



Preparing for the End of the School Year

School Employees Benefits
Outreach & Training
May 31, 2024

Washington State
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

Agenda

- 1 End of the school year actions
- 2 Returning Eligible Employees
- 3 Employees not returning next school year
- 4 Transferring Employees
- 5 Worked 630th hour in August
- 6 Approved Leave
- 7 Terminating Coverage
- 8 Reminders, Tips & Resources



Actions at the end of each school year

School Year: **September 1-August 31**

Plan Year: **January 1-December 31**

Organization Profile

Update contacts information

- Add/Remove contacts
 - Can assign multiple roles
 - Benefit Specialist
 - Insurance/Billing
 - **LTD** (new)
 - **Other** (new)
 - Payroll
 - Superintendent
- Name, email and phone number

The screenshot displays a web form for updating contact information. It is divided into three main sections: Billing address, Mailing address, and Shipping address. Each section has a 'Same as physical address' checkbox. The Mailing address section is expanded, showing input fields for 'Mailing Address line 1*' (containing '2200 M AVE'), 'Mailing Address line 2' (containing 'Unit #, Suite #'), 'City*' (containing 'ANACORTES'), 'State/Province*' (containing 'WA'), 'County*' (containing 'Skagit'), and 'Zip code*' (containing '98221'). At the bottom of the form, there are 'Submit changes' and 'Clear changes' buttons, and an 'Add contact' button in the bottom right corner.

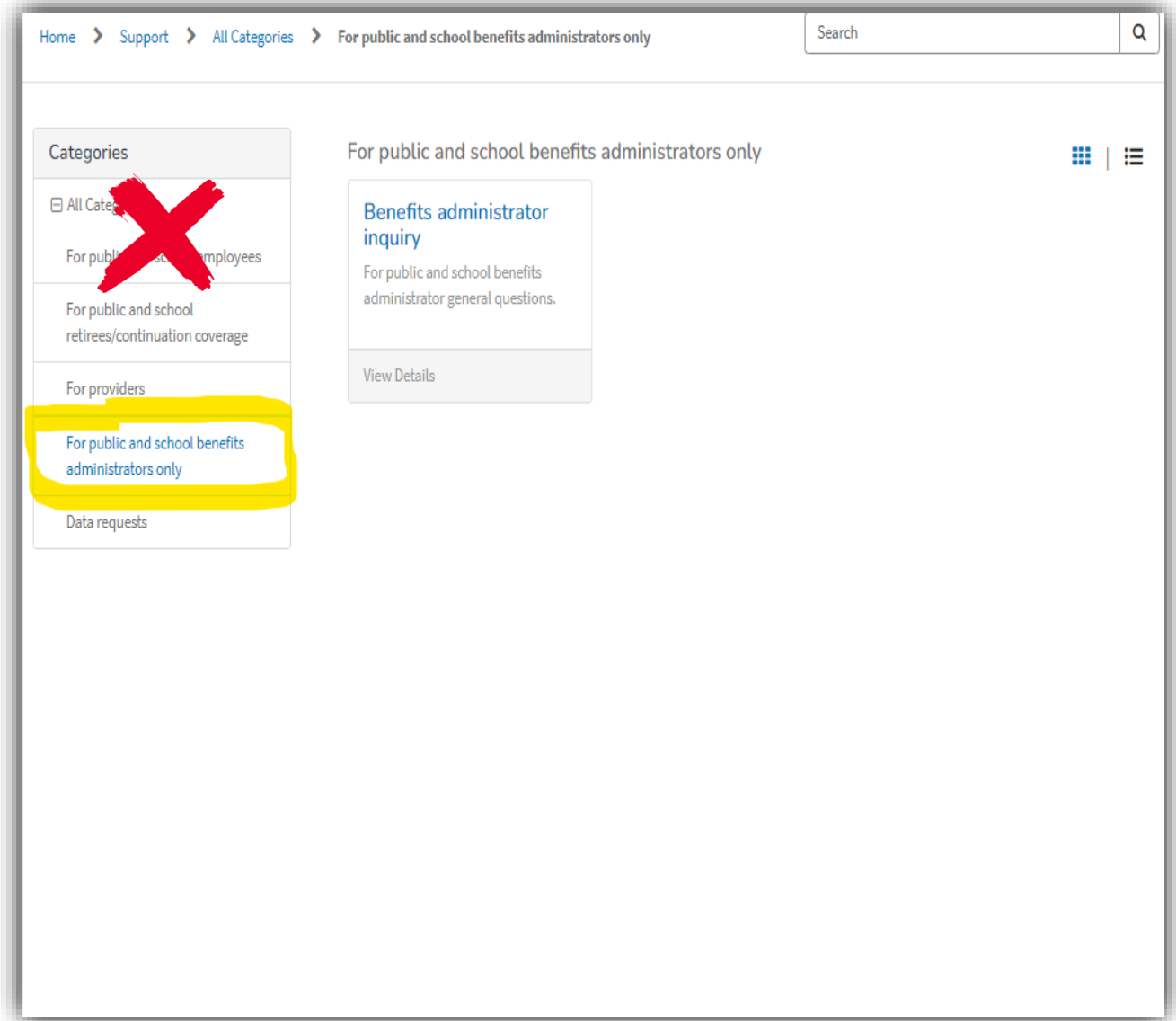
Contact information is used by O&T, Accounting, and Customer Service

