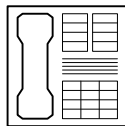


DBM IVR Enrollment System For Regular, University and Satellite Status

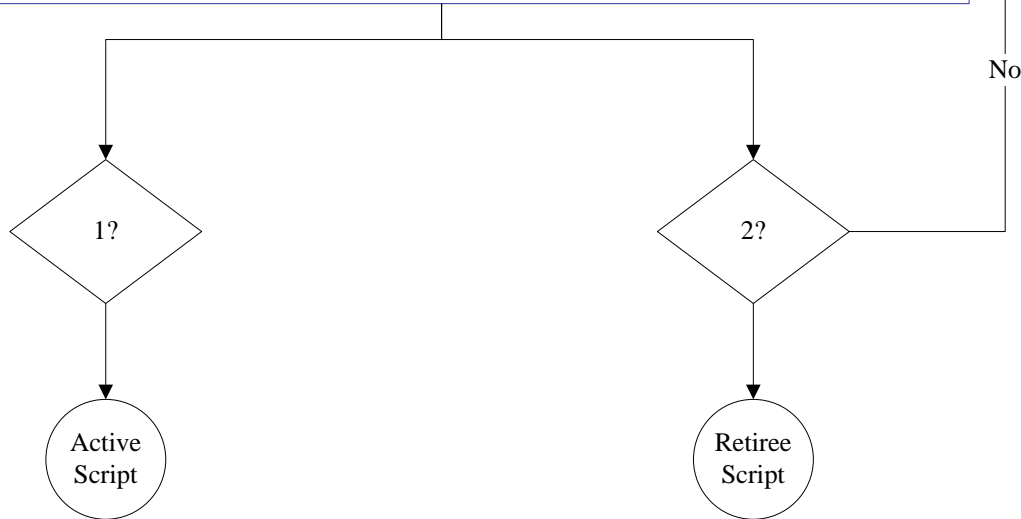


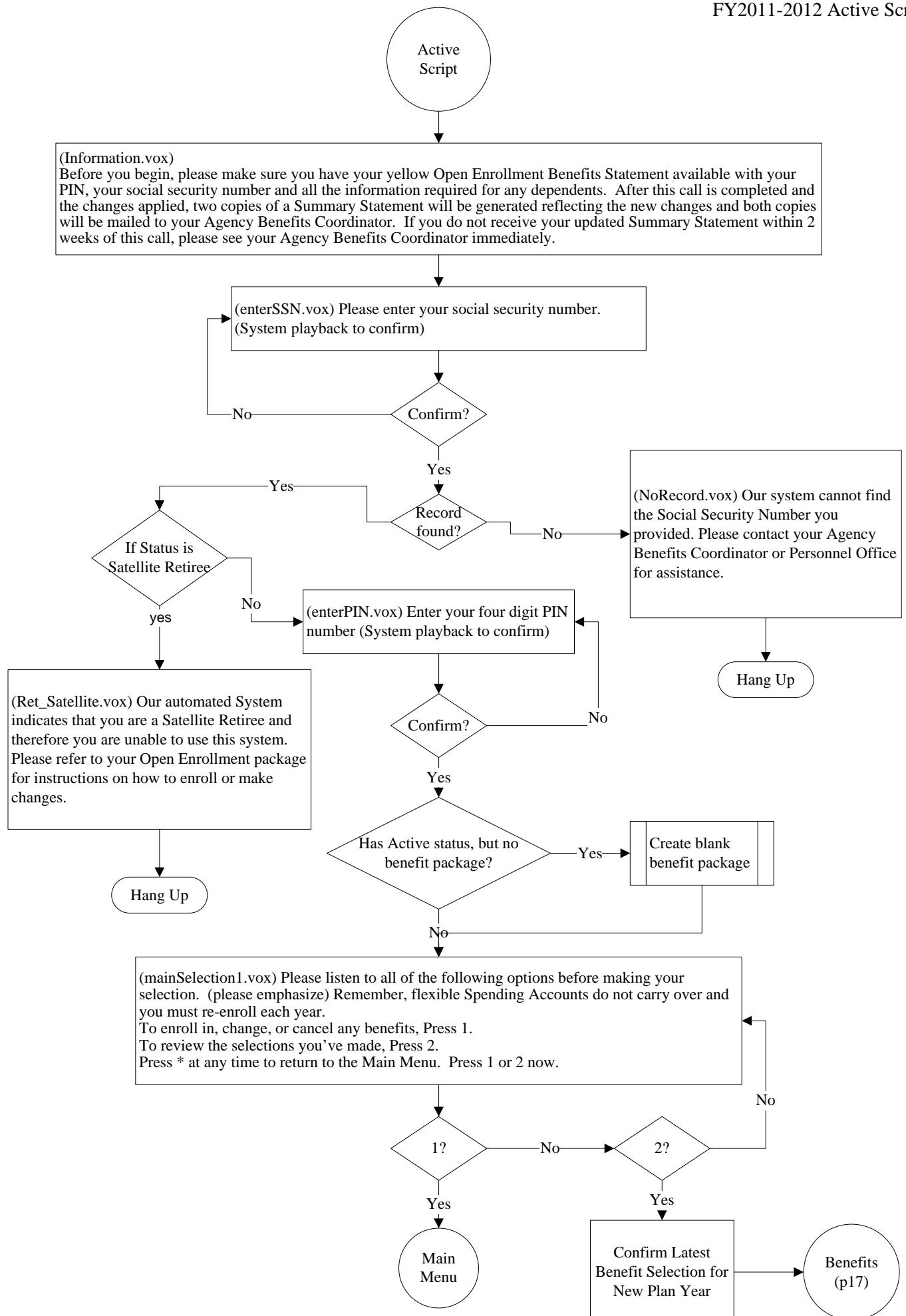
(Welcome_DBM1.vox)
 Welcome to the State of Maryland Automated Enrollment System for Benefits to begin on July 1st, available 24 hours a day, 7 days a week during Open Enrollment.

