



# SEBB FUZE replacement application (HCA Support)

School Employees Benefits  
Outreach & Training

July 28, 2022/July 29, 2022

Washington State  
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

# Agenda

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- 1 Accessing the HCA Support application
- 2 Logging into SAW account
- 3 Using the HCA Support application (Demonstration)
- 4 Making a request
- 5 Viewing & replying to submitted request
- 6 Email Notifications
- 7 Upcoming changes
- 8 Reminders, Tips & Resources





# HCA Support application



# FUZE replaced with HCA Support

FUZE secure messaging service was replaced with the new HCA Support secure messaging application.

FUZE no longer available after Thursday, Thursday, July 21, 2022.

BA's must send questions, forms, and documents to O&T using HCA Support.

All closed and unresolved Fuze messages will still be available in HCA Support app.

Links to HCA Support app. can be found on previous Fuze registration page on the SEBB BA website

Effective: **July 25, 2022.**

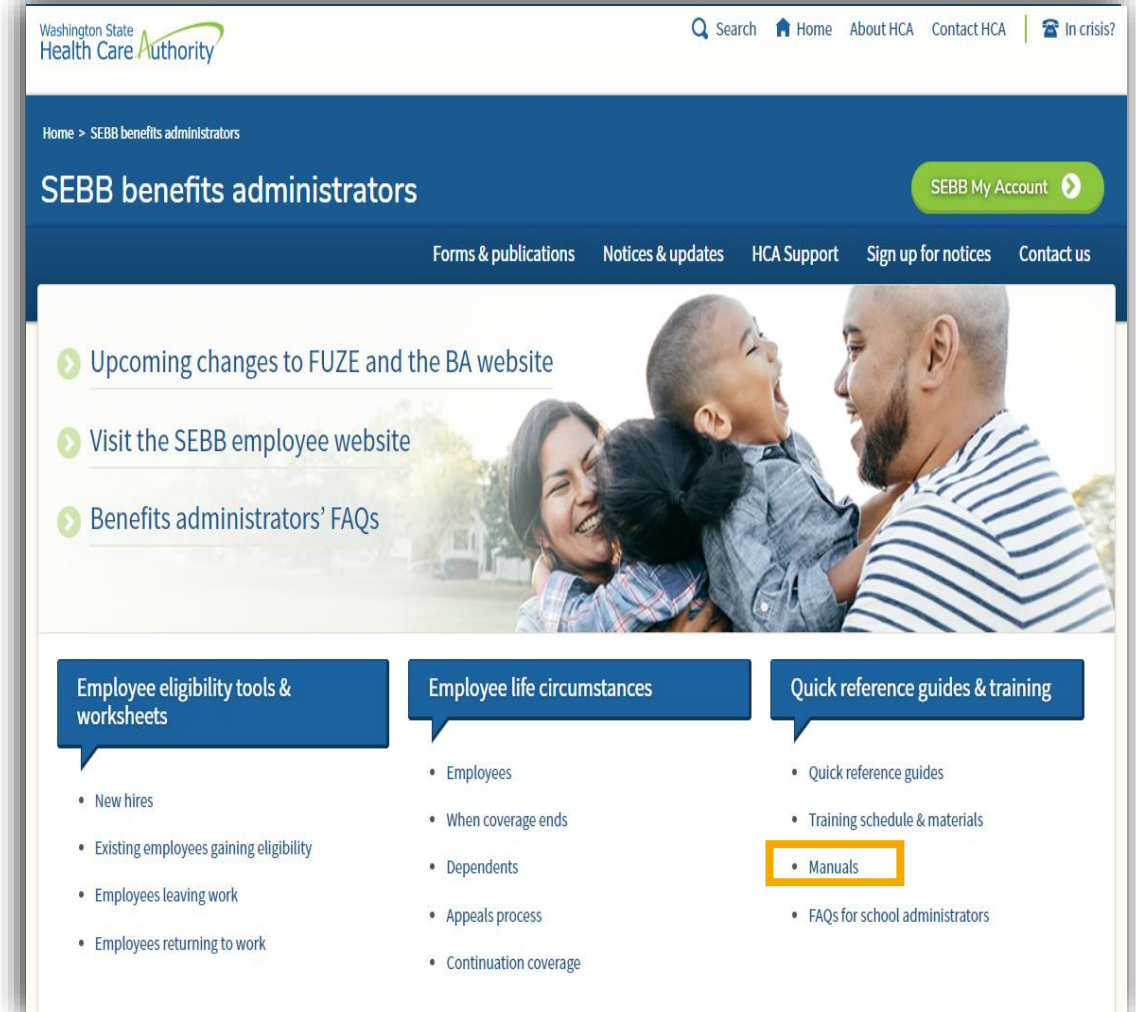
For urgent matters, contact Outreach & Training (O&T) at 1-800-700-1555

<https://support.hca.wa.gov/hcasupport>

# SEBB BA's HCA Support guide

## Benefit Admin Website

- Quick reference guides & training
  - Manuals
    - HCA Support
      - HCA Support user guide



BA's must use the HCA support link to access the portal.

[hca.wa.gov/assets/perspay/SEBB-BA-HCA-Support-user-guide.pdf](https://hca.wa.gov/assets/perspay/SEBB-BA-HCA-Support-user-guide.pdf)