benefits247.hca.wa.gov/auth

Benefits Admin inquiry

Send Benefits Admin inquiry using the HCA Support portal

- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select *"Is this inquiry related to the Benefits 24/7 online enrollment system?"* **NO**
 - Select 'What does your Benefits 24/7 inquiry relate to?'



Benefits Admins should not use the "general support" form!

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

Managing Access

Send Admin Access request using the HCA Support portal

- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select *"Is this inquiry related to the Benefits 24/7 online enrollment system?"* **YES**
 - Add/Remove admin access
 - Admin Information

The screenshot shows the HCA Support portal interface. At the top, there is a breadcrumb trail: Home > Support > All Categories > For public and school benefits administrators only. A search bar is located in the top right corner. On the left side, there is a 'Categories' list with the following items: 'All Categories' (with a red 'X' over it), 'For public and school employees', 'For public and school retirees/continuation coverage', 'For providers', 'For public and school benefits administrators only' (highlighted with a yellow box), and 'Data requests'. On the right side, there is a card titled 'Benefits administrator inquiry' with the subtitle 'For public and school benefits administrator general questions.' and a 'View Details' button. The page title is 'For public and school benefits administrators only'.

Reminder: Benefits Admin access

Managing Administrator access

- **Authorizing Security Designee** must submit Benefits administrator inquiry form using the HCA Support Portal
 - Is this inquiry related to the Benefits 24/7 online enrollment system? **Yes**
 - Add/Remove admin access (**Only Access role**)
- Admin roles are responsible for managing edit and read only access
 - Admin role can add/remove edit and read only access
 - Notify HCA for incorrect email addresses under the Manage access tile

Sign Up for GovDelivery

GovDelivery emails provide BAs with updates, changes, and reminders about the SEBB Program.

SEBB Benefits Admin's website

- Notices and updates
 - Register for GovDelivery

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links for "Free or low-cost health care", "Employee & retiree benefits", "Billers, providers & partners", "About HCA", and "Contact". The main content area is titled "Notices and updates" and includes a breadcrumb trail: "Home > SEBB benefits administrators > Notices & updates". The text states: "Stay current with the latest news and updates impacting the benefit administrator (BA) role with the School Employees Benefits Board (SEBB Program)." Below this is a section titled "How can I stay connected?" with a sub-heading "Stay connected." and a prominent blue button that says "Register for GovDelivery" with an external link icon. Underneath, it explains that Outreach & Training (O&T) uses GovDelivery for updates and that users can opt out at any time. A section titled "SEBB BA latest news" contains two expandable items: "SEBB Program notices" and "Benefits 24/7 updates". At the bottom, there are two boxes: "Related forms and publications" with links to "2024 SEBB Annual CHIPRA Notice Template" and "SEBB Program Informational Materials packet", and "Related links" with links to "FAQs for school administrators" and "ACA and tax-related reporting".



Returning Eligible Employees next school year

WAC 182-31-040 How do school employees establish eligibility for the employer contribution toward school employees benefits board (SEBB) benefits and when do SEBB benefits begin?

Returning Eligible Employees

Benefit Elections

- Benefit elections remain the same until **December 31, 2024**
 - Plan selections
 - FSA/DCAP contributions
 - No eligibility worksheet required!
- Plan year: **January 1 - December 31**

Annual Open Enrollment

- Next Open Enrollment (OE): **October 28, 2024 - November 25, 2024**
- Enrollment changes must be submitted no later than the last day of annual open
- Changes are effective **January 1** of the following year

Making Changes

- Changes employees can make **anytime**
 - Change name or address
 - Change employee-paid LTD
 - Enroll or change supplemental Life, AD&D- Update beneficiary
 - Submit SOE events
 - Change HSA contributions/ Update beneficiary information
 - Change tobacco attestation

Note: PEBB Program is moving OE to October 28 - November 25, 2024.



Employees not returning next school year Scenarios

WAC 182-31-050 When does eligibility for the employer contribution for school employees benefits board (SEBB) benefits end?