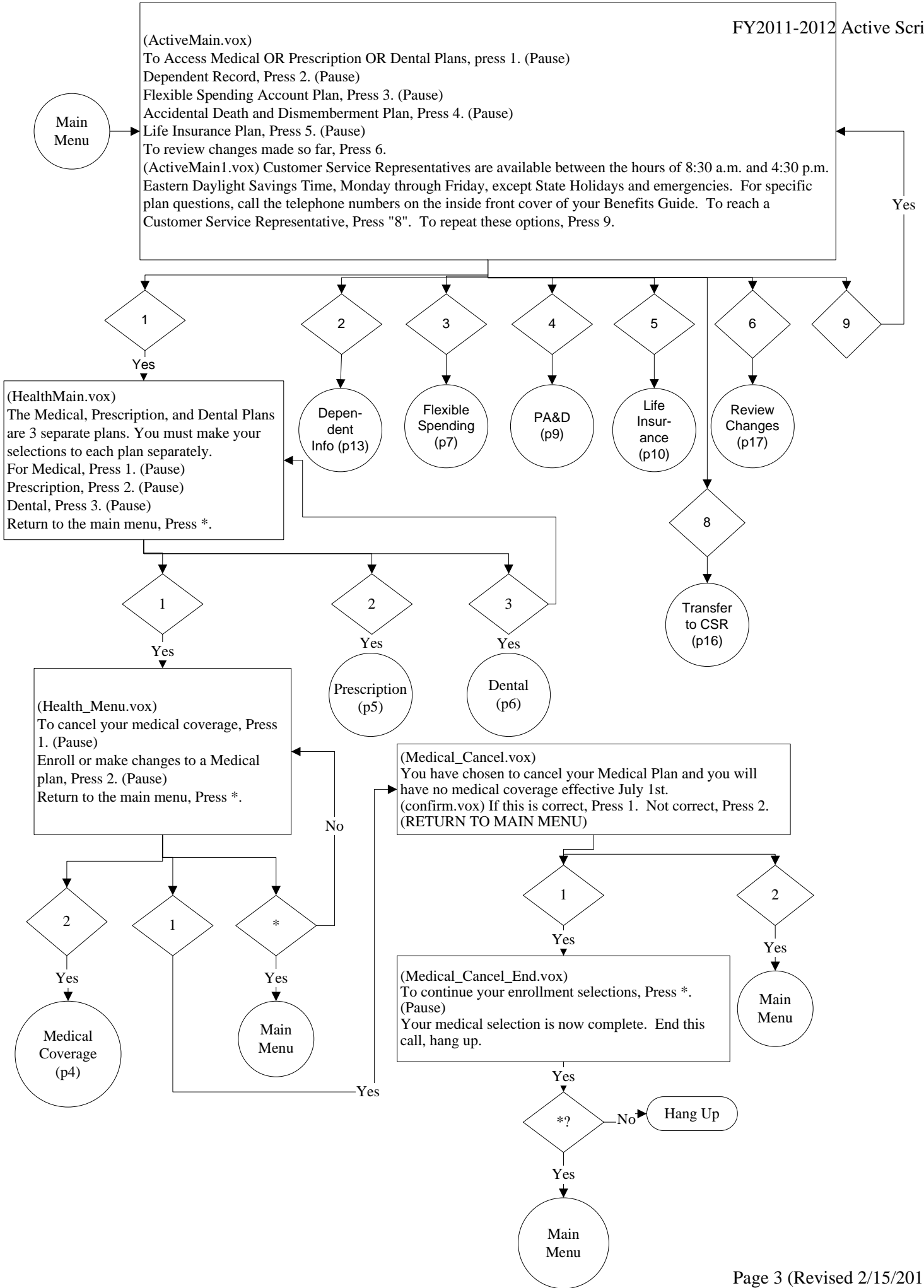
Use this system if you want to change plans, drop or add a plan, add or drop a dependent, or to update information for a dependent.

