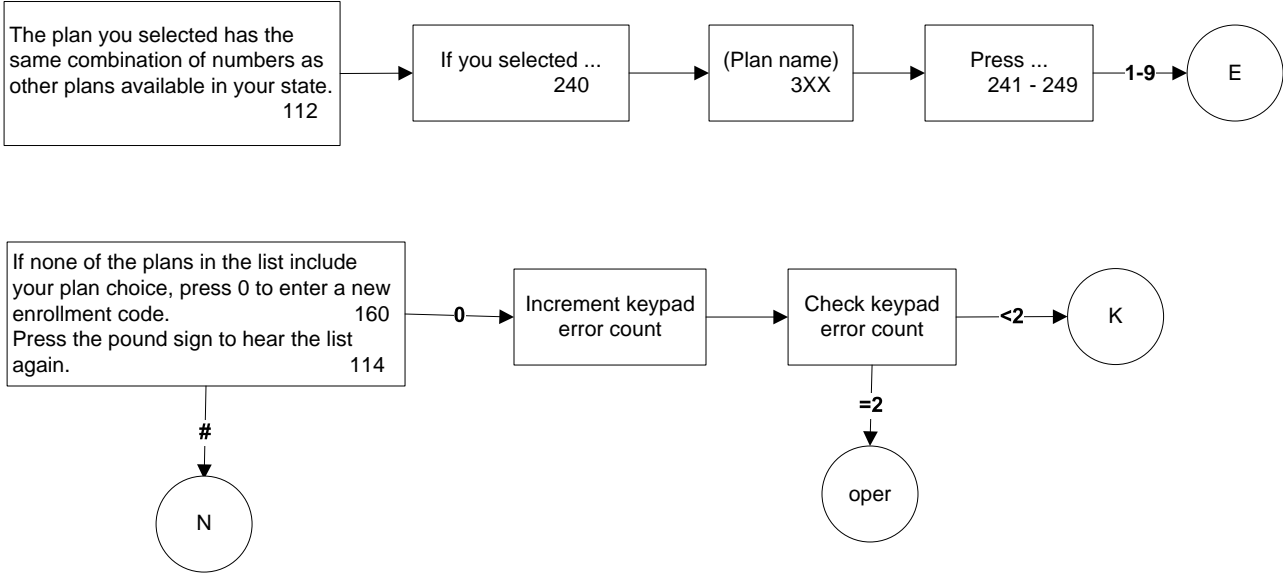


Enrollment Requests

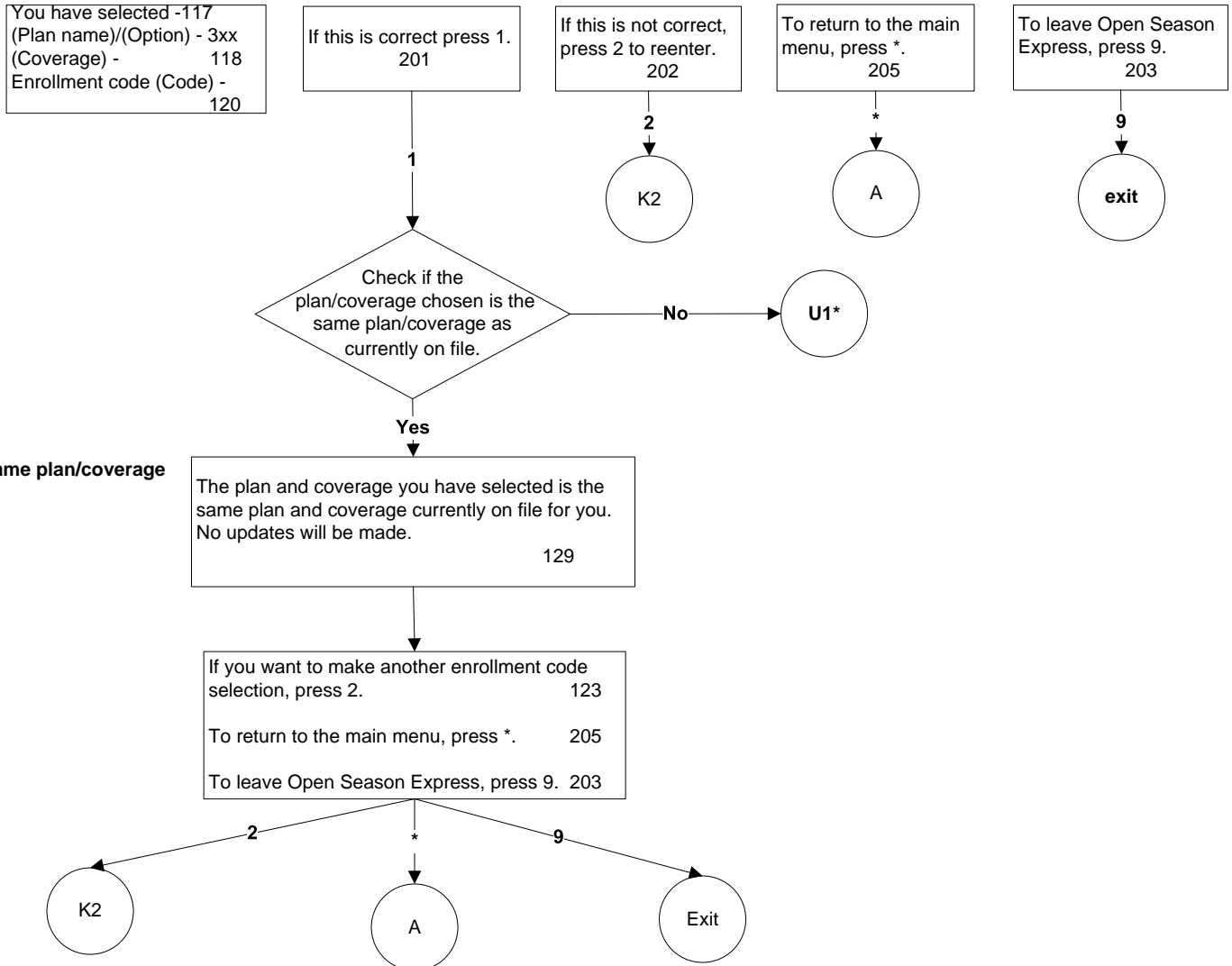


Enrollment Requests

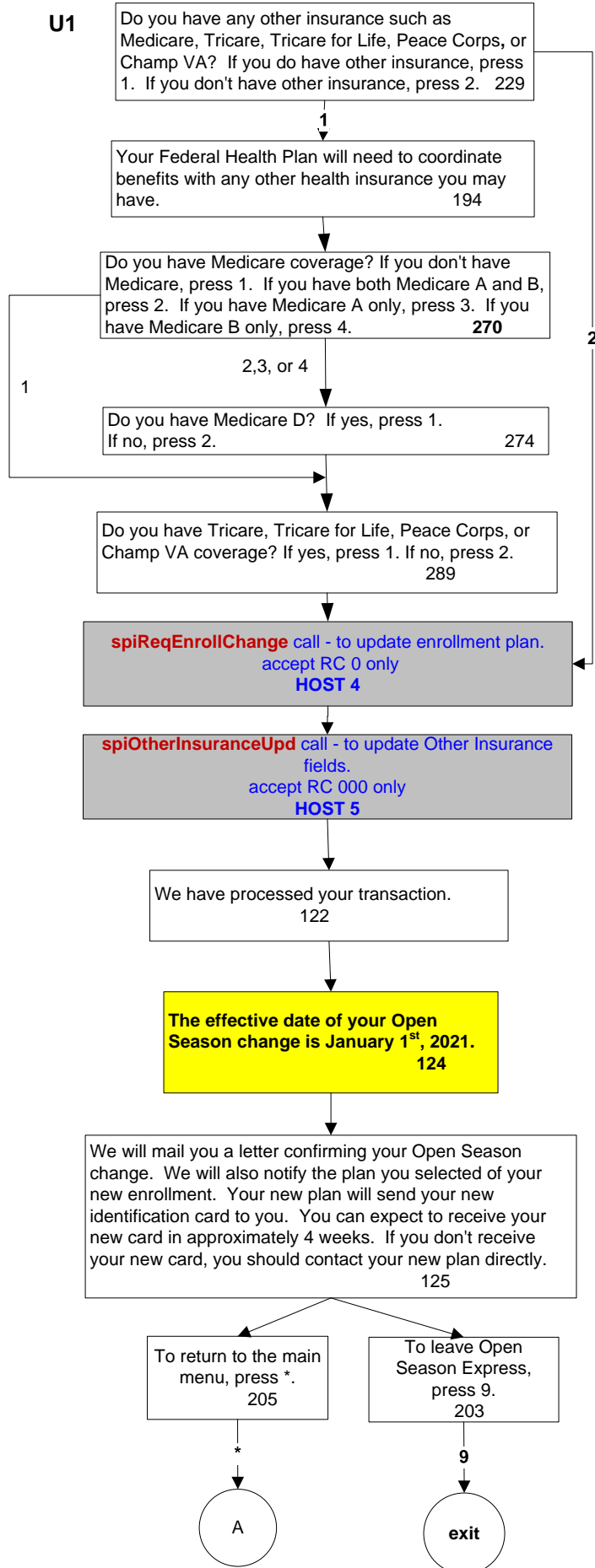
N



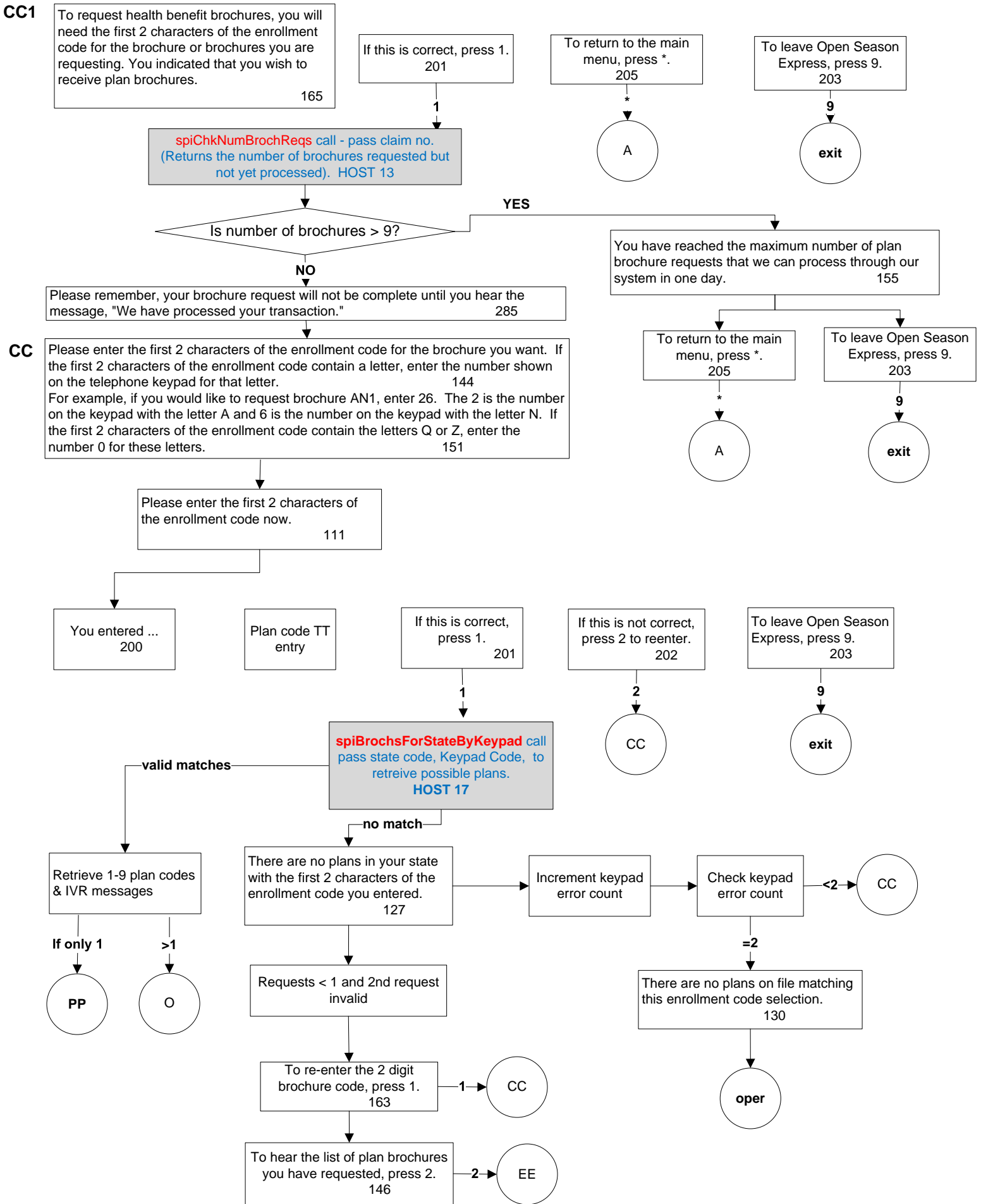
E



Enrollment Requests Self Only

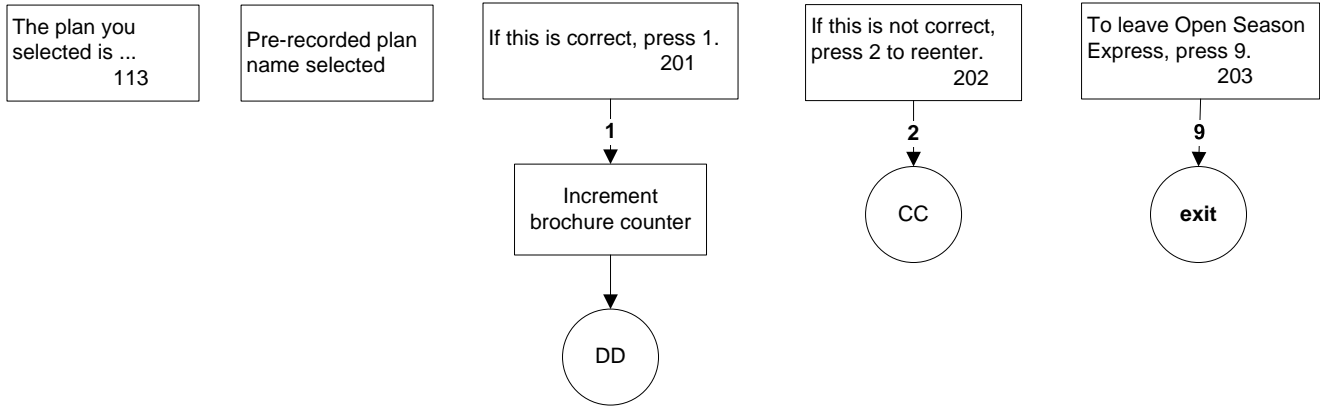


Brochure Requests