Not Returning Next School Year

Markus is an eligible school employee at Granite Falls SD. He submits his letter of resignation effective August 5.

Employer contribution towards SEBB benefits will end **August 31**.

- Complete and provide the C-3 worksheet
- Terminate employee's coverage no earlier than month of coverage ending (**August 1**)
 - Coverage will not end automatically at the end of each school year. (**August 31**)
- SEBB Program will mail *SEBB Continuation Coverage Election Notice* no later than 14 days after coverage has been terminated
- Employee can apply for SEBB Continuation Coverage using Benefits 24/7
 - SEBB Continuation Coverage Election Notice includes enrollment forms

Retiring Employees

Jackson is an eligible employee at Heights SD. He is retiring and submits his letter of resignation effective June 10. He is enrolling in PEBB Retiree Health Insurance Coverage with an effective of July 1.

Employer contribution towards SEBB benefits will end **June 30**.

- Complete and provide the C-4 worksheet
- Terminate employee's coverage no earlier than month of coverage ending (**June 1**)
- SEBB Program will mail the *SEBB Continuation Coverage Election Notice* no later than 14 days after coverage has been terminated
 - Employee can apply for Continuation Coverage and PEBB Retiree coverage using Benefits 24/7
- Employee may request a PEBB Retiree Enrollment guide
 - Contact PEBB Customer Service at **1-800-200-1004**
 - Download enrollment guide at the PEBB Retiree website

hca.wa.gov/employee-retiree-benefits/retirees

2024 PEBB Retiree Health Insurance Webinars

Outreach and Training (O&T) is offering online PEBB Retiree Insurance webinars.

- Employees can register on the HCA Retiree website
- Access or print the 2024 PEBB Retiree Enrollment Guide
 - Contact PEBB Customer Service at **1-800-200-1004**

The screenshot displays the Washington State Health Care Authority website. At the top, there is a search bar and navigation links for "Free or low-cost health care", "Employee & retiree benefits", "Billers, providers & partners", "About HCA", and "Contact". The main content area is titled "Employee and retiree benefits" and includes several news items and benefit sections. A highlighted section for "Retirees" is outlined in orange. The "Retirees" section features an icon of a person in a hammock and text stating that retired public or school employees have access to insurance options through the Public Employees Benefits Board (PEBB). A button labeled "Explore your retiree benefits." is provided. Other sections include "Public employees" with a button "Explore your PEBB benefits.", "School employees" with a button "Explore your SEBB benefits.", and a news item about a "Cyberattack on UnitedHealth Group company may affect you".

Laid Off Employees

Tiffany is an eligible school employee at Grandview SD. She received notification of her lay off which will result in the termination of her employment relationship effective April 20.

Employer contribution towards SEBB benefits will end **April 30**.

- Complete and provide the C-1 worksheet
- Terminate employee's coverage no earlier than month of coverage ending (**April 1**)
- SEBB Program will mail the *SEBB Continuation Coverage Election Notice* no later than 14 days after coverage has been terminated
- Employee can apply for SEBB Continuation Coverage using Benefits 24/7
- Complete and provide D-1 worksheet if employees returns to work

Layoff Defined

SEBB Program defines "layoff" as a change in employment status due to a SEBB organization's lack of funds or organizational change (**WAC 182-31-020**).

- If the change in employment status (due to layoff) **results in the termination of the employment relationship**, then the school employee would lose eligibility for the employer contribution towards SEBB benefits.
- If the change in **employment status does not result in the termination of the employment relationship**, then the school employee would remain eligible for the employer contribution towards SEBB benefits, unless the change in employment status meets one of situations as described in WAC 182-31-050 (1).

SEBB Benefits may end earlier

Employees who have already worked 630 hours in the school year will maintain coverage through the end of the school year (**August 31**).

- Do not terminate coverage for employees not working during the summer months

Employer contribution may end earlier than the end of the school year if:

SEBB organization terminates the employment relationship.

School employee terminates the employment relationship.

School employee's work pattern is revised such that the school employee is no longer anticipated to work six-hundred thirty hours during the school year.

School employee returns from approved leave without pay and maintained or established eligibility as described in WAC 182-31-040 (4)(d), who subsequently has a change in work pattern that, had the work pattern been in effect at the start of the school year, would not have resulted in the school employee being anticipated to work the minimum hours to meet SEBB eligibility for the employer contribution in the school year.

- (i) A 9-to-10 month school employee anticipated to be compensated for at least 17.5 hours a week in six of the last eight weeks counting backwards from the week that contains the last day of school; or
- (ii) A 12 month school employee anticipated to be compensated for at least 17.5 hours a week in six of the last eight weeks counting backwards from the week that contains August 31st, the last day of the school year.

eligible under the criteria described in WAC 182-31-040 (4)(c)(ii).