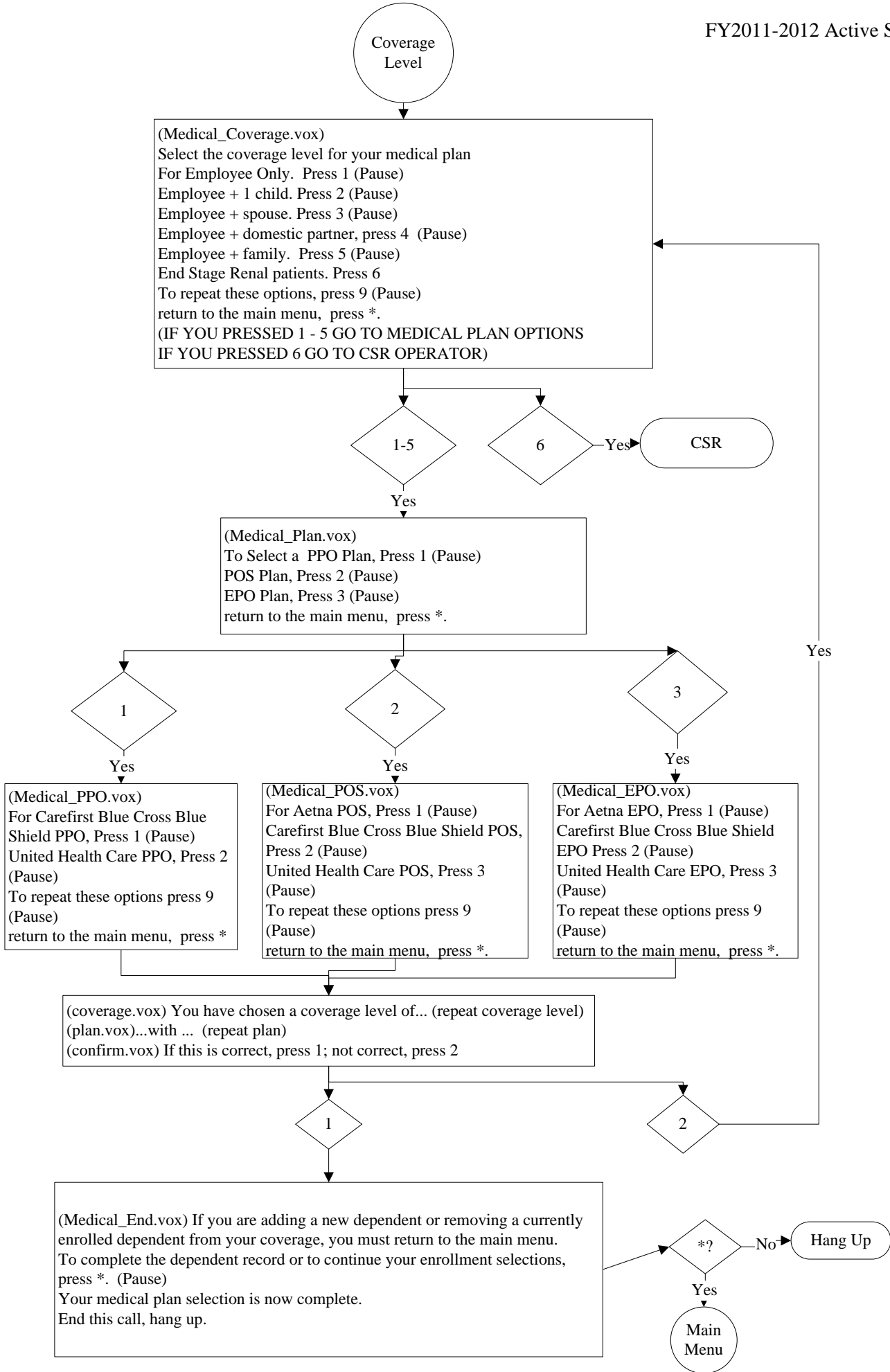
You can also use this system to confirm your benefits at any time, 24/7, during Open Enrollment.