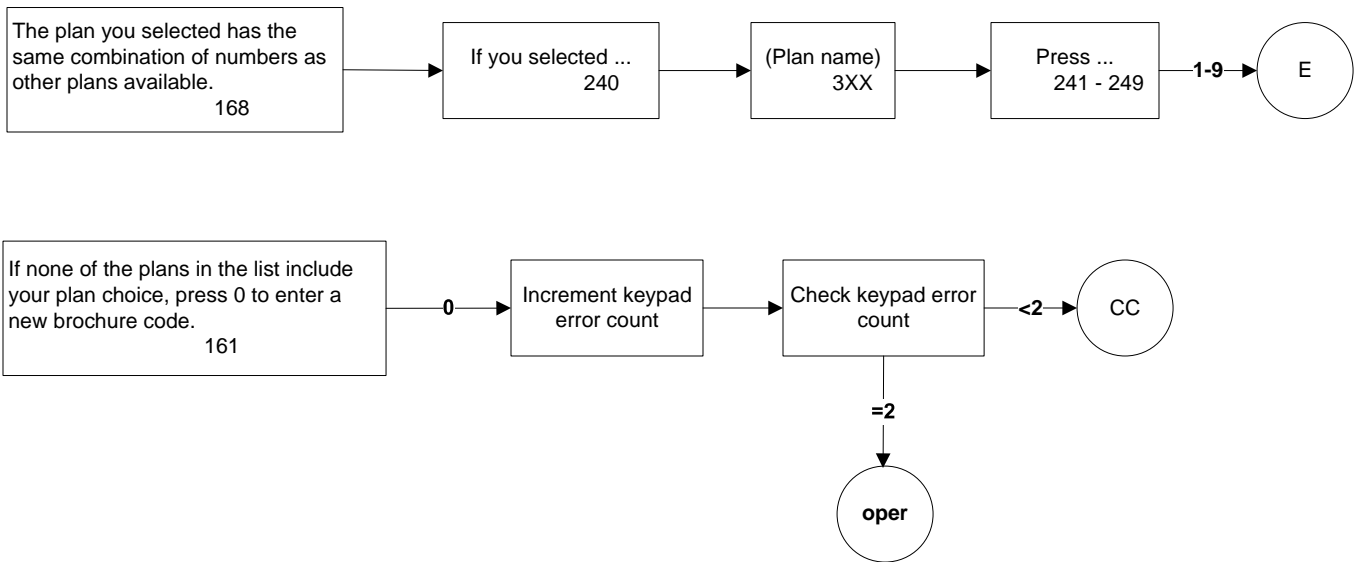


Brochure Requests

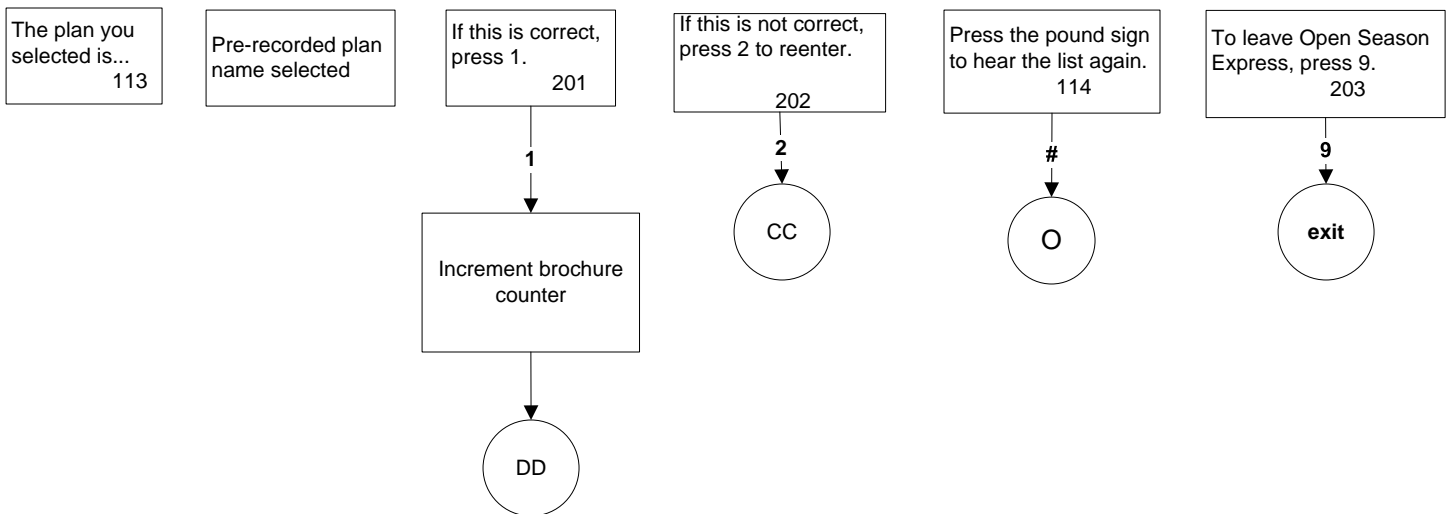
PP



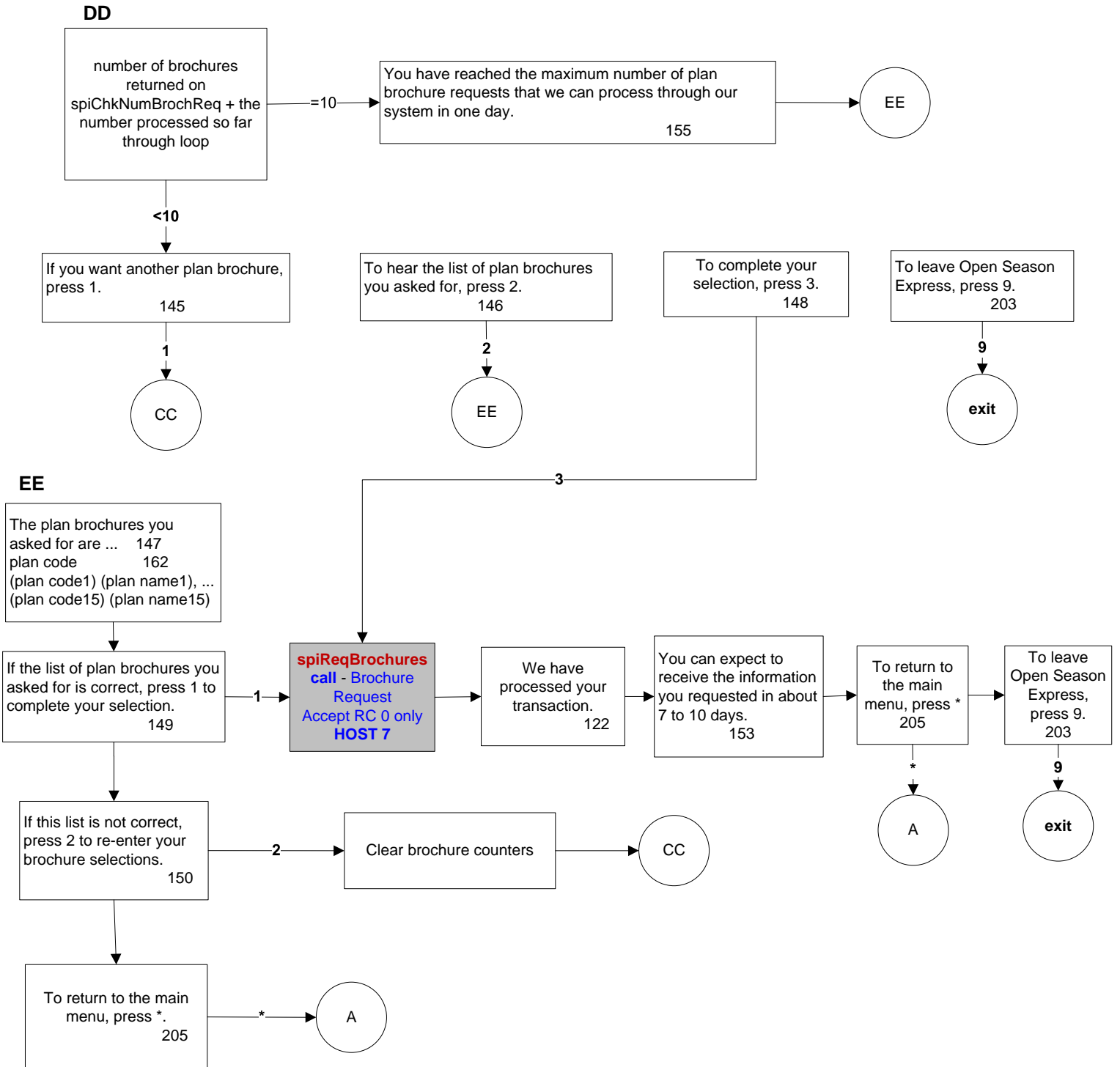
O



E

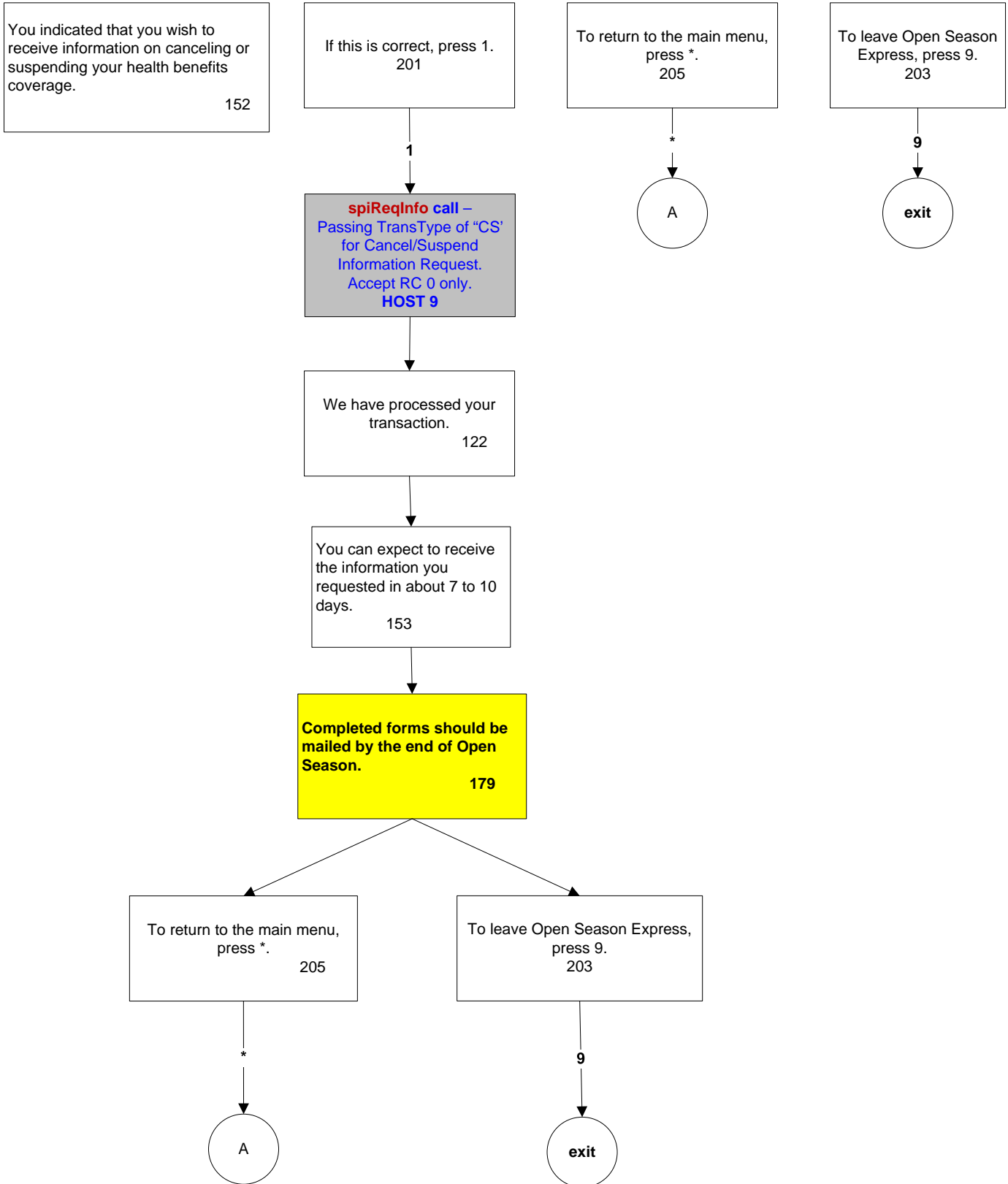


Brochure Requests



Suspend/Cancel

MM



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

