HCA Support Guide for SEBB BAs

Accessing the application and submitting a request

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Accessing the HCA Support application
Follow these steps to access and use the HCA Support application.

**Step 1: Find HCA Support**

a. Visit [support.hca.wa.gov](http://support.hca.wa.gov). The link on the SEBB BA website to FUZE will be replaced with a link to HCA Support.

b. Selecting the link to HCA Support will direct you to the portal.

c. Select the **Public** login link. **Do not** select the “State Government” link. SEBB BAs will receive an error message if they select the “State Government” link.

You will be directed to the SecureAccess Washington (SAW) portal login.

**BAs should use the same SAW account that they use to access SEBB My Account (SMA).**

d. If you already have a SAW account proceed to step 2.

**Note:** Username and password information may already be displayed on the screen.

e. If you do not already have a SAW account, you will need to sign up for an account, skip to step 3.
Step 2: Log into your SAW account

a. If your username/password is already displayed, then select the submit button. If not, enter your username and password and select the submit button.

b. You will be prompted to select your Multi-Factor Authentication (MFA) method. Select the method by which you wish to receive your verification code.

c. After receiving the code, enter it into the code field and select the submit button. The system will authenticate your access to the portal.

d. Once your access has been authenticated, you will be redirected to the HCA Support portal.
e. Skip to the “Use the HCA Support application” section to learn how to submit and view requests.

Step 3: Register for a SAW account (if needed)

a. From the SAW portal login page, select the **SIGN UP!** button.

b. Enter the required fields and then select the **Create my account** button. We recommend using your work email address in the Primary Email field.

- **TIP:** Adding a mobile phone number will give you the option of receiving your authentication code via email or phone.
c. If your account was successfully created, a message will display prompting you to check the email account you used. The email will include an activation link which will activate your new account.

   ![Sign Up!](image)

   ![Check Your Email](image)

   ![Welcome to your login for Washington state.](image)

d. Open your email and select the link to activate your account. This action will take you to the SAW login portal in a **new tab** on your browser.

e. Close out the “old” tab in your browser.

f. Enter your username and password and select the **SUBMIT** button.

g. You will be prompted to select the method by which you will receive your verification code.

h. Select your method
i. A unique code will be sent to you via the method you selected. Below is an example of receiving the code via email.

![Example of receiving code via email]

j. Copy the verification code you received and enter it into the SAW website. You only need to enter the numbers that come after the dash (-), the first set of numbers will already display in SAW.

k. Select the “Submit” button.

![Enter code in SAW]

l. Once you have been successfully authenticated you will be redirected to the HCA Support portal.
Note: After activating your account (and randomly thereafter), the following screen appear with three options:

- You can review/update your SAW profile information.
- You can “Add An Authenticator,” which allows you to add options on how you can receive your verification code, such as an additional email address or a mobile phone number.
- Or, you can skip these options by selecting the “Not Right Now” button.

m. After responding to this screen, continue with the login process.

Having trouble setting up your SAW account?

a. If you are having difficulties creating or logging in to your SAW account, please use the Get Help button.
Use the HCA Support application

Follow these steps to make and review requests as a benefits administrator (BA) in the HCA Support application.

Make a request (get help)

a. From the HCA Support portal, select the “Make a request” button.

![Make a request button](image)

A page will display all the category topics that can be used to submit a request to HCA.

It is very important that you select the correct category. Selecting the wrong category will result in a delay of your request getting assigned to the appropriate unit at HCA for a response.

![Category options](image)

b. To ensure that the Outreach & Training (O&T) Unit receives your request, select the “For public and school benefits administrators” link from the table on the left-hand side of the screen titled “Categories”.

![Category selection](image)

c. You will see the form in the HCA Support application that has been designed specifically for benefits administrators. **Note:** The same form will be used by both SEBB and PEBB BAs.
d. Select the link titled “Benefits administrator inquiry”.

![Benefits administrator inquiry link](image.png)

e. The inquiry form will display. Included on the form is a link to the SEBB BA website.

f. Complete the following actions:
   - Select the radio button next to SEBB. *(Required information)*
   - Select the topic your inquiry relates to from the drop-down menu. *(Required information)*
   - Tell us the details of your inquiry. *(Required information)*
   - Select the “Upload” button to add any attachments *(if needed)*. Up to 5 attachments can be uploaded initially (more can be added later).
   - Select the “Submit” button.

![Inquiry form](image.png)

g. A message will display telling you that a confirmation email will be sent to you shortly.
h. Select the “Got it” button to close the confirmation message.

![Confirmation](image)

i. The details of your request will display. No further action is required.

j. Select the “Home” link to return to the HCA Support landing page, or close out of the browser tab.

![Home](image)

**View and reply to submitted requests**

a. You will receive email notifications from HCA ServiceNow regarding the status of your requests, which will include a link to the "secure portal" where you can view your requests. Select the "secure portal" link. Examples of email notifications:
b. From the HCA Support portal, select the “My request” button.

c. A list of your requests will display.

d. Select the link associated with the request you want to review.
e. The details of your request will display, including comments from the staff member who is working your request, as well as any attachments that may have been added.

f. If you need to reply to a response:
   - Type your message in the text box.
   - Add additional attachments (if needed)
   - Select the “Send” button.

  ![Image of the interface showing the history of messages and attachments]

  ![Image of the interface showing the action of sending a message]

  ![Image of the interface showing the attachment section]

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h. Select the “Home” link to return to the HCA Support landing page, or close out of the browser tab.

**Note:** All requests will stay open until they have been closed. Once a request has been resolved, it will close in 10 calendar days, after which any further action will require that a new request be submitted.