



Forwarding Calls to Option Line

Current affiliates of Heartbeat International can forward calls to Option Line after hours as a complementary benefit of affiliation.

In order to take advantage of this benefit, just set your call forwarding to [1-800-712-4357](tel:1-800-712-4357). If you don't currently use call forwarding, you'll need to contact your telephone company to get that set up.

There is ***no additional paperwork*** or permission needed on our end. But, we do ask you to simply call Option Line on our business line (614-802-2808) to let us know when you're ready to start.

We also welcome call forwarding as needed during your regular hours (for example, during staff meetings or if you are short staffed), but we ask that you call to notify us know when you'll be available again, so we can pass that information on to your clients.

Option Line is ***available 24/7, including all holidays***, so we can take your calls for extended periods of time as well. Once again, we ask that you notify us as to how long you'll be gone, so we can best serve your clients.

We recommend you train all staff (who are on the phones) to turn call forwarding on/off to make sure your calls always get to the right place at the right time.

It is a pleasure to serve you, and as always, contact us with any questions.