



HRSC-SW BULLETIN

SUBJECT: TIPS FOR USING THE INTERACTIVE VOICE RESPONSE SYSTEM (IVRS) BENEFITS LINE

23

Date Issued: 17 July 2002

INTENDED AUDIENCE:

HRSC SERVICED EMPLOYEES

The Interactive Voice Response System (IVRS) Benefits Line allows you to access benefits information by using a touch-tone telephone. You may conduct your own benefits transactions such as increasing your Thrift Savings Plan (TSP) contributions or changing your Federal Employees Health Benefits (FEHB) health plan during open seasons. Or, you can get a retirement annuity estimate anytime, 24 hours a day, 7 days a week.

Good listening skills are your key to getting the most satisfaction from your IVRS Benefits Line experience. Here are some tips to follow to get the best service possible from this automated system:

- To access the Benefits Line, call **1-888-320-2917** from a touch-tone telephone.
- Listen to **all** of the 11 subjects discussed in the introductory recording. A summary of what you will hear is as follows:
 1. Greeting ("Thank you for calling the Benefits Line.")
 2. Information regarding the Employee Benefits Information System (EBIS) on the Internet
 3. Creating and using a Personal Identification Number (PIN)
 4. To hear information about Long Term Health Care Insurance, **press 3**
 5. To access the Benefits and Entitlement automated line, **press 1**
 6. **FROM A MODULE, press 0** at any time to speak to a counselor. **[AT THIS POINT IN YOUR CALL, YOU ARE NOT IN A BENEFITS MODULE YET. DO NOT PRESS 0 AT THIS POINT IN THE INTRODUCTORY RECORDING OR YOU WILL BE TRANSFERRED BACK TO THE BEGINNING OF THE RECORDING OR DISCONNECTED.** See page 2 of this bulletin for information about accessing and navigating the Benefits Modules.]
 7. Counselors are available to assist you 7:30AM to 4:30PM
 8. For coaching and training purposes, your call may be recorded
 9. Your call wait time will be 10 minutes or less
 10. To access the automated system, **press 1**
 11. **IF YOU NEED IMMEDIATE ASSISTANCE, PRESS 2 TO SPEAK TO A COUNSELOR**
- Be sure to **listen to the entire introductory recording** before making a selection.

- If you **press 2** at the end of the introductory recording to speak immediately to a counselor, you will hear:
 1. If you are in the East Region, press 1
 2. If you are in the Pacific Region, press 2
 - 3. If you are in the Southwest Region, press 3**
 4. If you are in the Northeast Region, press 6
- **IF YOU PRESS 2 AND THEN PRESS 3 AS INSTRUCTED ABOVE, YOU WILL BE CONNECTED IMMEDIATELY TO A COUNSELOR AT THE HRCS-SW IN SAN DIEGO, CALIFORNIA, WITHOUT ENTERING A MODULE.**
- By **pressing 1** to enter a **MODULE** instead of immediately opting to speak to a counselor, you can make benefits transactions on your own without the assistance of a counselor. Below is a sample of the message prompts you will hear when calling the Benefits Line if you **press 1** to access a **MODULE** in the automated system *instead of* pressing 2 and then 3 to speak to a counselor.
 - "Welcome to the Department of the Navy's Automated Personnel System"
 - For information on our Customer Service Survey Press 1
 - **To access the Benefits and Entitlements Service System** **Press 2**
 - **For current Navy serviced employees** **Press 1**
 - (Other options include: "If you are a retired Navy serviced employee or if you are the survivor of an employee who retired from Navy civilian service, press 2. If you are seeking temporary continuation of coverage under the FEHB, press 3.")
 - "You will use your social security number and PIN to access your records. When you make a benefits and entitlements transaction through the automated system, your PIN, in connection with your Social Security Number, will have the same effect as your signature."
 - **To enter your Social Security Number and PIN** **Press 1**
 - If you have forgotten your PIN Press 2
 - (You will be allowed to reset your PIN. You will need your LES for the information needed to reset your PIN.)
 - **Please enter your Social Security Number**
 - If this is your first time accessing the system, you will hear, "please enter your four digit Personal Identification Number or PIN." (Your PIN will be a four-digit number equivalent to your month and year of birth - MMYYY.)