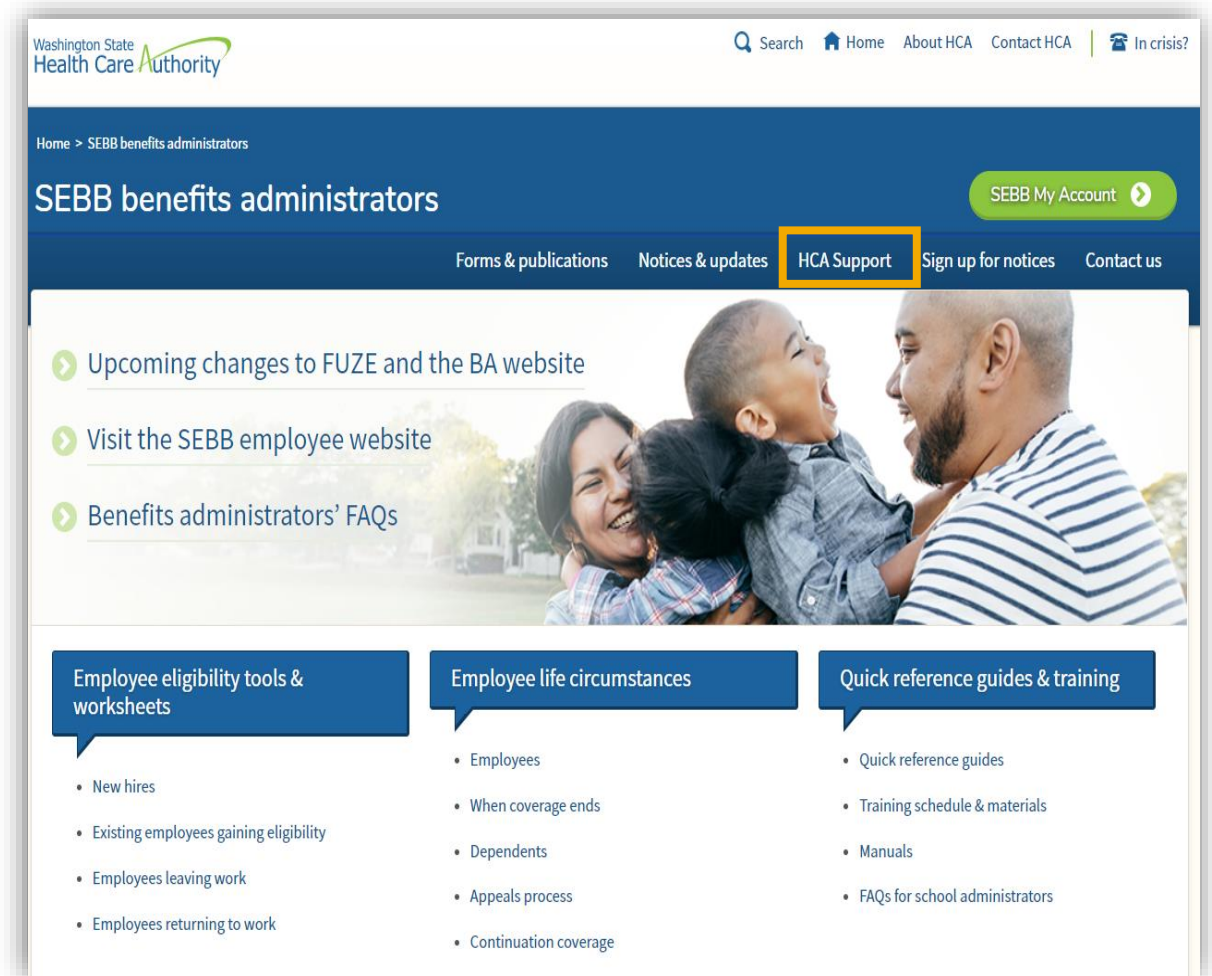
# Accessing HCA Support application

# Locating HCA Support

## Benefit Admin Website

- HCA Support
  - Public

**Note:** BA's must use the HCA support link to access the HCA Support portal.



BA's can not access HCA Support portal from the Secure Access Washington (SAW) website!


[hca.wa.gov/assets/perspay/SEBB-BA-HCA-Support-user-guide.pdf](https://hca.wa.gov/assets/perspay/SEBB-BA-HCA-Support-user-guide.pdf)

# Washington State HCA Support Portal

Washington State Health Care Authority

Welcome to the Washington State Health Care Authority support portal.


Please select the option below that best describes you.



Public

I am not an employee of Washington State. I am making a request for someone else.

Need instructions?



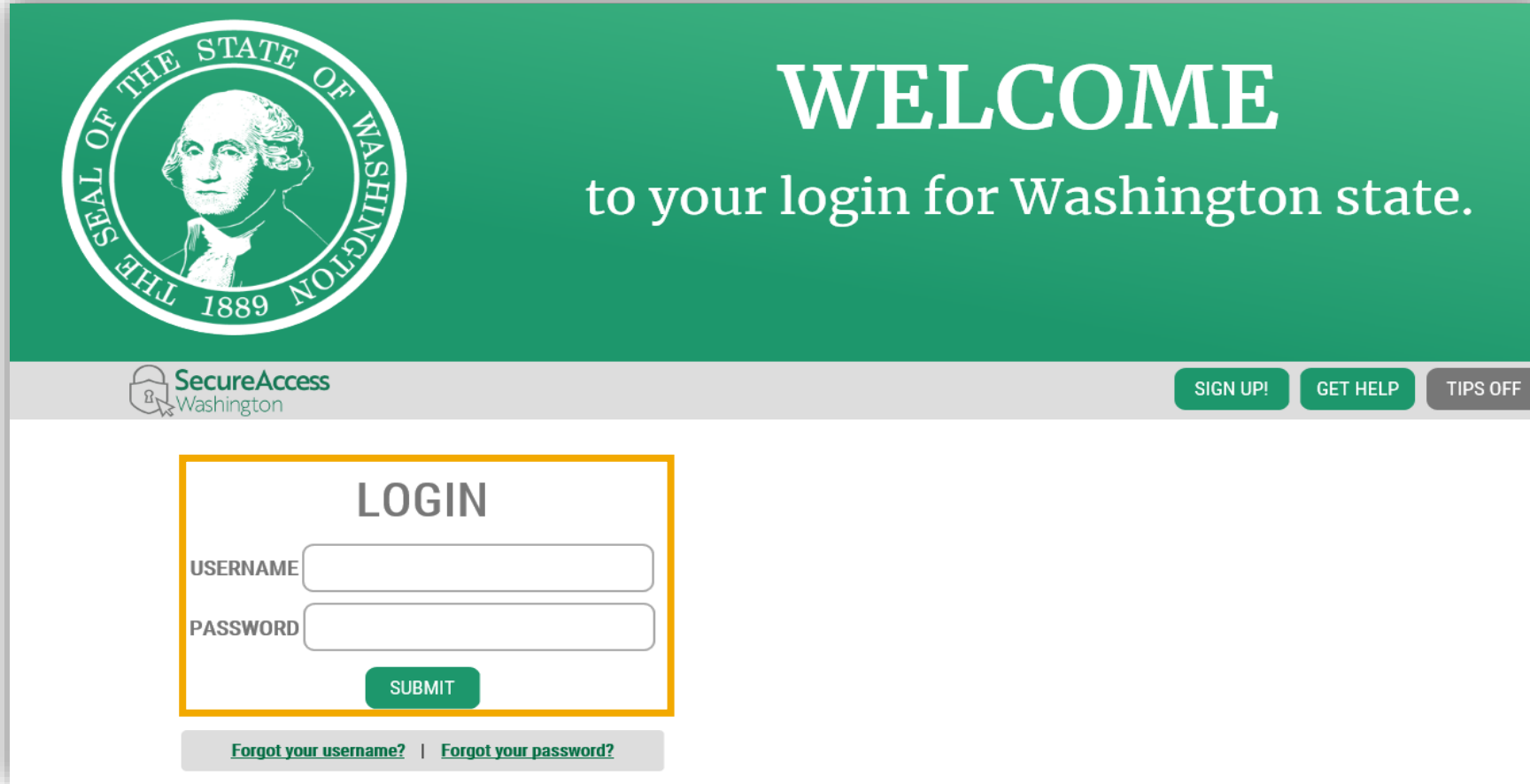
State


I am an employee of Washington State. I am an employee of some state agency. I need to use the Public link. See the instructions below for guidance.