Completed forms should be mailed by the end of Open Season.
179

To return to the main menu, press *.
205

To leave Open Season Express, press 9.
203

A

exit

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

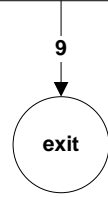
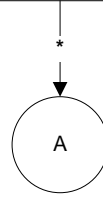
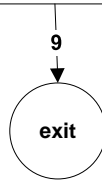
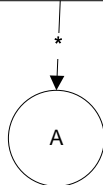
We have processed your transaction.
122

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

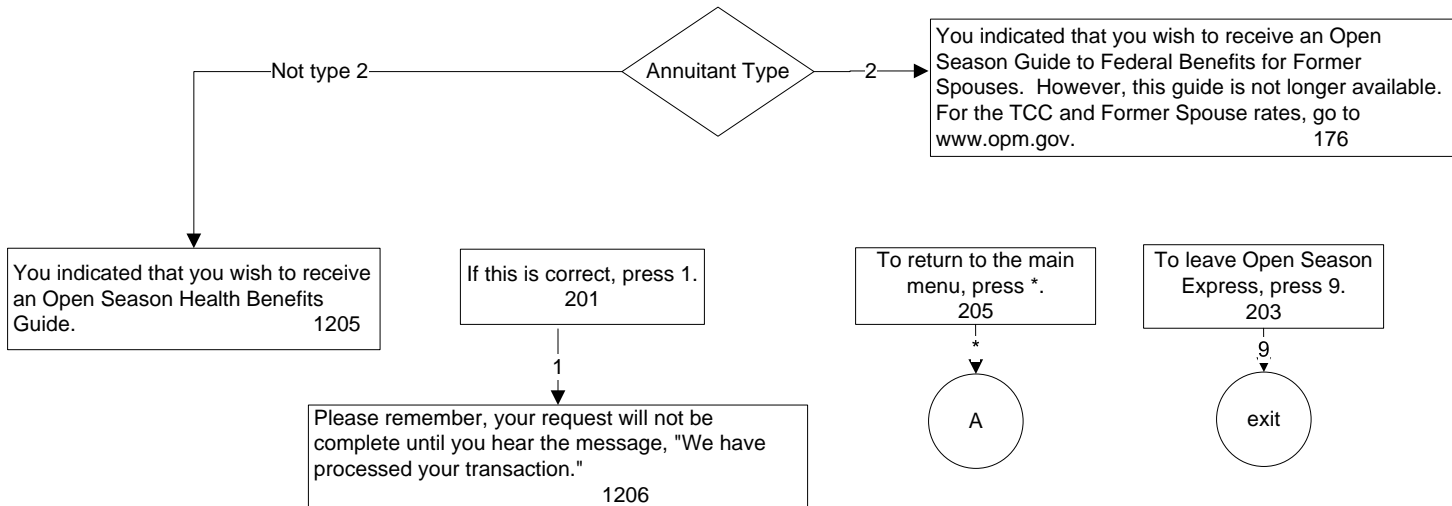
Completed forms should be mailed by the end of Open Season.
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To return to the main menu, press *.
205

