```
                          ┌─────────────┐
                          │    Call     │
                          └──────┬──────┘
                                 │
                          ┌──────▼──────┐
                          │ Prompt for  │
                          │  Member ID  │
                          └──────┬──────┘
                                 │
                            ◇─────────◇        No    ┌────────────────────┐
                           ╱ Member ID ╲──────────▶ │ Send Call to MSC with│
                           ╲ provided ? ╱           │ Not_Authenticated    │
                            ◇─────────◇             │ Status               │
                                 │ Yes              └────────────────────┘
                                 │
                            ◇─────────◇    Yes   ┌──────────────┐
                           ╱   ANI     ╲───────▶ │ Get phone    │
                           ╲ available? ╱        │ number       │
                            ◇─────────◇          └──────┬───────┘
                                 │ No
                          ┌──────▼──────┐
                          │ Prompt for  │
                          │ last 6      │
                          │ digits of   │
                          │ SSN         │
                          └─────────────┘
```

Regardless supplied the 6 digits SSN or not

Verify Member and return routing decision (SC or MSC)

call EIP API
It can include only member ID
OR
either phone number or 6 digits SSN associated with member ID

```
┌────────────────────┐      No      ◇──────────────◇
│ Send Call to MSC   │◀──────────── ╱ Is member ID  ╲
│ with               │              ╲   valid?      ╱
│ Not_Authenticated  │               ◇──────────────◇
│ Status             │                     │ Yes
└────────────────────┘                     │
                                      ◇──────────────◇
┌────────────────────┐      No      ╱ Match phone    ╲   Yes
│ Prompt for last 6  │◀──────────── ╲ successful ?   ╱
│ digits of SSN      │               ◇──────────────◇
└─────────┬──────────┘                     │ Yes
          │                                │
          ▼                           ◇──────────────◇     SC    ┌──────────────────┐
**Verify Member and**                ╱  SC or MSC     ╲────────▶ │ Send Call to SC  │
**return routing**        Yes        ╲                ╱          │ with Verified    │
**decision (SC or**  ──────────────▶  ◇──────────────◇          │ Status           │
**MSC)**                                     │                   └──────────────────┘
          │                                  │ MSC
          ▼                                  ▼           ┌──────────────────┐
    ◇──────────────◇                                     │ Send Call to MSC │
   ╱ Match phone    ╲                                    │ with Verified    │
   ╲ successful ?   ╱                                    │ Status           │
    ◇──────────────◇                                     └──────────────────┘
          │
          │         ┌──────────────────┐
          │         │ Send Call to SC  │
          │         │ with Identified  │
          │         │ Status           │
          ▼         └──────────────────┘
    ◇──────────────◇
   ╱  SC or MSC     ╲
   ╲                ╱
    ◇──────────────◇
```

Send Call to MSC with
Identified Status