School employee hired later in the year and eligible for the employer contribution as described in WAC 182-31-040 (4)(c), who is no longer anticipated to work six hundred thirty hours the next school year.



Transferring Employees Scenarios

WAC 182-30-080 When must a newly eligible school employee, or a school employee who regains eligibility for the employer contribution, elect school employees benefits board (SEBB) benefits and complete required forms?

Changing SEBB Org – Transfer

Mario is an eligible school employee enrolled in SEBB Benefits at Auburn SD. His last day at Auburn SD will be August 17. He has accepted a new position at Kent SD effective September 3.

Auburn SD- Review the A-5 worksheet.

- Transfer employee with effective date of **August 17**

Kent SD- Review the A-5 worksheet.

- Add as newly eligible subscriber with date of eligibility of **September 3** and claim account
- Complete eligibility reason, hire date, and employee represented field
- Uninterrupted coverage with no new elections (unless plan is no longer available)
- Employee may make new elections during annual OE with coverage effective **January 1**

Changing SEBB Org – Transfer

Chloe is an eligible employee enrolled in SEBB Benefits at Elma SD. Her last day at Elma SD will be June 15. She has accepted a new position at Willow SD effective July 1.

Elma SD- Review the A-5 worksheet.

- Transfer employee with effective date of **June 15**

Willow SD- Review the A-5 worksheet.

- Determined Chloe eligible on first day of work, **July 1**
- Anticipated to be compensated 17 ½ hours in 6 of the last 8 weeks in the school year
- Anticipated to work 630 hours next school year

Will receive uninterrupted coverage from Elma SD to Willow SD

- No new elections (unless plan is no longer available)

Changing SEBB Org – Transfer not eligible in August

Gabe was terminated from Shelton SD on July 5. SEBB Benefits will end July 31. He is hired with Lacey SD with his first day of work on August 22 and is determined eligible for the next school year.

Shelton SD- Complete and provide the C-3 worksheet.

- Terminate employee with effective date of **July 5**

SEBB Program will mail the *SEBB Continuation Coverage Election Notice* no later than 14 days after coverage has been terminated.

- May enroll in SEBB Continuation Coverage (**August**) using Benefits 24/7

Lacey SD- Complete and provide the A-1 worksheet.

- Add eligible employee with date of eligibility of August 22
- Coverage is effective **September 1**

Transfer Rule

Employees will have uninterrupted coverage when moving from one SEBB organization to another within the **same month** or a **consecutive month**, if they are:

- Eligible for the employer contribution towards SEBB benefits in the **position they are leaving** and
- Anticipated to be eligible for the employer contribution in the **new position**

Employees may need to change their medical plan if they move to a new county.

Changing SEBB Org – Not a Transfer

Isabel is an eligible employee enrolled in SEBB Benefits at ESD 101. Her last day at ESD 101 will be June 15. She has accepted a new position at Vancouver SD effective July 27.

ESD 101- Complete and provide the C-3 worksheet.

- Terminate employee with effective date of **June 15**

SEBB Program will mail the *SEBB Continuation Coverage Election Notice* no later than 14 days after coverage has been terminated. (**July/August**)

Vancouver SD has determined Isabella is:

- Not anticipated to be compensated 17.5 hours in 6 of the last 8 weeks in the school year (Not eligible for July & August coverage)
- Anticipated to work 630 hours next school year
 - Enter date of eligibility as first day of work

Transfers

Managing Subscribers

- Employee eligibility information
 - Terminate/Transfer subscriber
 - Combined "Terminate/Transfer reason" field
 - Added "Cancel Transfer" button which remains on screen until claimed by another SEBB Org as a valid transfer or the transfer out is corrected to a termination.

Currently managing: Willard Smith

Dashboard Eligibility Manage Dependents Special Open Enrollment Profile Tobacco Surcharge Attestations Current Coverage Supplemental Benefits

Manage eligibility information

Last name* Smith First name* Willard Middle name P SSN* 111-11-1212

Suffix JR, SR Birth date* 09/25/1968 Sex assigned at birth* Male Gender Identity* Male

Eligibility reason* Newly Eligible Member Date of Eligibility* 03/01/2023

Employee monthly gross salary \$6,000.00 Hire date* 03/01/2023 Wellness participant: No

Is this employee represented? Yes Effective start date* 03/01/2023 Is this employee locally eligible? No

Eligible for PEBA Benefits

Terminate/Transfer subscriber:

Termination/Transfer Reason Transfer Transfer Date * 05/16/2023

Submit changes

Cancel Transfer button - remains on screen until claimed by another SEBB Org as a valid transfer or the transfer out is corrected to a termination.