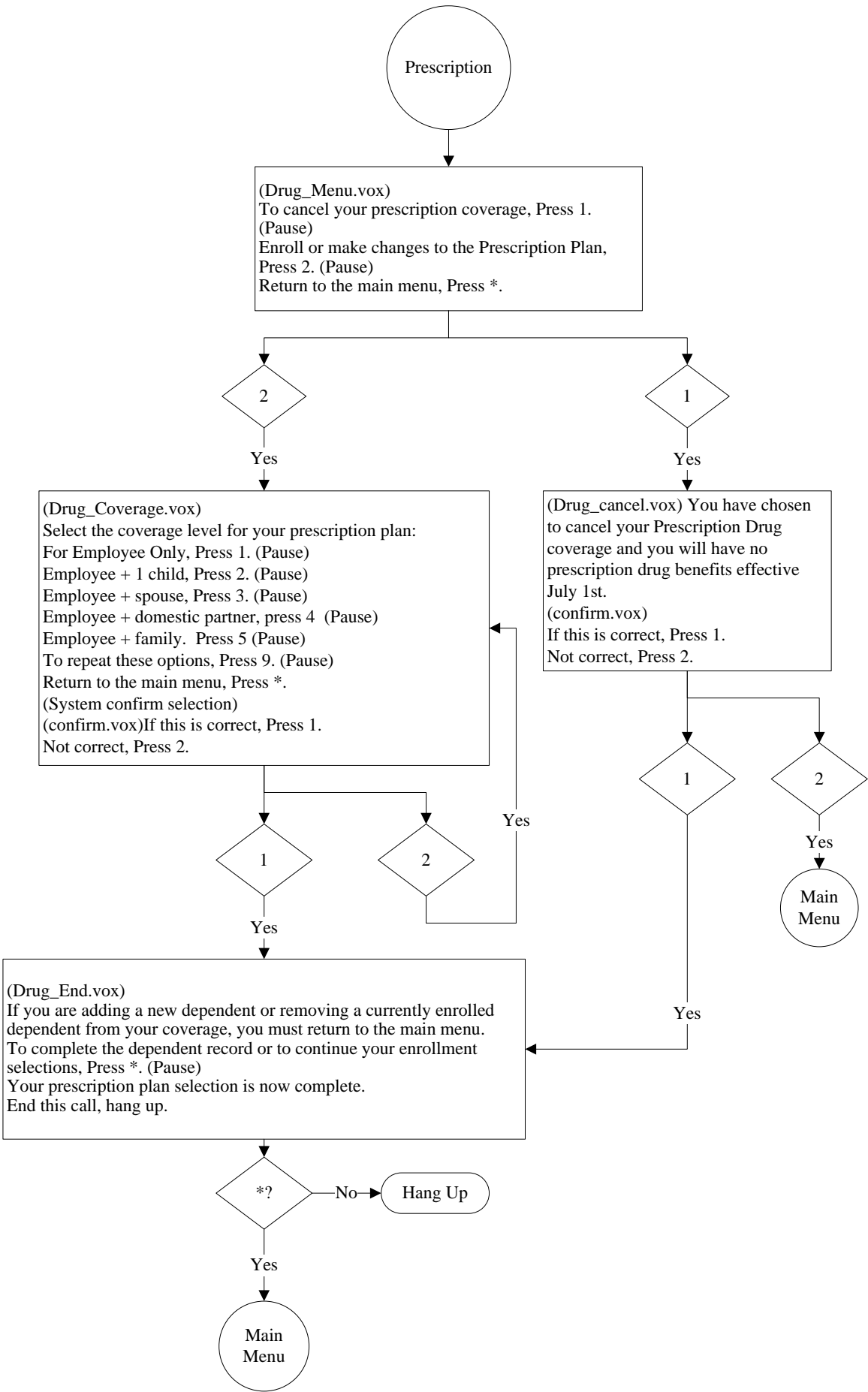
(Welcome_DBM2.vox)
 If you are an active State or active Satellite employee, Press 1 now
 If you are a retiree, Press 2 now.
 If you are a Direct Pay or Satellite Retiree member, you cannot use this system. Please refer to your Open Enrollment package for instructions on how to enroll or make changes.