To leave Open Season Express, press 9.
203

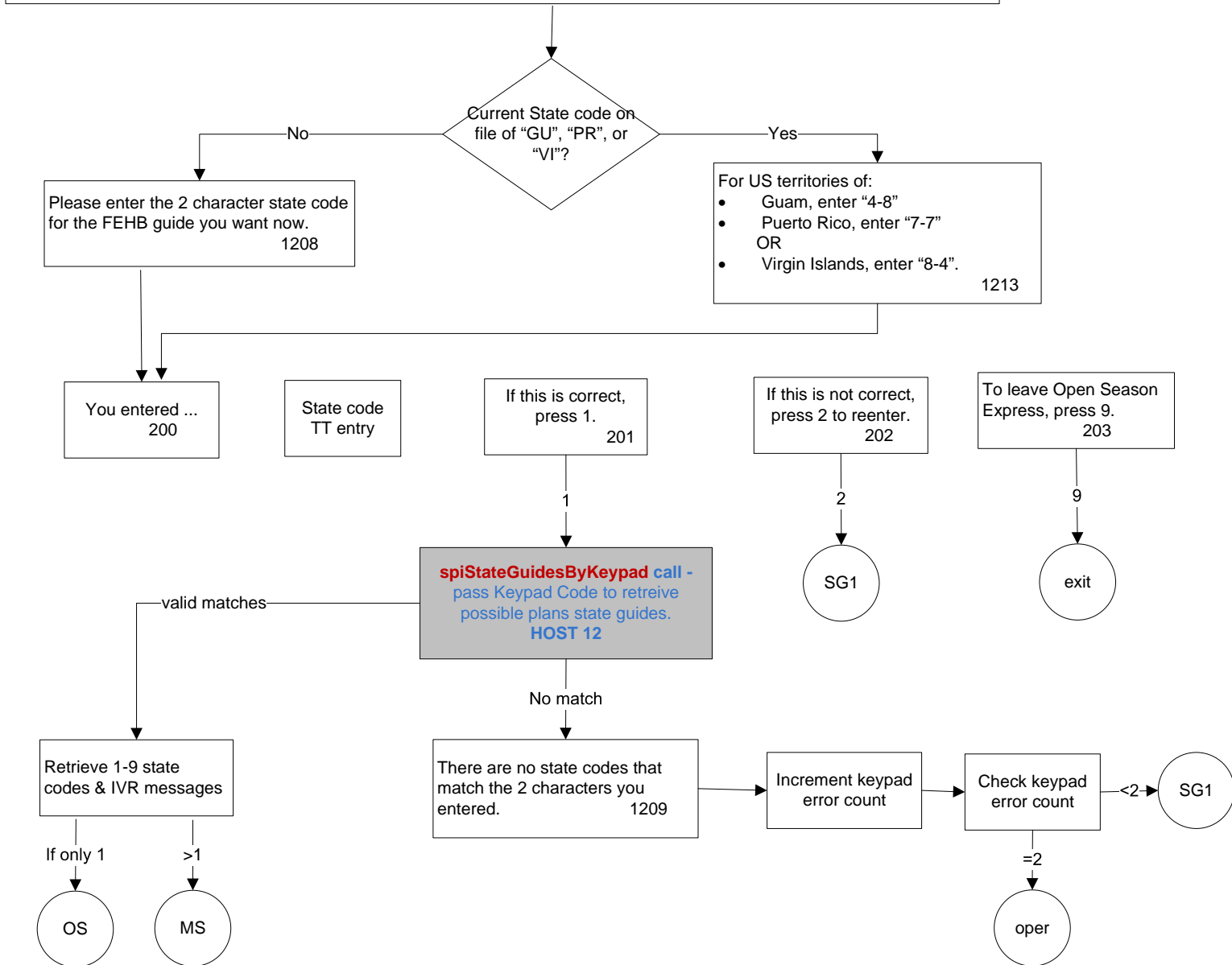


Open Season Health Benefits Guide



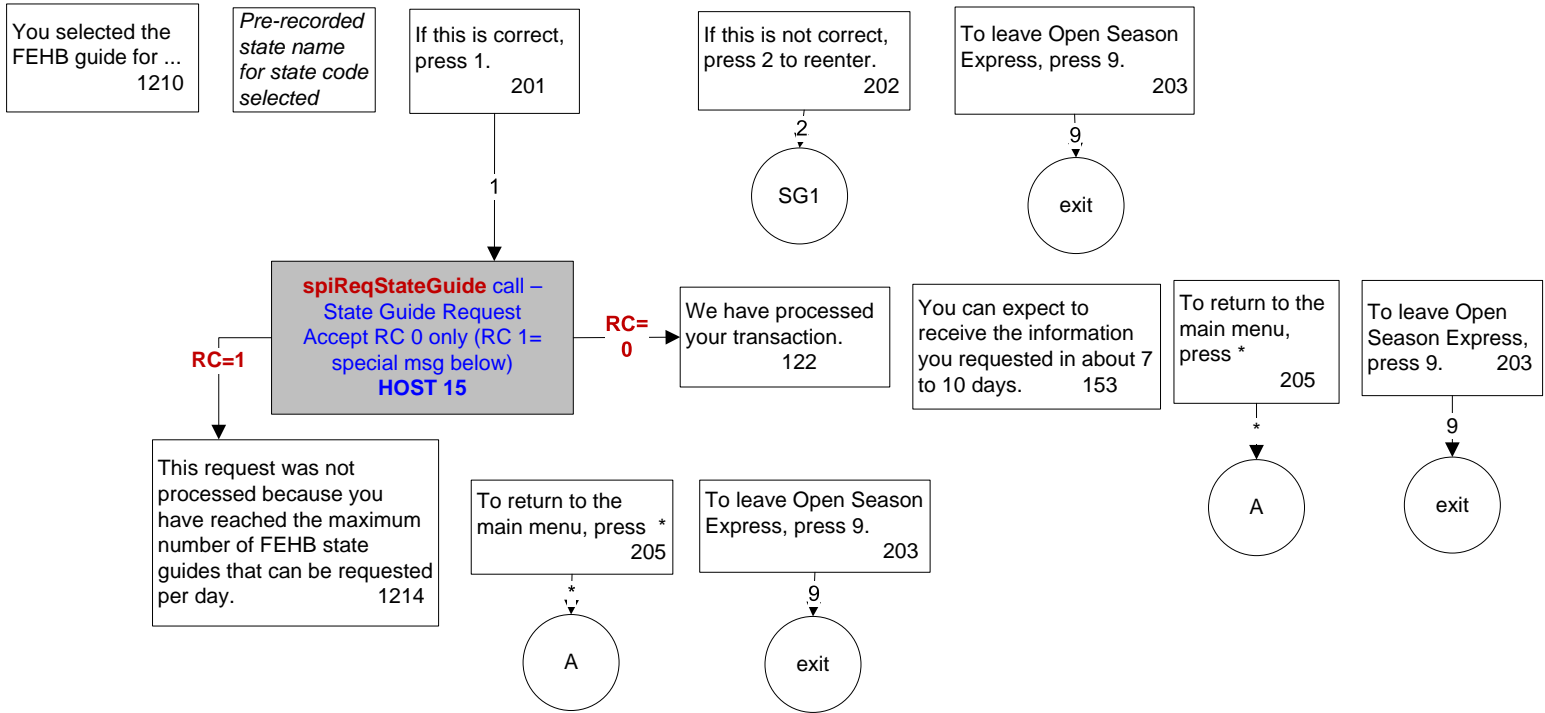
SG1

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

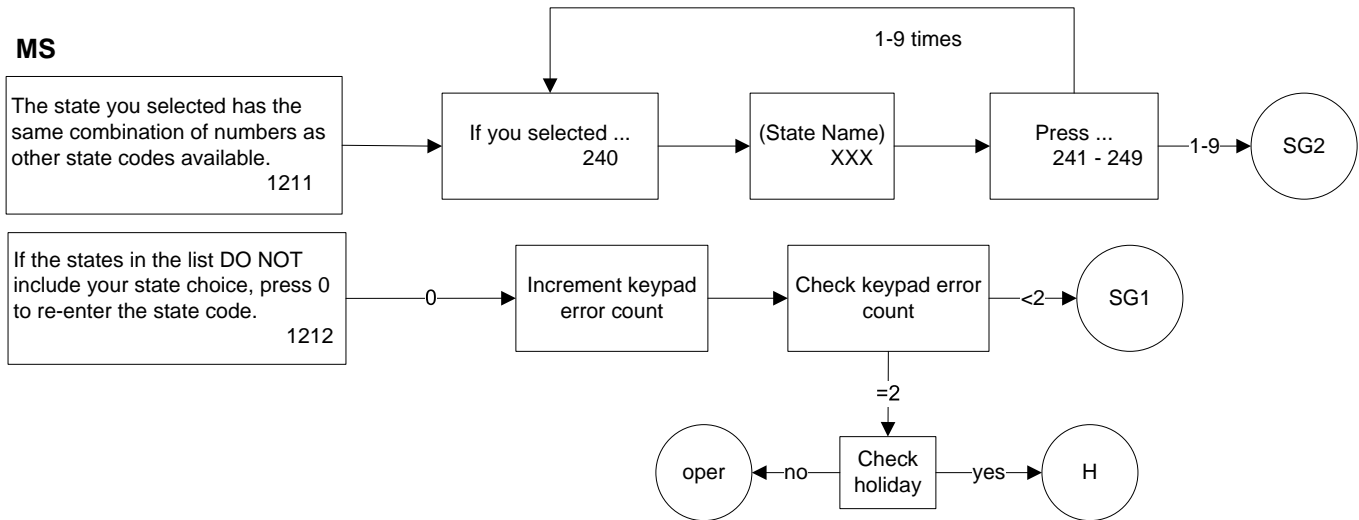


Open Season Health Benefits Guide - 2

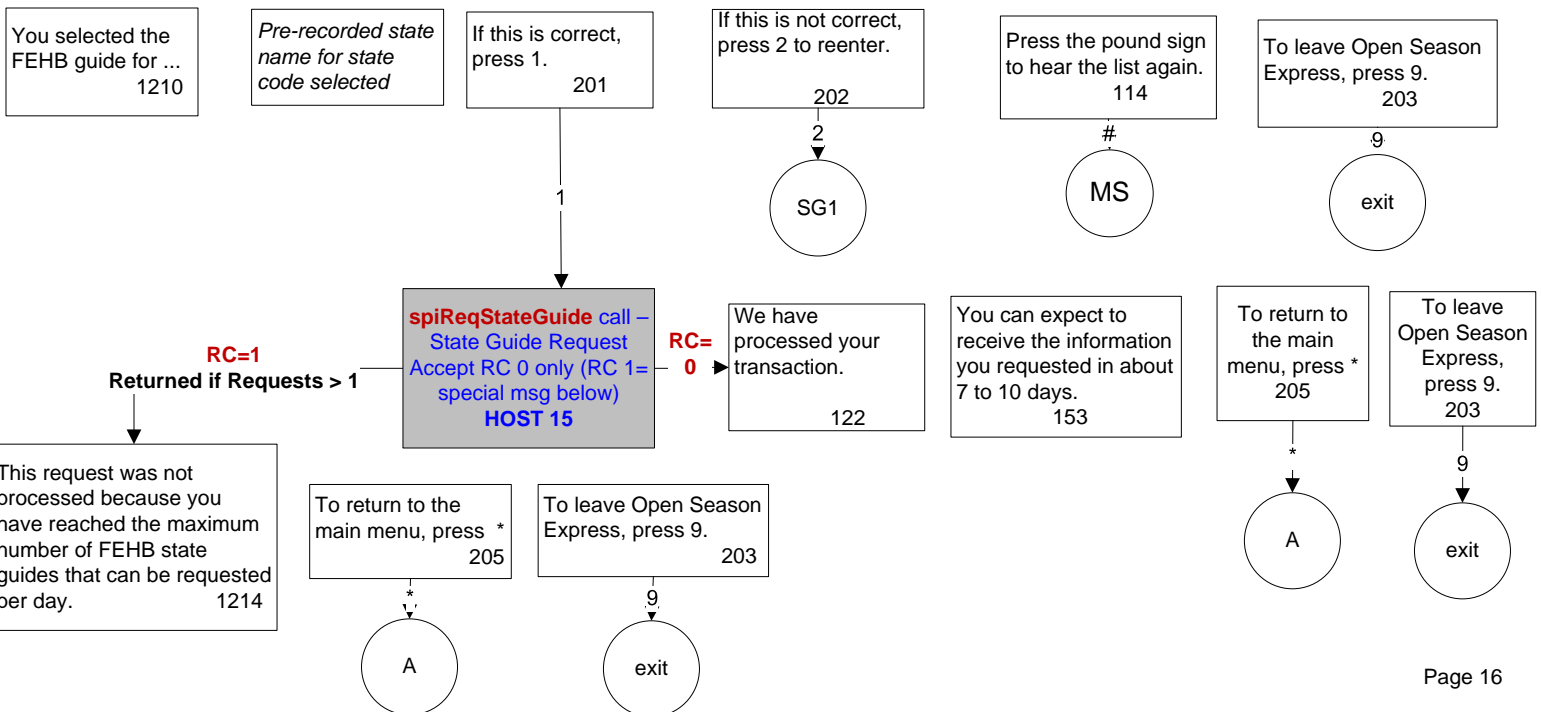
OS



MS