Terminate/Transfer subscriber:

Termination/Transfer Reason Transfer Transfer Date * 05/16/2023

Submit changes Cancel transfer

Transfers cont.

Benefit Administrators who are **uncertain** if a school employee is eligible for SEBB Benefits at the new SEBB organization should:

- Terminate subscriber
 - Enter termination reason and termination effective date
 - New SEBB Organization can claim account when adding as a new subscriber

Currently managing: April Benes

Dashboard Eligibility Manage Dependents Special Open Enrollment Profile Tobacco Surcharge Attestations Current Coverage Supplemental Benefits

Manage eligibility information

Last name* Benes First name* April Middle name A SSN* 555-67-6677

Suffix JR, SR Birth date* 09/22/1998 Sex assigned at birth* Female Gender Identity* Female

Eligibility reason* Newly Eligible Member Date of Eligibility* 03/31/2023

Employee monthly gross salary \$6,000.00 Hire date* 03/31/2023 Wellness participant: No

Is this employee represented? No Is this employee Yes*

Eligible for PEBB Benefits

Confirmation Message
Are you sure you want to terminate coverage for this member?
If this member is the primary subscriber on an account, their dependent's coverage will be terminated as well.

Termination/Transfer Reason Employment Ending Termination effective date* 05/01/2023

Are you sure you want to terminate coverage for this member? If this member is the primary subscriber on an account their dependent's coverage will be terminated as well.

Submit changes

+ Medicare enrollment information
+ Contact information
+ Residential address
+ Mailing address

Submit Cancel



Worked 630th hour in August Scenarios

Eligible?

Yes, no, yes, no 😊

Works 630th Hour in August

Savanah is an employee at Bremerton SD and was anticipated to only work 550 hours in the school year but reaches 630 hours worked on August 5.

Anticipated to work 630 hours in the next school year.

- Eligible for benefits effective **Sept 1**
- Provide eligibility D-4 worksheet
- Employee may make new elections during annual OE
- Changes are effective **January 1**



Not anticipated to work 630 hours in the next school year

- Does not become eligible for coverage in the new school year
- Eligibility worksheet not required
 - No change in eligibility status
 - Ineligible-Ineligible



Works 630th Hour in August cont.

Savanah is an employee at Bremerton SD and was anticipated to only work 550 hours in the school year but reaches 630 hours worked on August 5.

Two-year lookback

- Worked the past two school years at least 630 hours per year, and
- Is returning to the same type of position(s) and same SEBB organization
 - Presumed eligible for SEBB benefits on **September 1**
 - Complete and provide the D-4 worksheet

The SEBB organization may rebut this by notifying the school employee, in writing, of the specific reasons why the employee is not anticipated to work 630 hours in the next school year.



Approved Leave Scenarios

WAC 182-31-110 What options are available if a school employee is approved for the federal Family and Medical Leave Act (FMLA) or the paid family and medical leave program?

From one school year to the next school year.

Approved Leave- FMLA

Victoria is an eligible school employee at Central SD. She is placed on approved FMLA in August. Her approved leave ends October 16.

- Complete and provide the C-1 worksheet

Anticipated to work 630 hours in next school year (2024-2025)

- SEBB Benefits coverage continue uninterrupted, no new elections
 - SEBB organization is responsible for determining FMLA eligibility
 - May continue supplemental life and AD&D, and employee-paid LTD insurance
- No action taken in Benefits 24/7
- Employee may make new elections during annual OE
- Changes are effective **January 1**

WAC 182-31-110

Approved Leave- FMLA/ PFML

Sharron is an eligible school employee at Lakes SD. She is approved for FMLA and PFML in August. Her FMLA lasts until October 30. Her PFML overlaps FMLA for another 4 weeks – ending November 27.

- Complete and provide the C-2 worksheet

Goes on approved LWOP.

- As a result, she is not anticipated to work 630 hours this school year
- Coverage terminates **November 30**
 - When approve PFML ends
 - Employment Security Department is responsible for determining PFML eligibility

Please refer to WAC 192-700-020. WAC 182-31-110

Returning from Approve LWOP Rule

School employees who return from approved leave without pay will maintain or establish eligibility for the employer contribution toward SEBB benefits if their:

- Work schedule, **had it been in effect at the start of the school year, would have resulted in the school employee being anticipated to work the minimum (630) hours to meet SEBB eligibility** for the employer contribution in the school year
- School employee will regain eligibility for the employer contribution as of the **date they returned from approved leave without pay**

SEBB Organizations should calculate how many hours the school employee is expected to work with the new schedule

