

Enrollment Call Traffic Calendar

Expected Hold Time for a Benefit Advisor

This chart reflects the typical hold time to reach a Via Benefits advisor during the Open Enrollment Period, based on historical patterns. Calls unrelated to enrollment—such as those for funding support—typically have much shorter hold times.

Please note: this is an estimate, not a guarantee. While call volume can fluctuate daily, this should serve as a guide for planning your call.

In general, you may experience shorter hold times if you:

- Call earlier in the enrollment season, before volume increases
- Call in the mornings, when possible
- Use the virtual call back option when it's offered. This allows you to keep your place in line, and we'll call you back when it's your turn. The callback option isn't always available—especially later in the day, when it may be turned off to ensure everyone who has requested a callback receives one—but we recommend using it when it is.

Key Dates

- Medicare Open Enrollment Oct 15 to Dec 7
- Pre-Medicare Open Enrollment Nov 1 to Dec 15

What to Expect When You Call

When you call Via Benefits, an automated system will first confirm your identity and route your call. Please listen carefully and respond to the prompts.

You'll be asked to provide:

- The last four digits of your Social Security number
- Your ZIP code
- Your date of birth

Once authentication is complete, we'll recognize you as an OPERS Benefit Recipient, prioritize your call, and give you a clearer expectation of your hold time.