Need instructions?



# Logging into SAW account



 **WELCOME**  
to your login for Washington state.

 **SecureAccess**  
Washington

[SIGN UP!](#) [GET HELP](#) [TIPS OFF](#)

**LOGIN**

USERNAME

PASSWORD

[SUBMIT](#)

[Forgot your username?](#) | [Forgot your password?](#)

BA's can not access HCA Support portal from the Secure Access Washington (SAW) website!

# Email notifications

BA's will receive an email notification when:

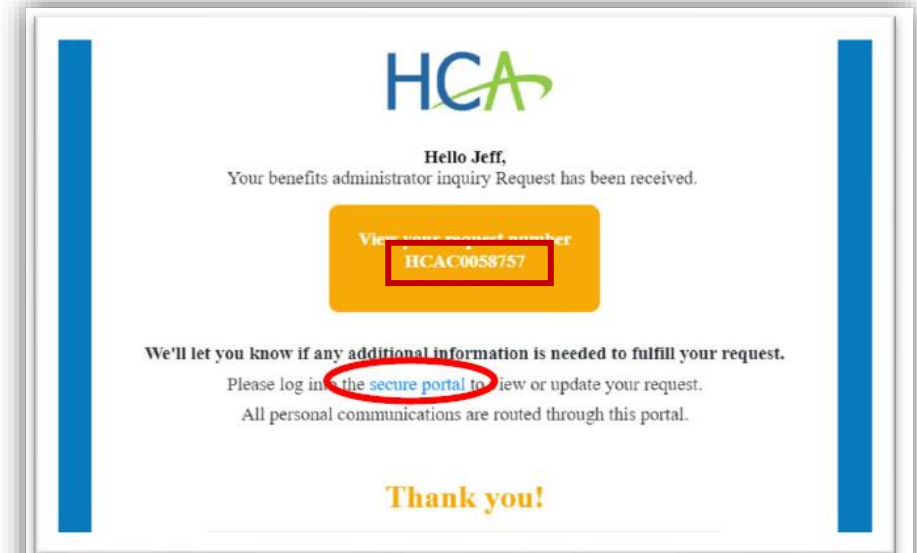
- Ticket is created (Includes ticket #)
- Comment is added (Includes ticket #)
- Ticket is resolved

BA's will receive two emails when a comment is added as part of "resolving" the ticket:

- Comment is added (Includes ticket #)
- Ticket is resolved

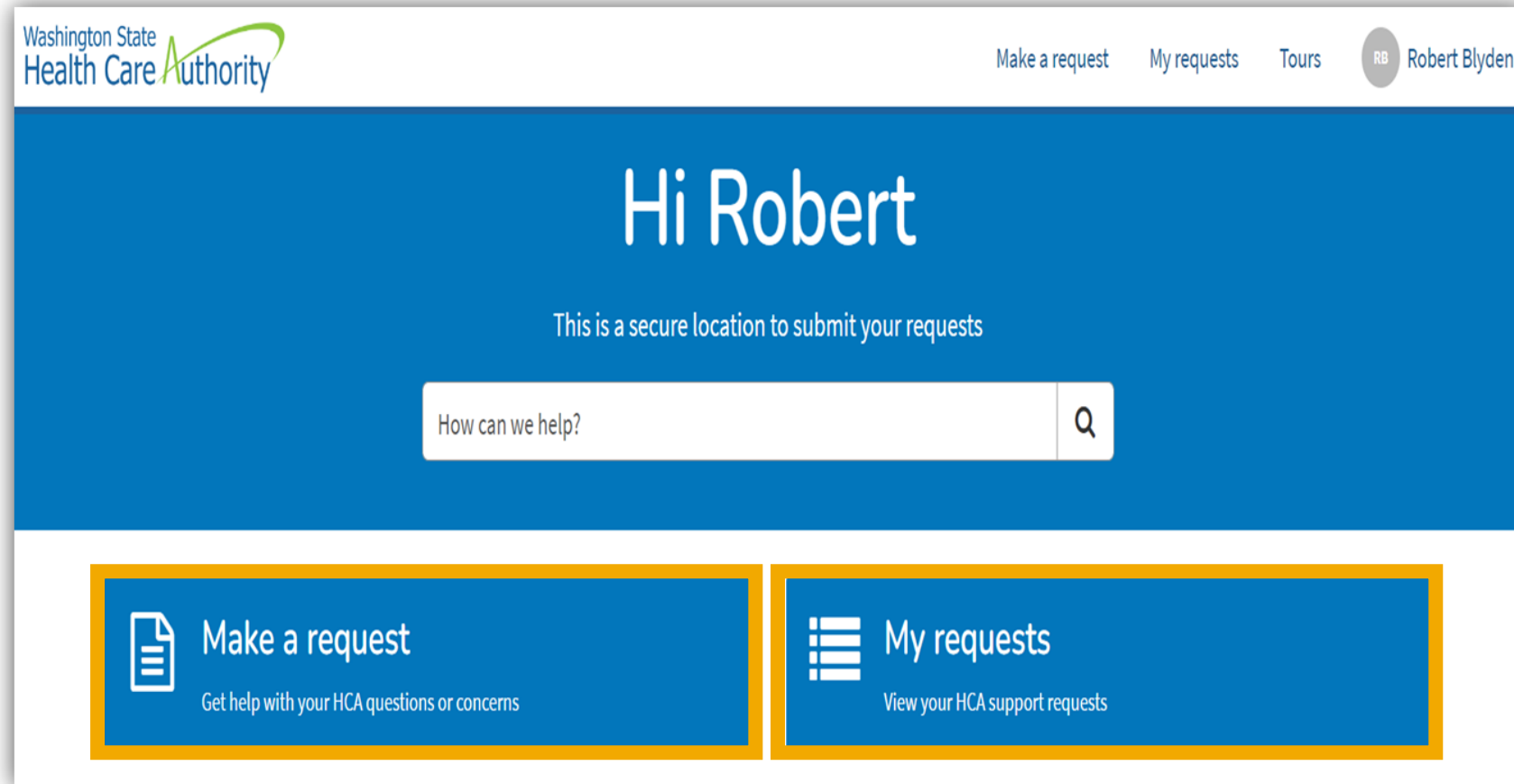
Email notification will include a link to the "secure portal"

All resolved request will close in 10 calendar days.





# HCA Support Demonstration



Open incidents will be worked in date order received.



