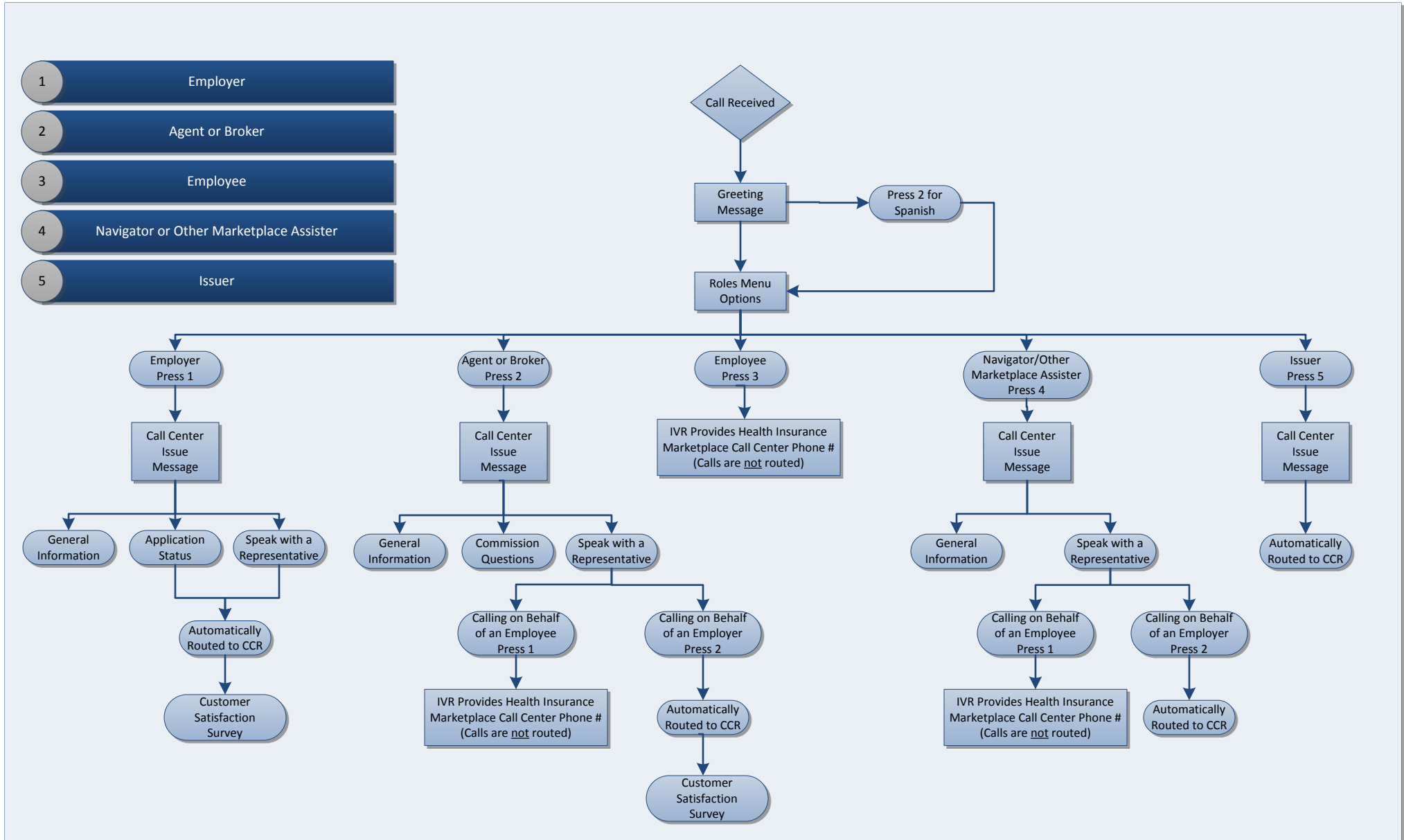


# Overview of Small Business Health Options Program (SHOP) Marketplace Interactive Voice Response (IVR)

This diagram outlines the process flow of the Interactive Voice Response (IVR) system and lists the required identifying information users will need when calling the SHOP Call Center.

## Interactive Voice Response (IVR) Process Flow:



**Pertinent information required when calling the SHOP Call Center:**

- **Employer/Business Name**
- **Employer/Business Identification Number (EIN)**
- **Employer/Business State**

*Tips for Success*

- The roles menu and subsequent menus can be navigated by using touch-tone on your telephone keypad.
- Have all pertinent information organized before you call.

**Contact Information**

**1-800-706-7893 General Inquiries IVR**

**711 TTY**

**Hours of Operation**

**Monday – Friday**

**9:00 am – 7:00pm EST**