WAC 182-31-040 (4d) Refer to the [D-1 Eligibility worksheet](#)

D-1 Eligibility Worksheet

Employee returning from LWOP:

- Is anticipated to work at least 630 hours in the school year or
- Their work schedule had it been in effect at the start of the school year would have resulted in the employee being anticipated to work the minimum hours to meet SEBB eligibility for the employer contribution in the school year or
- Is returning from active duty

SEBB Benefit Eligibility Washington State Health Care Authority

D-1: Employee who lost eligibility for the employer contribution due to leaving work on authorized Leave Without Pay (LWOP), worker's compensation, Paid Family and Medical Leave (PFML - which is not concurrent with FMLA), layoff that results in employment ending, active military duty (USERRA), applying for disability retirement or appealing a grievance, and is now returning to work.

Employee Name: _____

SEBB Organization: _____

Date notice provided to employee: _____

**Notice should be provided to the employee within a reasonable time frame as part of the return to work process. If the employee is determined to be eligible, they must have no less than ten calendar days after the date of receiving notice to elect*

1. Requirements for Maintaining or Regaining Eligibility (WAC 182-31-040 and 182-30-080 (3))	
Employee returning from LWOP:	Enter a Y or N
a) Is anticipated to work at least 630 hours in the school year Or. Their work schedule - had it been in effect at the start of the school year - would have resulted in the employee being anticipated to work the minimum hours to meet SEBB eligibility for the employer contribution in the school year. Or. Is returning from active duty.	Y
b) Previously lost the employer contribution by no longer being anticipated to work at least 630 hours due to leaving work for at least one of the following reasons: <ul style="list-style-type: none"> • Called to active military duty (USERRA), • Authorized Leave Without Pay (LWOP), • Paid Family and Medical Leave (PFML - which is not concurrent with FMLA), • Appealing a grievance (WAC 182-31-120) • Applying for a disability retirement, • Receiving time-loss benefits under workers' compensation • Employment ends due to layoff (as defined in WAC 182-31-020) 	Y
2. Eligibility Decision	
If you answered "Yes" to all of the requirements in section 1, the employee is eligible for the employer contribution. Continue with section 3.	Yes
If you answered "No" to any of the requirements, the employee is not eligible for the employer contribution. Routinely monitor the employee's eligible hours to determine potential eligibility based on the appropriate B-1 or B-2 worksheet. Skip to section 6.	



Terminating employee coverage

WAC 182-31-050 When does eligibility for the employer contribution for school employees benefits board (SEBB) benefits end?

Terminating coverage

When to terminate coverage

- Terminate coverage **no earlier than the month of coverage ending** for employees:
 - Leaving SEBB Organization
 - Not eligible next school year
- **Example:**
 - Last day: **August 10**
 - Enter term date: No earlier than Aug 1
- Provide appropriate C series worksheet

Employees losing eligibility at the end of the school year

- Terminate coverage
 - **Before August 12 cut off date** to be removed from September billing file
 - **Coverage will not end automatically** at the end of each school year (**August 31**)
 - Provide appropriate C series worksheet

Terminating subscriber

Search for subscriber

- Eligibility Tab
 - Terminate/Transfer subscriber field
 - Enter Termination reason
 - Enter Termination effective date

Send O&T secure message using HCA Support to correct errors with termination dates.

Currently managing: April Benes

Dashboard | Eligibility | Manage Dependents | Special Open Enrollment | Profile | Tobacco Surcharge Attestations | Current Coverage | Supplemental Benefits

Manage eligibility information

Last name* Benes | First name* April | Middle name A | SSN* 555-67-6677

Suffix JR, SR | Birth date* 09/22/1998 | Sex assigned at birth* Female | Gender Identity* Female

Eligibility reason* Newly Eligible Member | Date of Eligibility* 03/31/2023

Employee monthly gross salary \$6,000.00 | Hire date* 03/31/2023 | Wellness participant: No

Is this employee represented? No | Is this employee locally eligible? No

Eligible for PEBB Benefits

Confirmation Message
Are you sure you want to terminate coverage for this member?
If this member is the primary subscriber on an account, their dependent's coverage will be terminated as well.

Terminate/Transfer subscriber:

Termination/Transfer Reason: Employment Ending | Termination effective date*: 05/01/2023

Are you sure you want to terminate coverage for this member? If this member is the primary subscriber on an account their dependent's coverage will be terminated as well.

Submit changes

Submit | Cancel

Terminating employee never eligible scenario

Human Resources (HR) notified Benefits Admin that Larry Martin was eligible for SEBB Benefits on May 7. Benefit Admin entered him in the Benefits 24/7 system. HR notified Benefits Office on May 20 that employee never worked and has accepted a position at another School District.