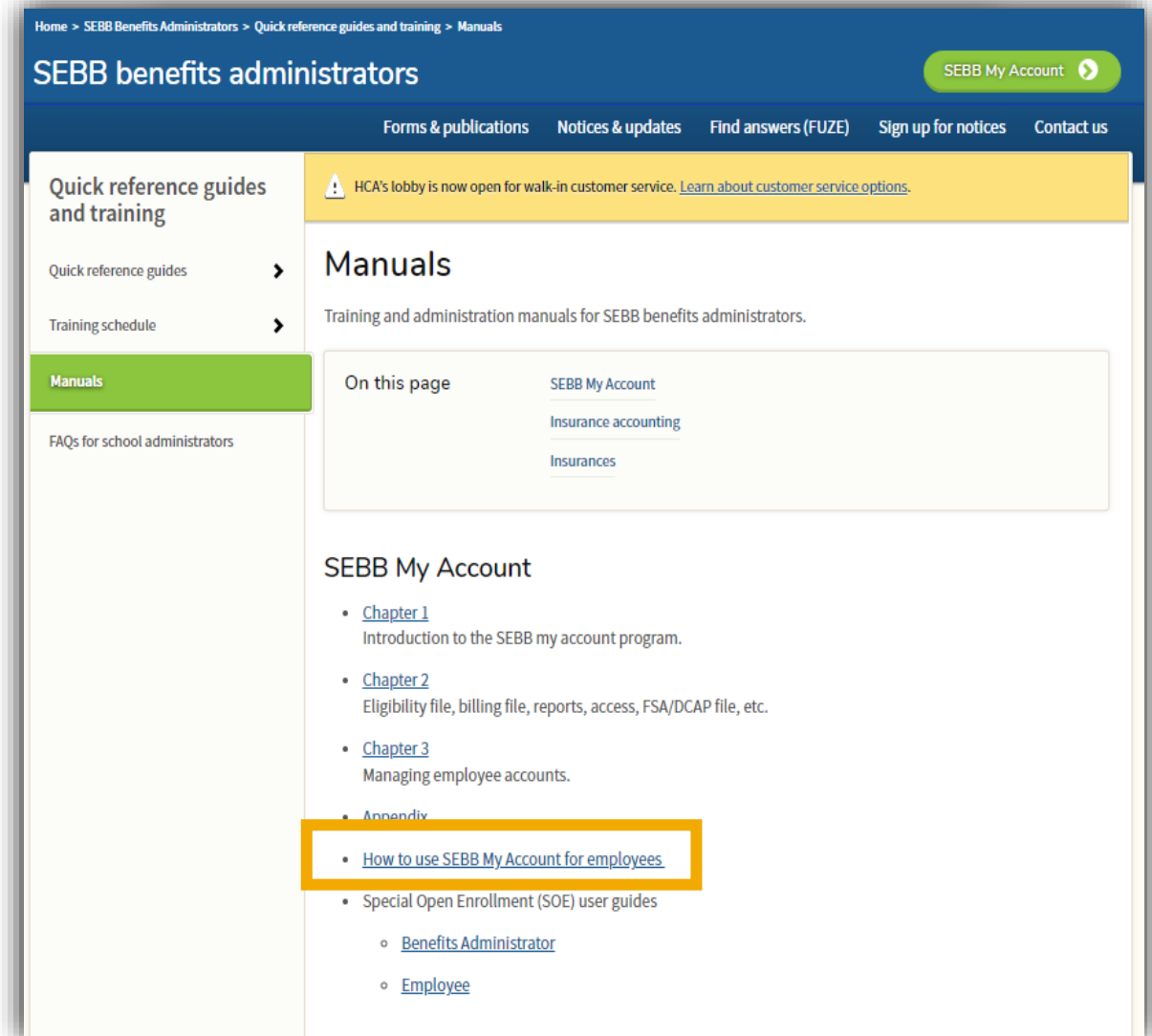
# Upcoming changes



# Added SMA Employee User Guide

New guide available to provide new employees on "How to use SEBB My Account"

- SEBB BA website:
  - Manuals
    - SEBB My Account
  - Quick reference guides
    - Employee checklists



Home > SEBB Benefits Administrators > Quick reference guides and training > Manuals

SEBB benefits administrators [SEBB My Account](#)

Forms & publications Notices & updates Find answers (FUZE) Sign up for notices Contact us

Quick reference guides and training

- Quick reference guides
- Training schedule
- Manuals**
- FAQs for school administrators

HCA's lobby is now open for walk-in customer service. [Learn about customer service options.](#)

## Manuals

Training and administration manuals for SEBB benefits administrators.

On this page

- [SEBB My Account](#)
- [Insurance accounting](#)
- [Insurances](#)


### SEBB My Account

- [Chapter 1](#)  
Introduction to the SEBB my account program.
- [Chapter 2](#)  
Eligibility file, billing file, reports, access, FSA/DCAP file, etc.
- [Chapter 3](#)  
Managing employee accounts.
- [Appendix](#)
- [How to use SEBB My Account for employees](#)
- Special Open Enrollment (SOE) user guides
  - [Benefits Administrator](#)
  - [Employee](#)

# SMA Employee Multifactor Authentication (MFA)

GovDelivery sent on June 1, 2022.

- MFA required for all employees to access SMA effective: **June 2, 2022**,
- Forwardable message for employees to set up MFA provided on June 1.
- Enhance security for member account information
- Printable resource available for new employees "How to use SEBB My Account" on the BA website



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As mentioned in our [May 18](#) message, we are adding multifactor authentication (MFA) as a required step to log in to SEBB My Account. MFA provides an extra level of security to protect member account information.

Below is a forwardable message to share with employees to encourage them to log in and set up MFA before annual open enrollment this fall.

If you prefer a printable resource, you can print this [How to Use SEBB My Account](#) [handout](#) to share with staff as needed.

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**Forwardable message for employees**

**Subject: Multifactor authentication coming to SEBB My Account**

To enhance security of your member account information, the School Employees Benefits Board (SEBB) Program is adding multifactor authentication (MFA) to its online enrollment system, SEBB My Account. MFA is a popular method used to increase account security by requesting additional user information before granting access to the account.

Next time you go to log in to SEBB My Account (or when setting up a new account), you'll be prompted to complete the steps to set up MFA. You must add MFA to access SEBB My Account to view your current SEBB Program insurance coverages or make enrollment changes.

To learn more about SEBB My Account and view the steps to log in, visit the [Help with SEBB My Account](#) webpage on the Health Care Authority website.

**Earn SmartHealth points when you set up MFA**

Starting June 3, eligible employees can log in to SmartHealth and complete the **Add more security your SEBB My Account** activity to earn 100 points towards your wellness incentive.





# Navia changes

GovDelivery sent on May 30, 2022.

Uploading Navia files to SMA has been replaced with the New Navia Employer Portal which allows for Benefit Administrators to:

View and edit  
employees'  
demographic  
information

Add or terminate  
employees'  
FSA/DCAP  
enrollments

Securely upload  
paper forms  
(enrollment and  
change in status)  
directly to Navia

Securely upload  
monthly payroll files  
directly to Navia

As of July 13, 2022, the process to upload your FSA/DCAP payroll files will change. Instead of sending them through SEBB My Account, use the [Navia employer portal](#) to manage FSA and DCAP benefits for your employees.

**Effective: July 13, 2022.**

Access Navia employer portal on the BA website/ FSA and DCAP.