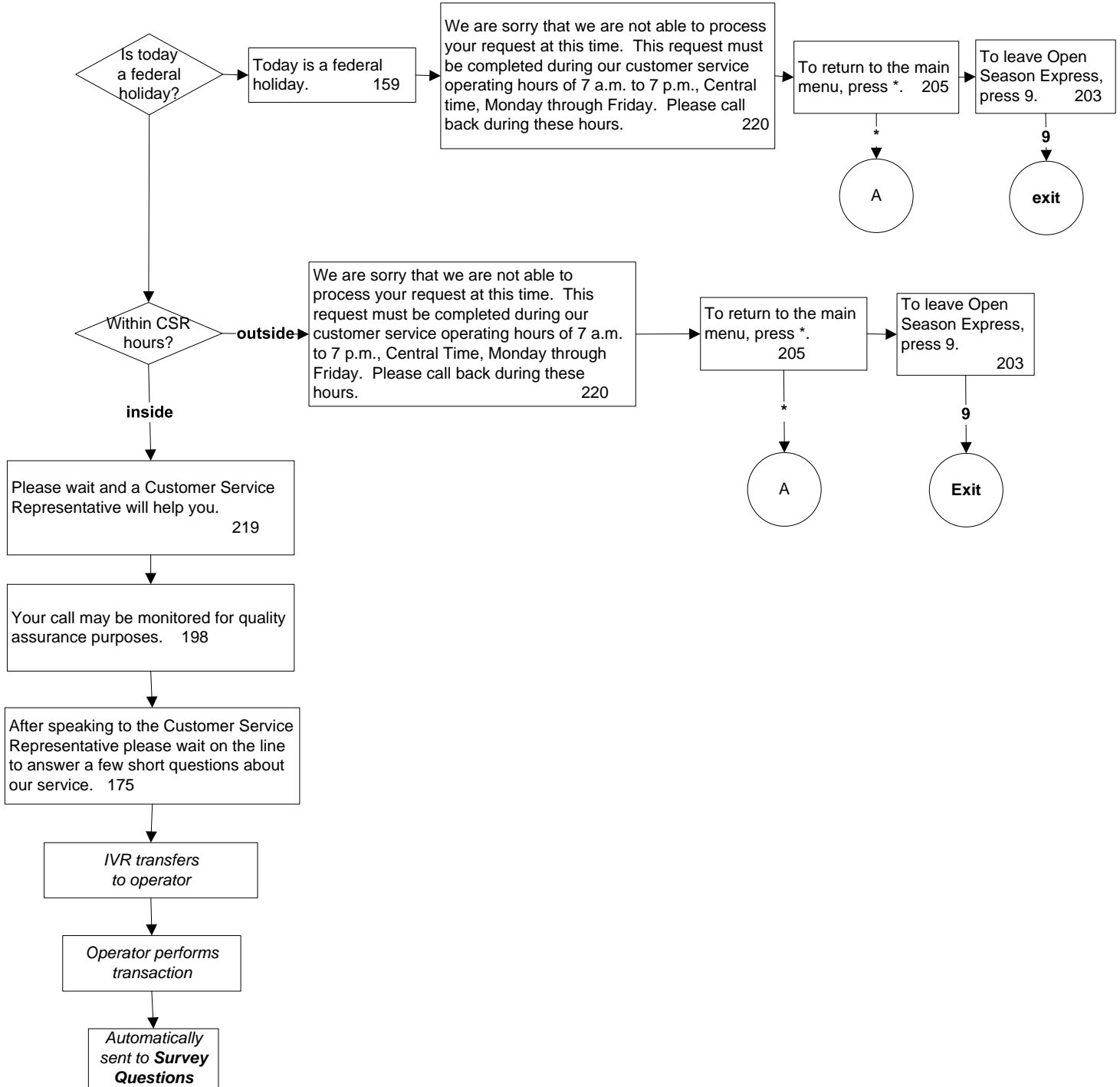
SG2



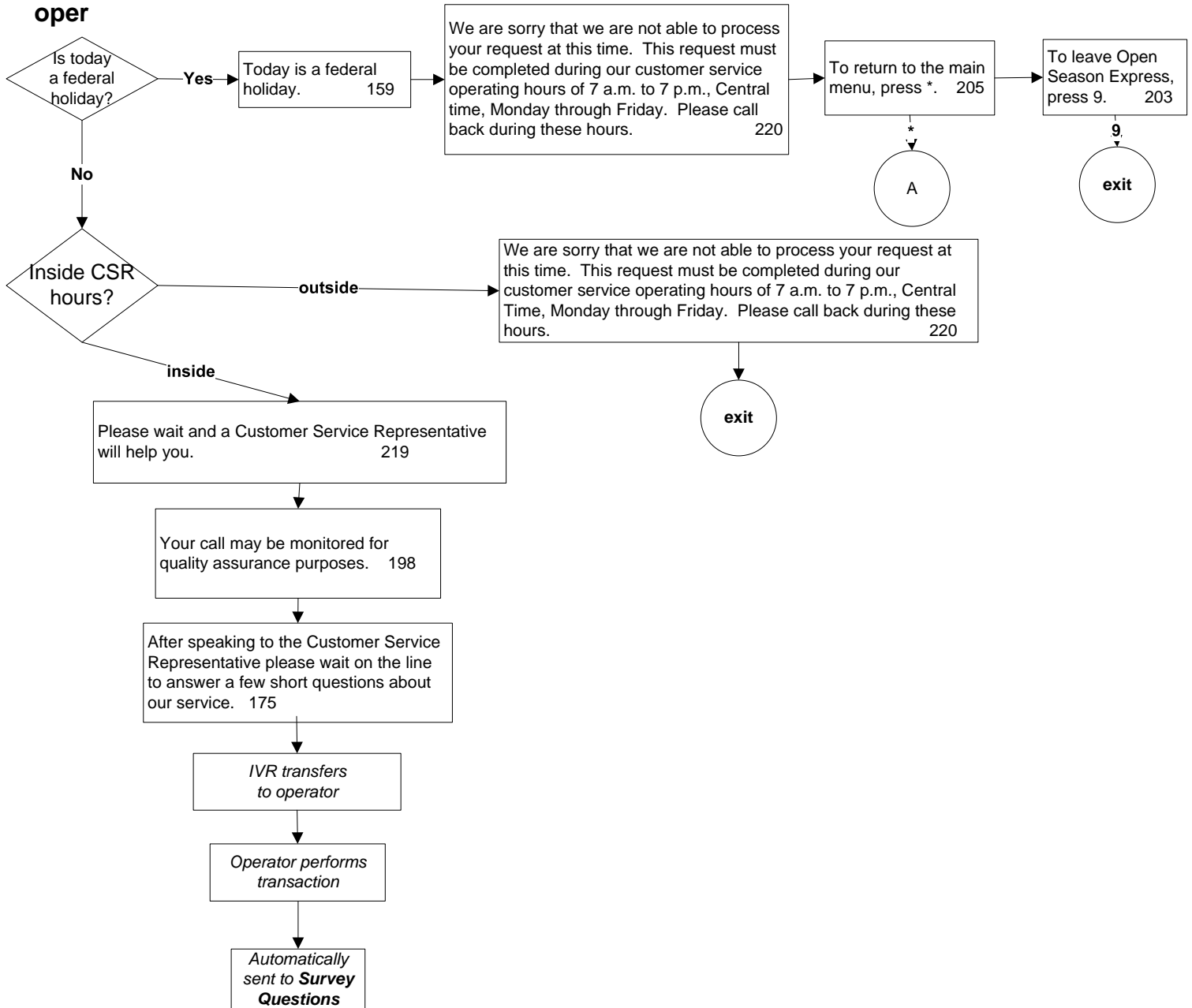
Transfer to Operator

with option to return to MM
if Outside of CSR hours

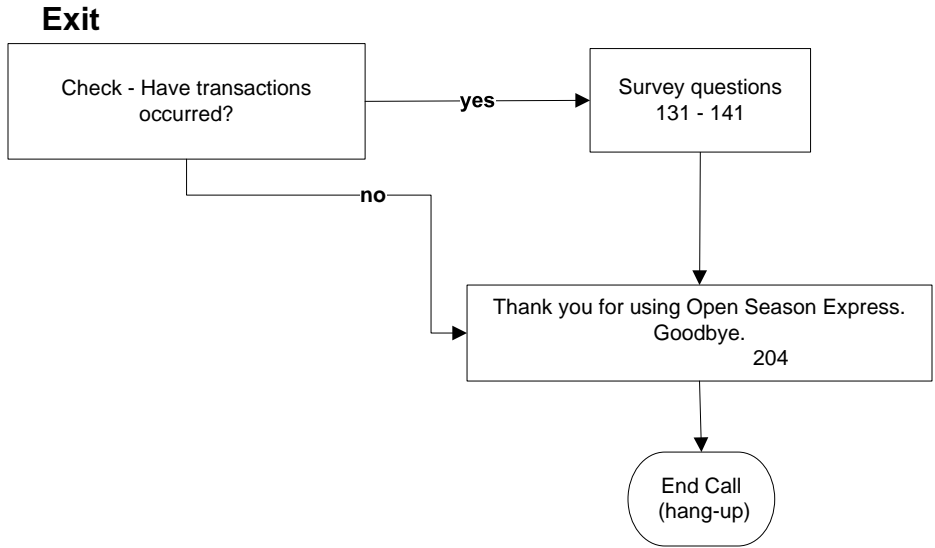
operOpt



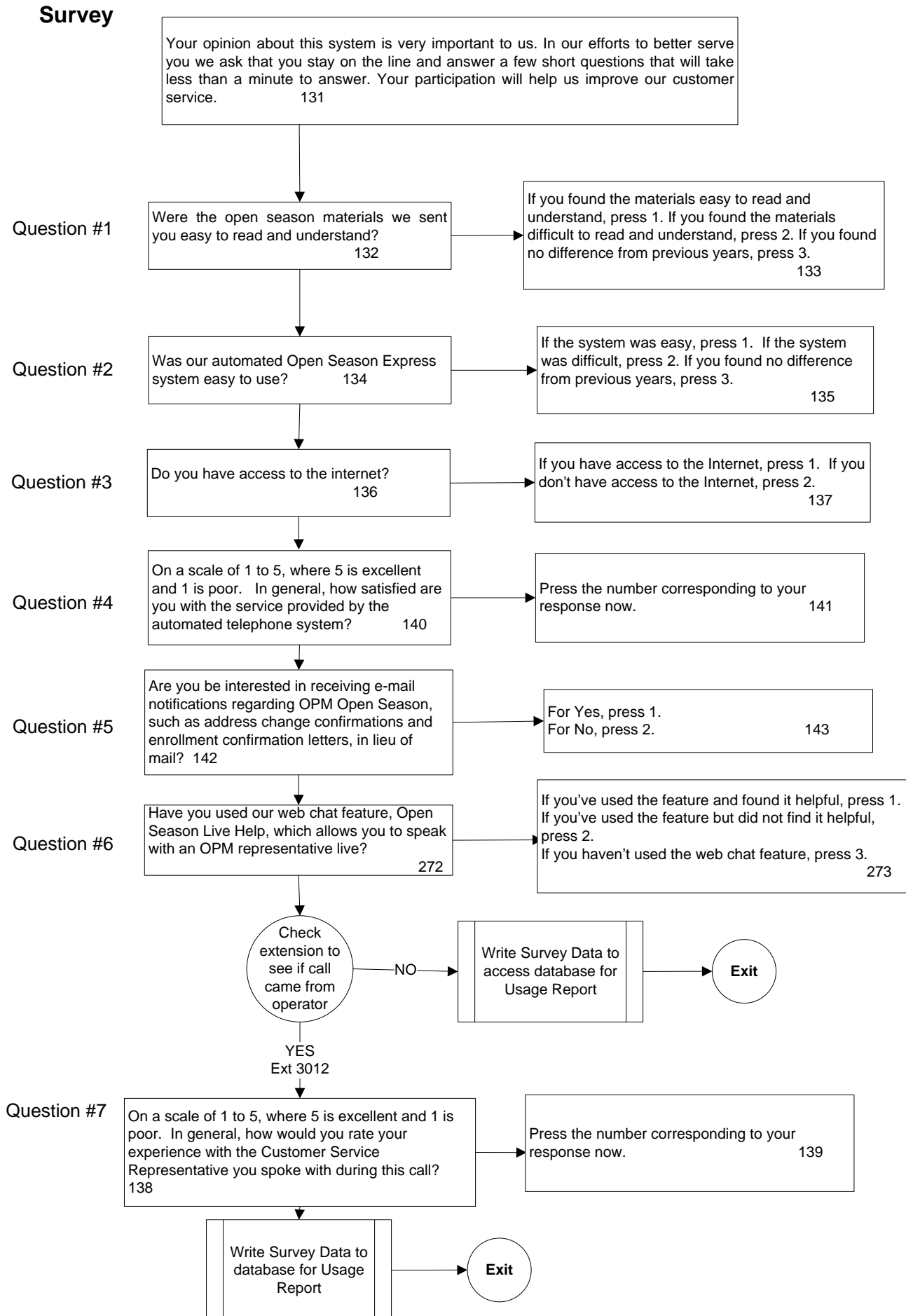
Transfer to operator



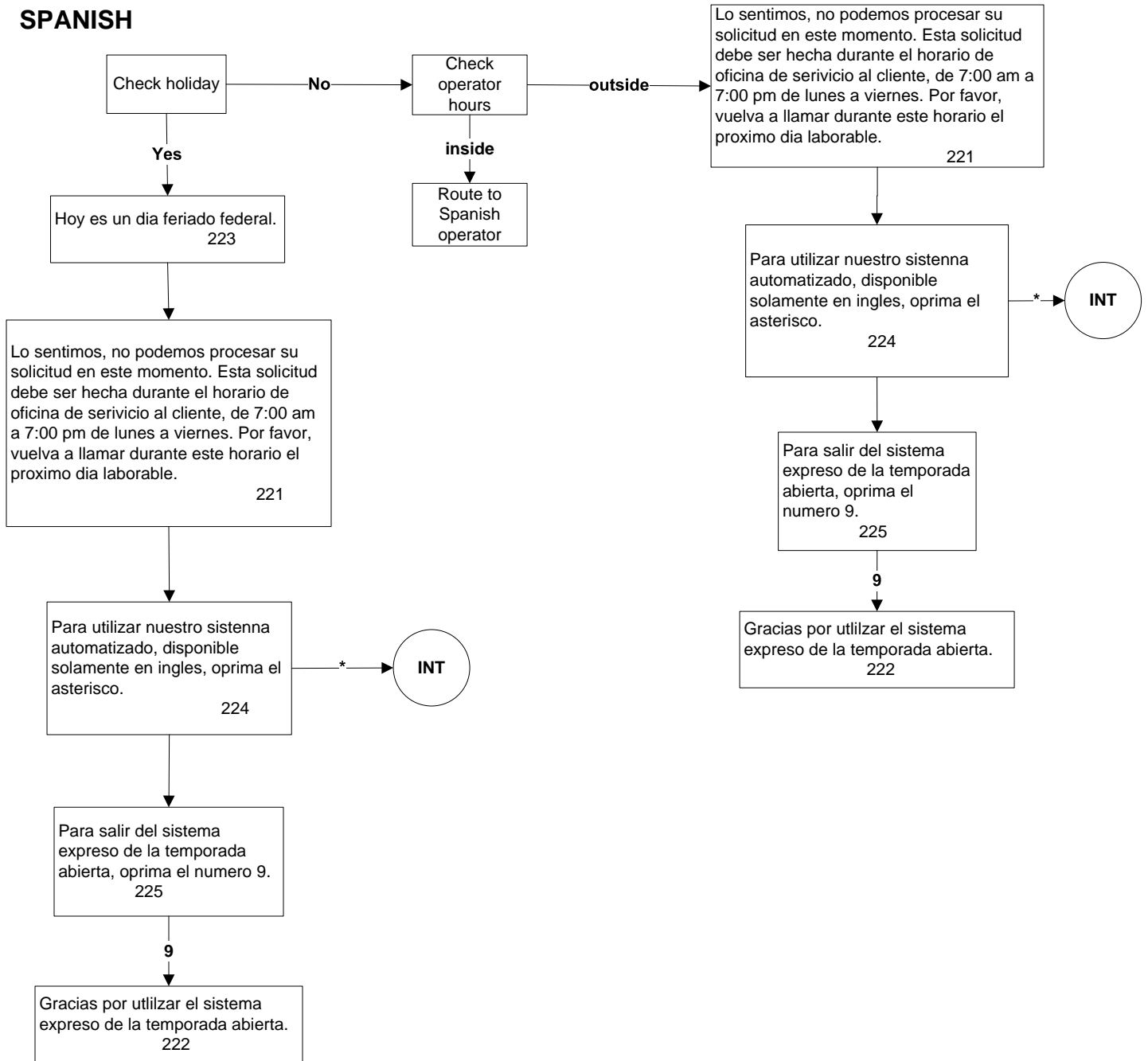
Exit Routine



Survey Questions



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 **submenu option 2**)
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
MM = Suspend/Cancel (confirmation on **submenu option 1**)
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 (confirmation on **submenu option 4**)

PP = single plan code match on keypad code for Brochure req.
RI = Request Information Sub-menu
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 Health Benefits Guide Request (*confirmation on Main Menu opt 3*) SG1 = Collect 2 character state code for State Guide Request
SG2 = Confirmation of state guide selection
Spanish= logic for transfer to Spanish CSR
Survey = Survey Questions asked of caller
U1 = Self Only Enrollment Change processing
U2 = Self/Family Enrollment Change processing