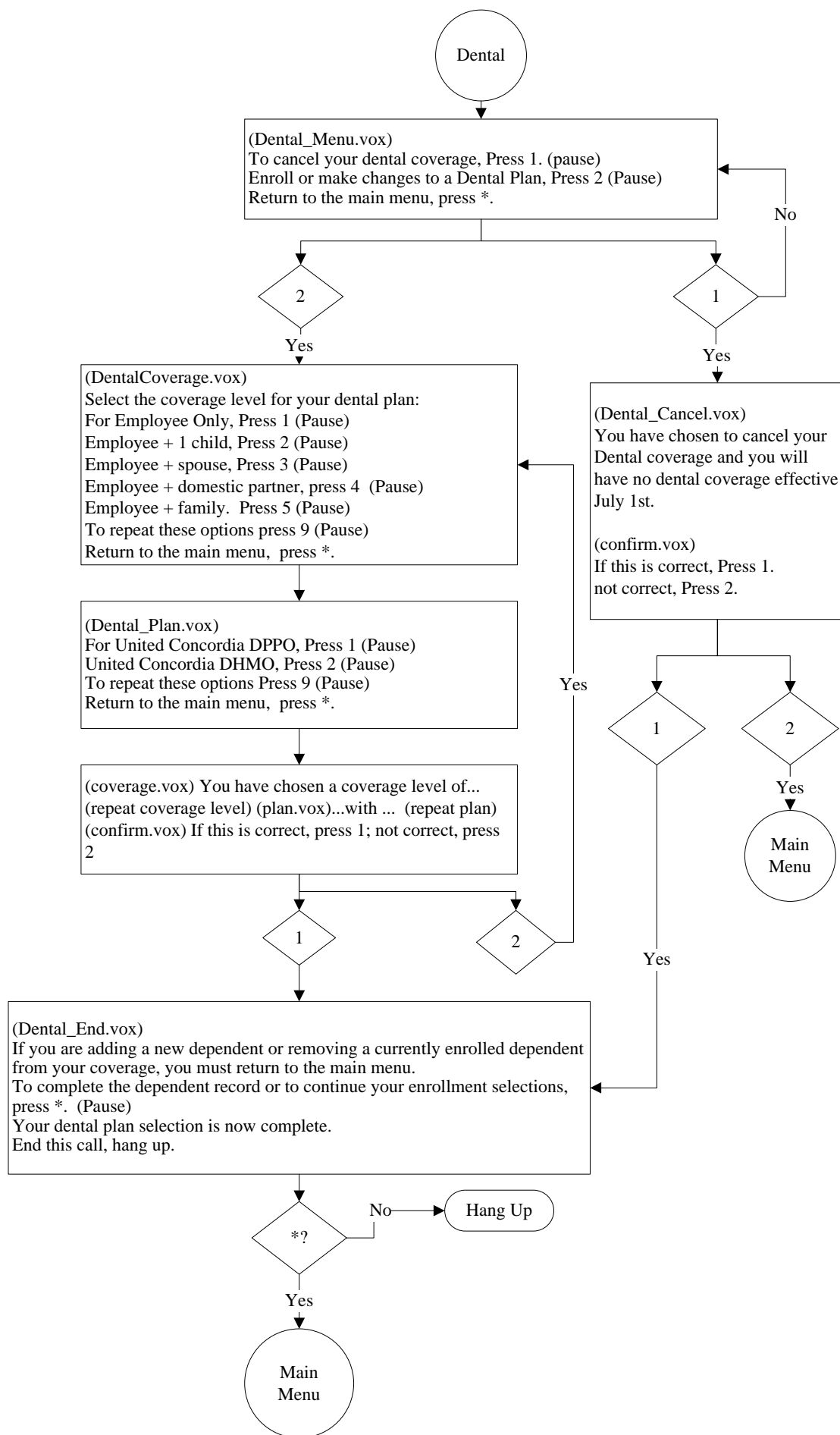












Flexible Spending

(Spending_Menu.vox) For Flexible Spending Accounts (FSA), please review the benefits guide to determine your deduction amounts prior to enrolling in an FSA for the new plan year. Claims incurred by same sex spouses, same sex domestic partners and children of domestic partners are not eligible for the FSA accounts.

To enroll in an FSA, Press 1.
 To cancel your FSA enrollment, Press 2.
 To make changes to your FSA enrollment, Press 3.
 To return to the main menu, Press *.

1 or 3

2

(Spending_enroll.vox)
 For Health Care, Press 1.
 For Dependent Day Care, Press 2.
 For both, Press 3.
 Return to the main menu, Press *.

(Spending_Cancel_Menu.vox) To cancel your health care spending account, Press 1. (Pause)
 To cancel your Dependent Day Care spending account, Press 2. (Pause)
 To cancel both your health care and Dependent Day Care spending accounts, Press 3. (Pause)
 Return to the main menu, Press *.

1

2

3

Combined Flex Ben Choice

If Health Care selected: (HealthCare_Enter.vox) For your Health Care Spending Account, please enter the amount you want deducted from each paycheck in dollars and cents. For example \$125 per pay, Press one, two, five, zero, zero.

If Dependent Day Care selected: (DayCare_Enter.vox) For your Dependent Day Care Spending Account, please enter the amount you want deducted from each paycheck in dollars and cents. For example \$208.33 press two, zero, eight, three, three.

*System Message (If the employee tries to enroll with less than min): (Spending_min.vox) You have chosen an amount less than the minimum required for each paycheck deduction. Please refer to your Benefits Guide for account minimums.

*System Message (If the employee tries to enroll greater than max): (Spending_max.vox) You have chosen an amount greater than the maximum allowed for each paycheck deduction. Please refer to your Benefits Guide for account maximums.

System confirm - (selected.vox) You have chosen... (system repeat)
 (HealthCare.vox) ...for each paycheck deduction for your Health Care Spending Account.
 (DayCare.vox) ...for each paycheck deduction for your Dependent Day Care Spending Account.
 (Confirm_amount.vox) If this is correct, Press 1.
 Not correct, Press 2.

(Spending_cancel1.vox) You have canceled your...
 (Spending_cancel2.vox, Spending_cancel3.vox) ...health care/dependent day care spending account beginning July 1st.
 (Spending_cancel4.vox)
 If you want to select a new health care / dependent day care spending account amount, Press 1.
 If you do NOT want to select a new health care / dependent day care spending account amount, Press 2.

2

1

(Spending_End.vox) To continue your enrollment selections, press *. (Pause)
 Your FSA selection is now complete.
 End this call, hang up.