[hca.wa.gov/sebb-benefits-admins/notices-and-updates](https://hca.wa.gov/sebb-benefits-admins/notices-and-updates)

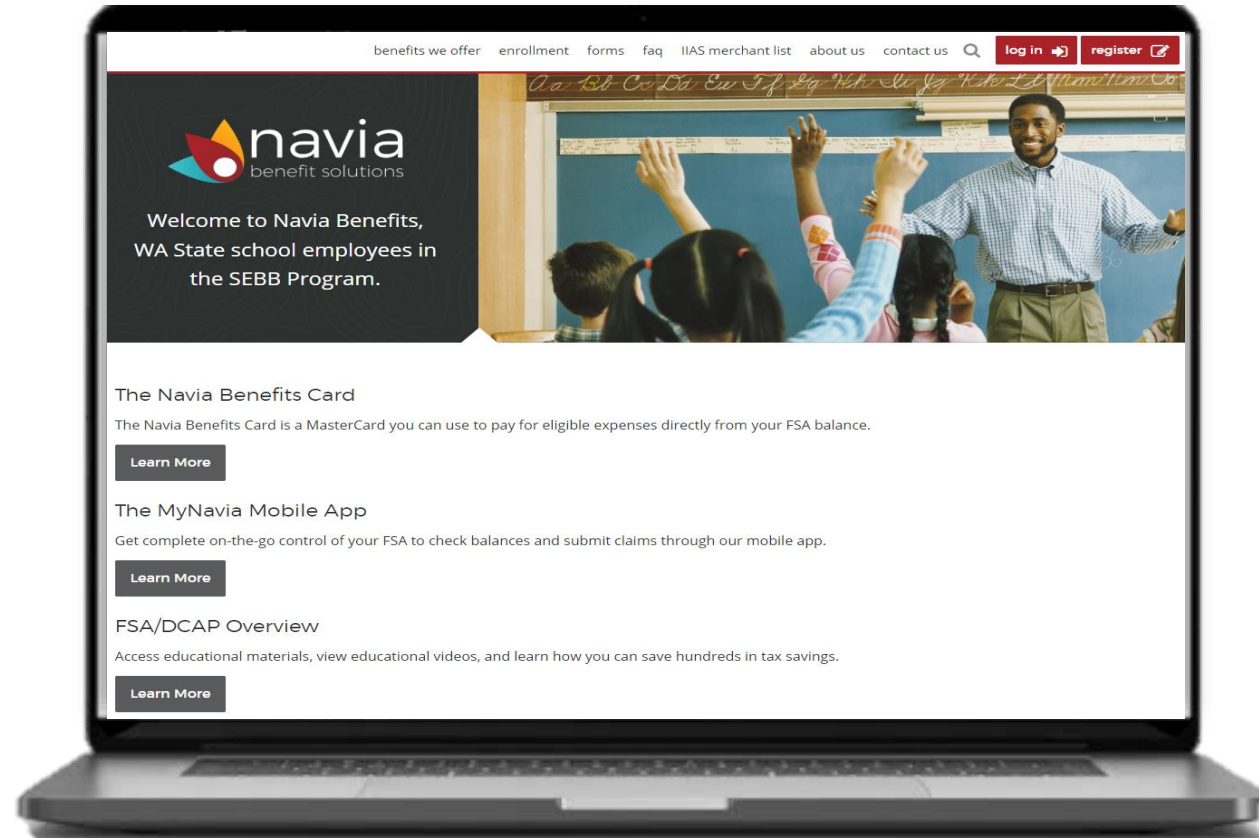


# Navia changes cont.

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School employees must use Secure Access Washington (SAW) to access their FSA and DCAP accounts on the Navia website.

Effective: **October 5, 2022.**

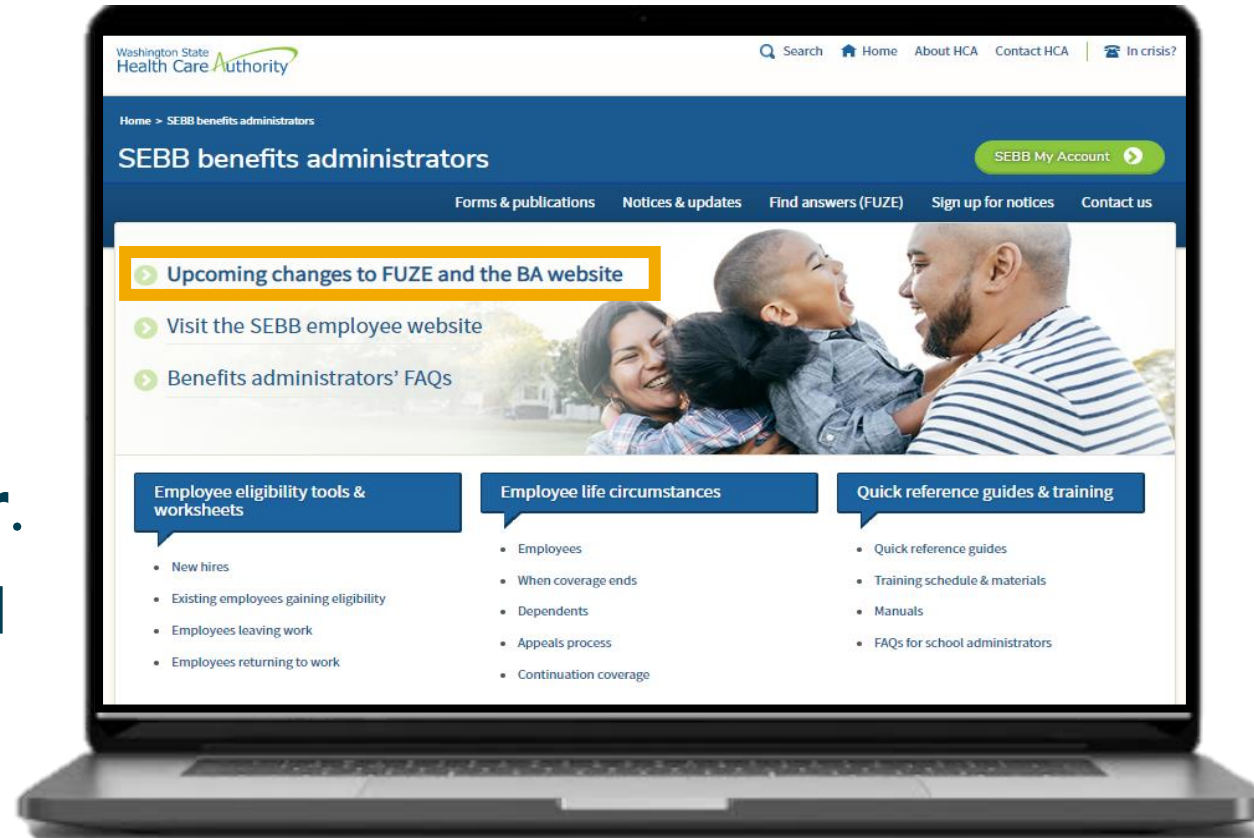




# SEBB BA Website Refresh

Health Care Authority (HCA) associated websites, including the SEBB BA and SEBB employee websites was postponed and are being “refreshed” **mid-September**.