Eligibility Tab

- Terminate/Transfer subscriber field
 - Enter Termination reason “**Employee never eligible**”
 - Benefit End Date Auto populates with an effective date: **June 1**
 - Submit changes

Currently managing: Larry Martin

Dashboard | Eligibility | Manage Dependents | Special Open Enrollment | Profile | Tobacco Surcharge Attestations | Current Coverage | Spousal Attestations

Notes | Supplemental Benefits

Manage eligibility information

Last name* Martin | First name* Larry | Middle name A | SSN* 888-45-6777

Suffix JR, SR | Birth date* 09/11/1998 | Sex assigned at birth* Male | Gender Identity* Male

Eligibility reason* Newly Eligible Member | Date of Eligibility* 05/07/2024

Employee monthly gross salary | Wellness participant: No

Is this employee represented?* | Is this employee locally eligible? Yes* No*

Eligible for PEBB Benefits

Terminate/Transfer subscriber:

Termination/Transfer Reason: Employee never elig | Benefit End Date: 06/01/2024

Are you sure you want to terminate coverage for this member? If this member is the primary subscriber on an account their dependent's coverage will be terminated as well.

Submit changes

Confirmation Message
If this subscriber/account was terminated in error and needs to be reenrolled without a break in benefits, add the subscriber again using the eligibility date that is the first of the month following the benefit end date.

If this subscriber/account was terminated in error and needs to be reenrolled without a break in benefits, add the subscriber again using an eligibility date that is the first of the month following the benefit end date.



Requesting Retiree/Continuation Coverage

Subscriber Dashboard

- Profile
- Current coverage
- SOE and account changes
- Manage dependents
- Supplemental coverage
- Tobacco Attestation
- **Retiree and continuation coverage**
 - Request enrollment in PEBB retiree insurance coverage, COBRA or Unpaid Leave

The screenshot shows the 'Benefits 24/7' website interface. At the top, there is a navigation bar with links for 'Dashboard', 'Manage Dependents', 'Special Open Enrollment', 'Profile', 'Tobacco Attestations', 'Supplemental Coverage', 'Current Coverage', and 'Continuation Coverage'. Below this is a blue banner with the text 'Welcome to Benefits 24/7. This is where you can manage your enrollment in PEBB benefits.' The main content area is titled 'HEALTH CARE AUTHORITY Subscriber Dashboard' and 'Welcome, ROBERT BLYDEN!'. It features a grid of eight interactive tiles: 'Profile' (View and manage your contact information), 'Current Coverage' (View or print your current coverage), 'Special open enrollment and account changes' (Request a change due to a qualifying event, including special open enrollment, address change requests, and report a death or divorce), 'Manage Dependents' (Manage your dependent's information and coverage), 'Supplemental coverage' (Life, AD&D, LTD, HSA, FSAs, DCAP, SmartHealth), 'Tobacco Attestations' (Update your tobacco attestations), and 'Retiree and continuation coverage' (Request enrollment in PEBB retiree insurance coverage, COBRA, or Unpaid Leave). The 'Retiree and continuation coverage' tile is highlighted with a yellow border.

Subscriber Retiree/Continuation Coverage

Benefits 24/7 [PEBS Home](#) [SEBB Home](#) [Contact PEBS/SEBB](#) [Sign Out](#)

[Dashboard](#) [Manage Dependents](#) [Special Open Enrollment](#) [Profile](#) [Tobacco Attestations](#) [Supplemental Coverage](#) [Current Coverage](#) [Continuation Coverage](#)

PEBS Retiree insurance coverage

- As a retiring employee, if you meet procedural and eligibility requirements, you can enroll in PEBS retiree insurance coverage, which offers a range of medical and dental plans to choose from and retiree term life insurance.
- If you meet the eligibility requirements and you're not ready to enroll in PEBS retiree insurance coverage because you have other qualified medical coverage, such as employer health coverage through your spouse or state-registered domestic partner, you may choose to defer (postpone) enrollment. When you defer, you are postponing enrollment in both medical and dental coverage. Deferring your enrollment will retain your eligibility in case you want to enroll later.

[Create Request](#)

PEBS Continuation Coverage (COBRA)

- PEBS Continuation Coverage (COBRA) is a temporary extension of PEBS health plan coverage available to PEBS members who are qualified beneficiaries under federal Consolidated Omnibus Budget Reconciliation Act (COBRA) rules.
- HCA also extends PEBS Continuation Coverage (COBRA) to state-registered domestic partners and their children, based on RCW 26.60.015 and PEBS policy resolution that extends PEBS coverage for dependents not otherwise eligible for COBRA. Coverage may be temporarily extended only if the PEBS member experiences a qualifying event.