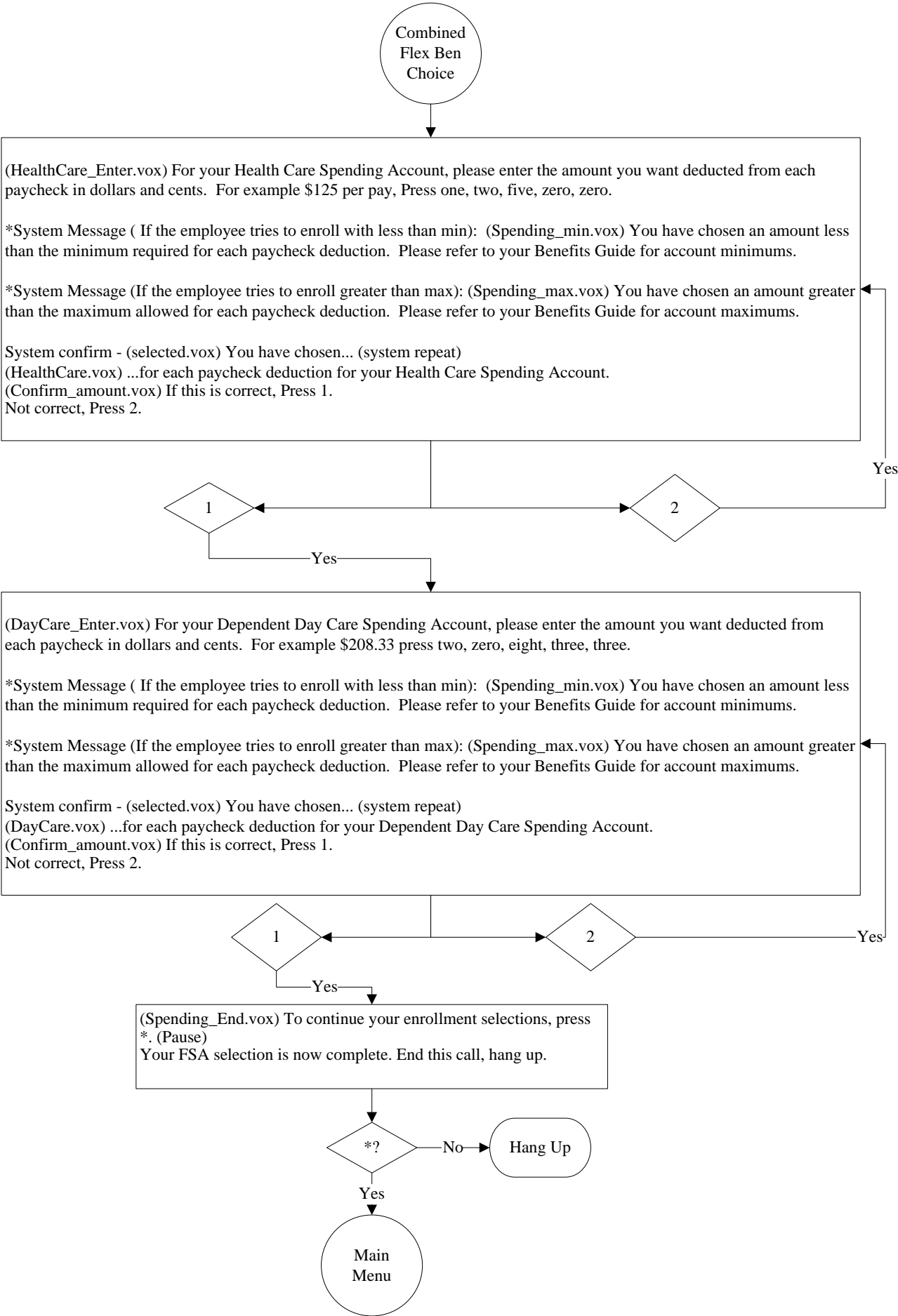
Flexible Spending

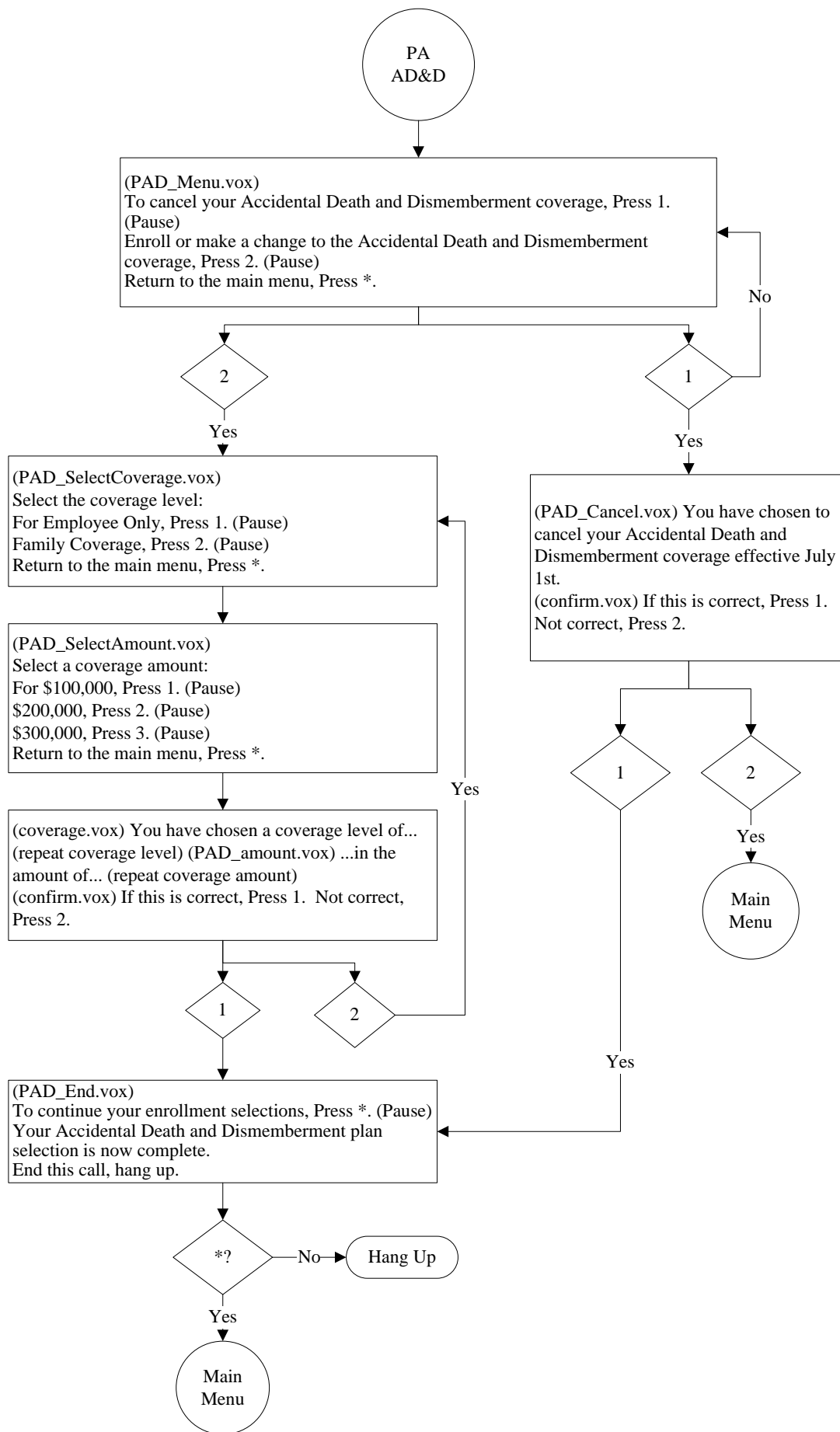
*? No → Hang Up

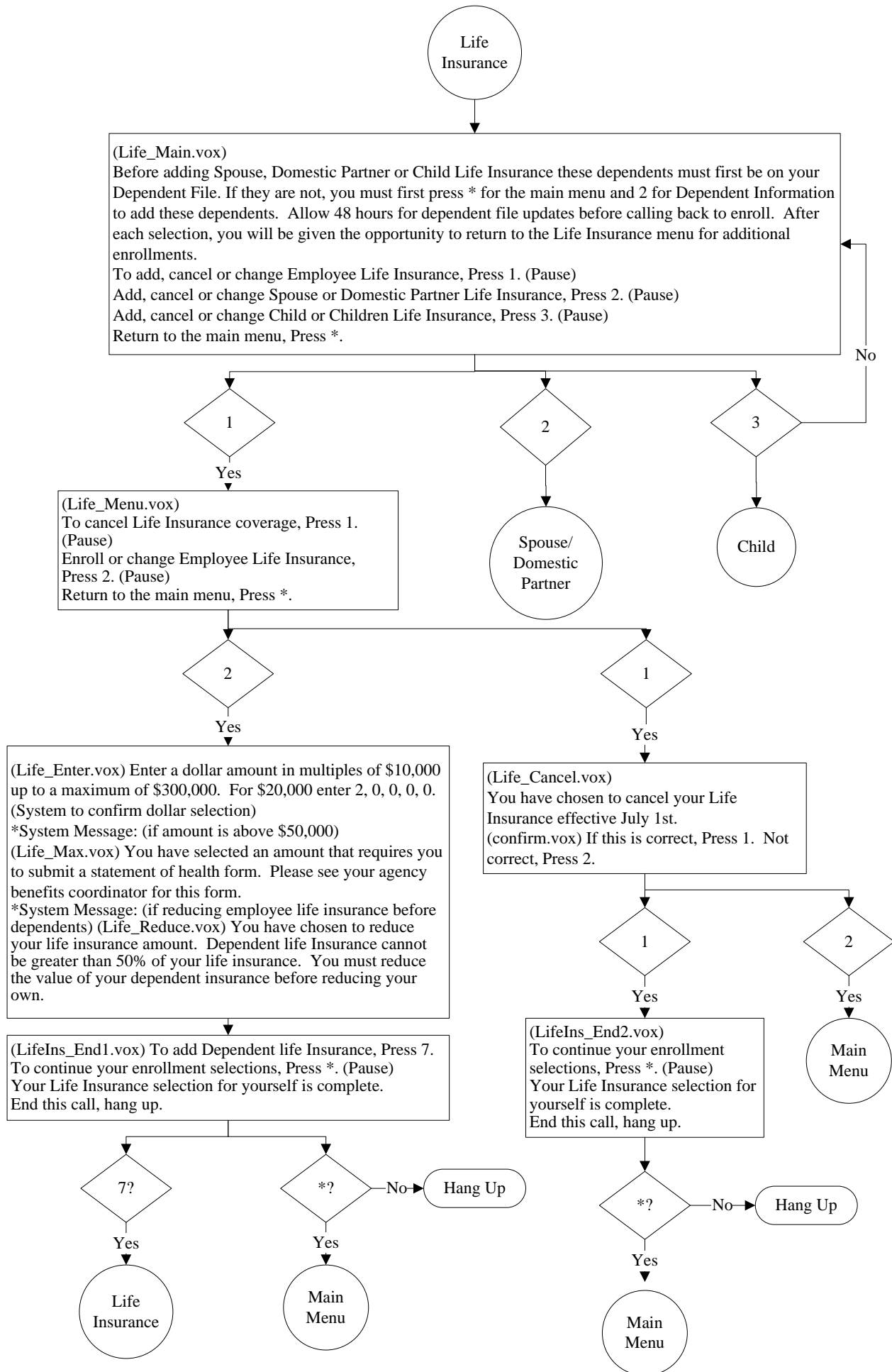
Main Menu

2

1



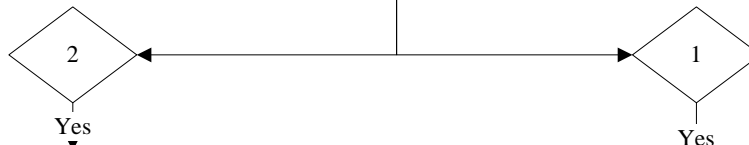






(Life_Spouse.vox) To cancel spouse or domestic partner life insurance, Press 1. (Pause)
 To enroll or change life Insurance coverage for your spouse or domestic partner, Press 2. (Pause)
 Return to the main menu, Press *.

*System Message: (If there is no spouse or domestic partner on the dependent file)
 (Life_addSpouse.vox) Before enrolling in life insurance, you must first add your spouse or domestic partner by pressing * for the main menu and 2 for Dependent Information. Please allow 48 hours for dependent file updates before calling back to enroll in Life Insurance.