- SEBB BA website address (URL) and content remain the same
- Navigating the site has change
- Quick “Understanding how to navigate” tour available after visiting the refreshed website

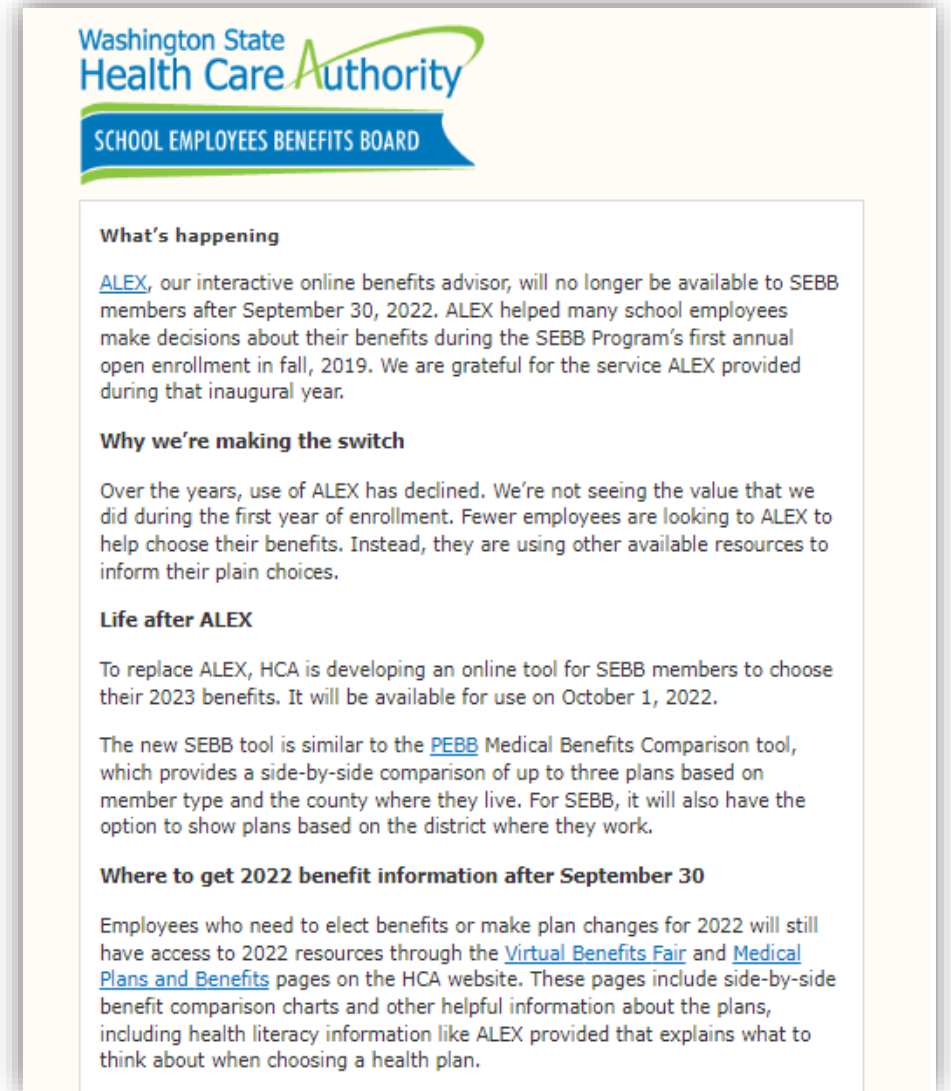




# Interactive Online Benefits Advisor - ALEX

GovDelivery sent on June 23, 2022.

- No longer available after **September 30, 2022.**
- Used to helped school employees make decision about SEBB benefits
- New HCA comparison tool will be available effective: **October 1, 2022.**
- Similar to PEBB medical Benefits comparison tool
- Forwardable message provided in September for employees



The screenshot shows an email header from the Washington State Health Care Authority, School Employees Benefits Board. The main body of the email is titled 'What's happening' and contains the following text:

**What's happening**

[ALEX](#), our interactive online benefits advisor, will no longer be available to SEBB members after September 30, 2022. ALEX helped many school employees make decisions about their benefits during the SEBB Program's first annual open enrollment in fall, 2019. We are grateful for the service ALEX provided during that inaugural year.

**Why we're making the switch**

Over the years, use of ALEX has declined. We're not seeing the value that we did during the first year of enrollment. Fewer employees are looking to ALEX to help choose their benefits. Instead, they are using other available resources to inform their plain choices.

**Life after ALEX**

To replace ALEX, HCA is developing an online tool for SEBB members to choose their 2023 benefits. It will be available for use on October 1, 2022.

The new SEBB tool is similar to the [PEBB](#) Medical Benefits Comparison tool, which provides a side-by-side comparison of up to three plans based on member type and the county where they live. For SEBB, it will also have the option to show plans based on the district where they work.

**Where to get 2022 benefit information after September 30**

Employees who need to elect benefits or make plan changes for 2022 will still have access to 2022 resources through the [Virtual Benefits Fair](#) and [Medical Plans and Benefits](#) pages on the HCA website. These pages include side-by-side benefit comparison charts and other helpful information about the plans, including health literacy information like ALEX provided that explains what to think about when choosing a health plan.

# SMA Future Reinstate Functionality

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Reinstate button will be disabled on July 28, 2022.

O&T will send GovDelivery with video link on the process to take when reenrolling employees into SEBB benefits.

If a subscriber has been terminated or transferred out in error

- New message on subscriber employment page

This subscriber has been previously terminated/transferred and their most recent employment record is with this organization. If this subscriber was terminated in error and needs to be re-enrolled without a break in coverage, add the subscriber as newly eligible, using an eligibility date that is the first of the month following the last day of coverage.

- Let's watch the recorded video!