- After you enter the PIN, you will hear, "Your current PIN is 4-digits. For security reasons, we are expanding to a 6-digit PIN. Please change your PIN to any 6-digit number."
 - If this is not your first time accessing the system, you will hear, "Please enter your six digit Personal Identification Number or PIN."
 - To change your PIN Press 1
 - To continue Press 2
 - If this is your first time accessing the system, you will hear, "You currently do not have a phone number on file. Follow the menu prompts to enter your duty phone number".
 - If this is not your first time accessing the system, you will hear, "The current duty phone number on file for you is (it will be read to you). If this is correct Press 1
 - Otherwise Press 2
(You will be given the opportunity to enter the correct duty phone number)
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- **FOR FEDERAL EMPLOYEES' HEALTH BENEFITS** **Press 1**
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- For general FEHB information Press 1
 - For personal FEHB information Press 2
 - To elect new employee coverage Press 3
 - To change from self and family to self only without changing your health plan Press 4
 - To make an open season change or election Press 5
 - To cancel your FEHB enrollment Press 6
 - To make a non-open season change or election Press 7
 - To obtain a faxed copy of your most recent SF-2809 Press 8
(Copies of SF-2809s are only available from this system if you initially made your transaction through EBIS or IVRS. If your election was not made through an automated system or was made prior to October 15, 2001, you may request a copy of your SF-2809 by speaking to a Benefits Counselor.)
 - **To transfer to a Benefits Counselor** **Press 0**
 - To return to the previous menu Press 9
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- **FOR RETIREMENT** **Press 2**
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- For general retirement information Press 1
 - For personal retirement information Press 2
 - For retirement estimate Press 3
 - For a pre-calculated voluntary estimate Press 1
 - For a real time/on-line estimate Press 2
 - For a TSP monthly annuity estimate Press 3
 - **To transfer to a Benefits Counselor** **Press 0**
 - To return to the previous menu Press 9
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- **FOR THRIFT SAVINGS PLAN** **Press 3**
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- For personal TSP information Press 1

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- To enroll or change your TSP during open season Press 2
- To make a new employee election Press 3
- To stop your contributions to the TSP Press 4
- **To transfer to a Benefits Counselor Press 0**
- To return to the previous menu Press 9

- **FOR FEDERAL EMPLOYEES' GROUP LIFE INSURANCE Press 4**

- For general Federal Employees' Group Life Insurance Information Press 1
- For personal life insurance information Press 2
- To elect new employee coverage Press 3
- To make a non-open season election, change or termination Press 4
- To make an open season election Press 5
- **To transfer to a Benefits Counselor Press 0**
- To return to the previous menu Press 9

- **FOR BENEFITS NEWS Press 5**

- For issues concerning Federal Employees Health Benefits Press 1
- For Retirement Press 2
- For Thrift Savings Plan Press 3
- For other issues Press 4
- **To transfer to a Benefits Counselor Press 0**
- To return to the previous menu Press 9

- **FOR FAX BACK DOCUMENTS Press 6**

- To request a document Press 1
 - Enter the document number you wish to receive Enter #
 - If you do not know the document number Press *
- To order an index of available documents Press 2

- **TO EXIT THE SYSTEM Press 9**

The Human Resources Service Center Southwest (HRSC-SW) Benefits Division hopes your experience with the IVRS Benefits Line will be pleasant, easy and efficient.

USE THE IVRS BENEFITS LINE AT 1-888-320-2917

USE EBIS AT ON THE INTERNET AT www.civilianbenefits.hroc.navy.mil

SEND US AN EMAIL AT Benefits@sw.hroc.navy.mil

FAX US AT(619) 615-5548 OR DSN 245-5548 OR TOLL-FREE 1-800-831-0622 X5548

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