(Life_Spouse_Amount5K.vox) A spouse's or domestic partner's life insurance amount can not be greater than 50% of your life insurance amount. Enter a dollar amount in multiples of \$5,000 up to a maximum of \$150,000. For \$10,000, enter 1, 0, 0, 0, 0. (System to confirm dollar selection)

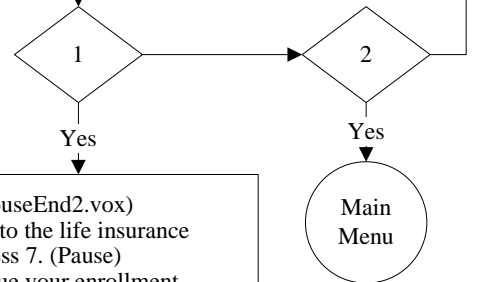
*System Message: (if amount entered is over \$150,000 or not a multiple of 5,000) (Life_DepOver.vox) You have entered an invalid amount. Enter an amount in multiples of \$5,000 and not greater than 50% of your life insurance amount. (back to enter amount menu)

*System Message: (if no employee life insurance has been selected) (Life_select.vox) You must enroll in life insurance for yourself before you can enroll in life insurance for your dependents. (return to main life insurance menu)

*System Message: (if amounts selected is over \$25,000) (Life_statement.vox) You have selected an amount that requires you to submit a statement of health form. Please see your Agency Benefits Coordinator for this form.

*System Message: (if increasing the amount of insurance greater than the 50% of the employee's life insurance) (Life_Spouse50.vox) To continue, you must increase your life insurance amount or decrease your spouse or domestic partner's life insurance amount. (return to main life insurance menu)

(Life_CancelSpouse.vox)
 You have chosen to cancel Spouse or domestic partner Life Insurance effective July 1st.
 (confirm.vox)
 If this is correct, Press 1.
 Not correct, Press 2.



(Life_SpouseEnd2.vox)
 To return to the life insurance menu, Press 7. (Pause)
 To continue your enrollment selections, Press *. (Pause)
 Your life insurance selection is now complete. End this call, hang up.

(Life_SpouseEnd1.vox) To return to the life insurance menu, Press 7. (Pause)
 To continue your enrollment selections, Press *. (Pause)
 Your spouse or domestic partner life insurance selection is now complete. End this call, hang up.