# Reminders, Tips & Resources



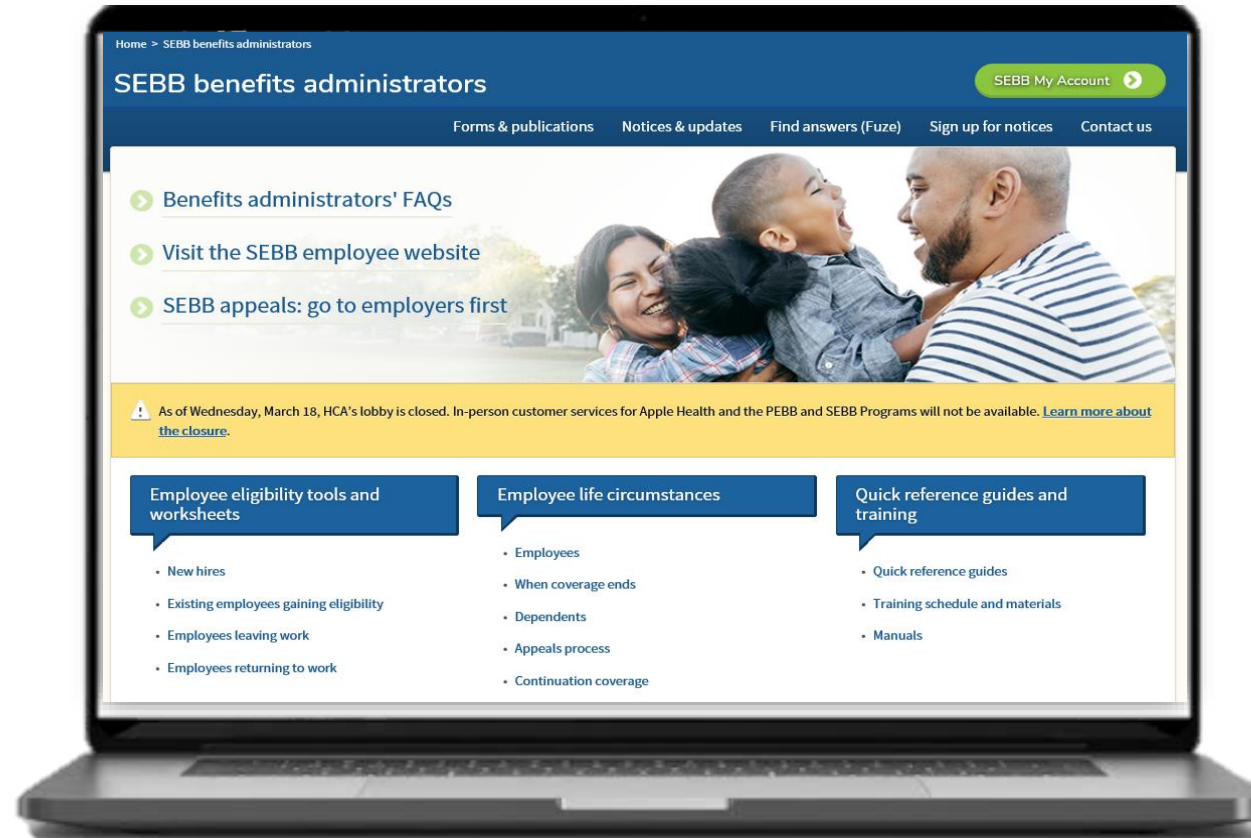
# Benefit Administrator Resources

## SEBB BA website

- Employee eligibility tools and worksheets

## Outreach & Training for guidance

- **1-800-700-1555**
- Online via **HCA Support** secure messaging system



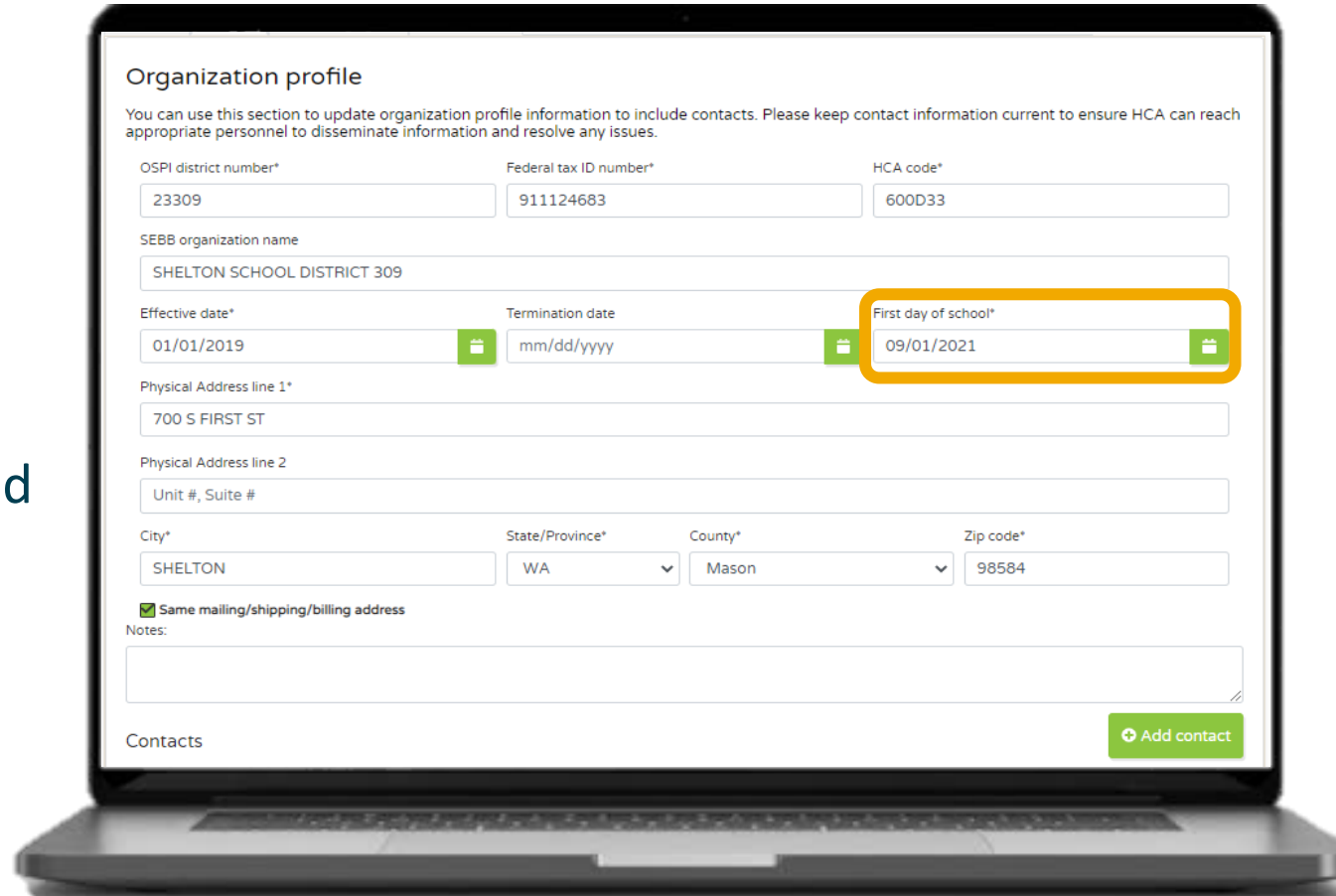
# Organization Profile

## Update “new” first day of school

- Complete **no later than August 1**
  - Update anytime during the year
  - Update before entering newly hired staff for the new school year
- Multiple first days of school
  - Enter **latest date**
- Educational Service Districts (ESDs)
  - Enter **first working day** in September
- **Annual requirement!**

SEBB My Account manual, chapter 2, pages 7-10

[hca.wa.gov/sebb-benefits-admins/manuals](https://hca.wa.gov/sebb-benefits-admins/manuals)



Organization profile

You can use this section to update organization profile information to include contacts. Please keep contact information current to ensure HCA can reach appropriate personnel to disseminate information and resolve any issues.

OSPI district number\* 23309 Federal tax ID number\* 911124683 HCA code\* 600D33

SEBB organization name SHELTON SCHOOL DISTRICT 309

Effective date\* 01/01/2019 Termination date mm/dd/yyyy First day of school\* 09/01/2021

Physical Address line 1\* 700 S FIRST ST

Physical Address line 2 Unit #, Suite #

City\* SHELTON State/Province\* WA County\* Mason Zip code\* 98584

☒ Same mailing/shipping/billing address

Notes:


Contacts [Add contact](#)

# 2022 PEBB Retiree Health Insurance Webinars

GovDelivery sent on January 3, 2022.

- O&T is hosting monthly webinars **January** through **December 2022**
- Available to eligible school employees through the PEBB Program
- Eligibility requirements
- Medical and Dental plans options and premiums
- Enrollment Process & Premium Payment Options

Review upcoming webinars schedule on the ERB webpage  
[hca.wa.gov/employee-retiree-benefits](https://hca.wa.gov/employee-retiree-benefits)



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### Retiree Health Insurance Webinars

We are happy to announce that the Outreach and Training (O&T) unit will continue offering monthly webinars during the 2022 year, which are aimed at employees who are thinking about retiring and would like an overview of their health insurance options as a retiree through the Public Employees Benefits Board (PEBB) Program.


As a reminder, **retiree** health insurance is not offered through the SEBB Program. However, retiree health insurance is available to eligible school employees through the PEBB Program.

Employees can find the registration page for these webinars on the HCA website, [Attend a retirement webinar](#) page.

Please copy and paste the message below into your regular means of communication to share with your employees.

<Message to forward>

If you are considering retiring in the near future and are interested in learning about Retiree Health Insurance offered through the Public Employees Benefits Board (PEBB) Program, you can now [register](#) to attend a free webinar.



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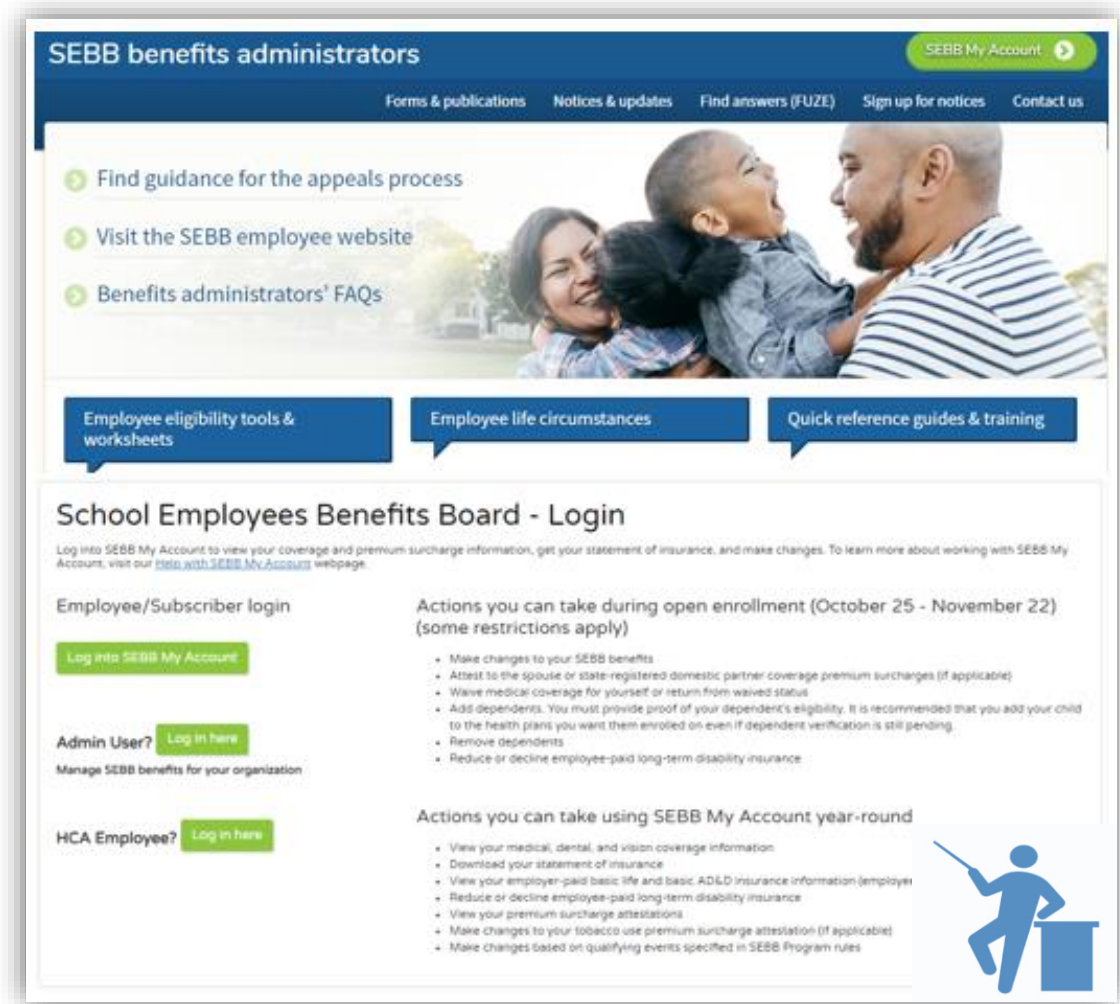
# SEBB BA Training

Available to all BA's

Send training request using the HCA Support application

- Attn: O&T Training Request
- Provide dates available, how many hours and subjects

SEBB My Account, BA Website and HCA Support application overview



# Upcoming Webinars

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**August 5:** SEBB Preparing for the start of the new school year

**October 14:** 2023 SEBB Pre-Annual Open Enrollment (OE)

**October 28:** Navia FSA/ DCAP Benefits OE webinar (Tentative)

Where to register:

- [hca.wa.gov/sebb-benefits-admins/training-schedule](https://hca.wa.gov/sebb-benefits-admins/training-schedule)

All webinars are recorded and posted to the BA website.



# Q&A

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We will now address some of the questions that did not get answered during the webinar.

- Any questions that do not get addressed today will be responded to by phone, email or HCA Support
- Employee specific questions or scenarios should be sent through HCA Support

After the webinar, participants will receive a follow up email that includes a brief survey. We would greatly appreciate your feedback.



# Thank you for participating!

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