[Create Request](#)

PEBS Continuation Coverage (Unpaid Leave)

- PEBS Continuation Coverage (Unpaid Leave) is a temporary extension of PEBS insurance coverage for employees who lose eligibility for the employer contribution toward PEBS benefits due to specific types of leave.

[Learn more about PEBS Continuation Coverage](#)

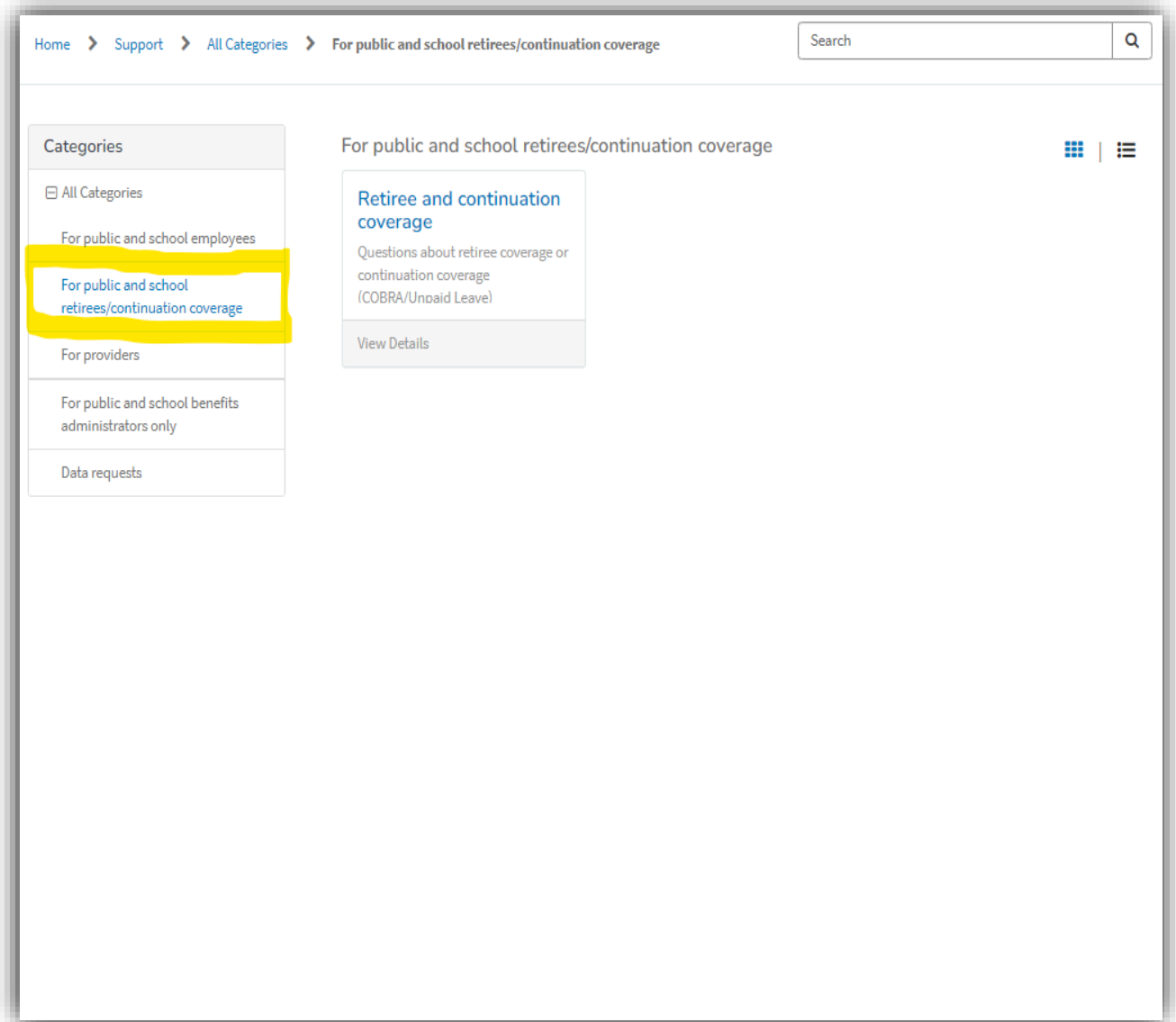
[Create Request](#)

[Back to dashboard](#)

Retiree/Continuation coverage Inquiry

Retirees and continuation coverage employees can send request using the HCA Support portal

- For public and school retiree/continuation coverage
 - Retiree and continuation coverage
 - Accounting, Appeals, Add/Remove dependent...
 - Retiree eligibility and enrollment, term life insurance...





Troubleshooting Benefits 24/7 Access

Release/Unlock Subscriber account

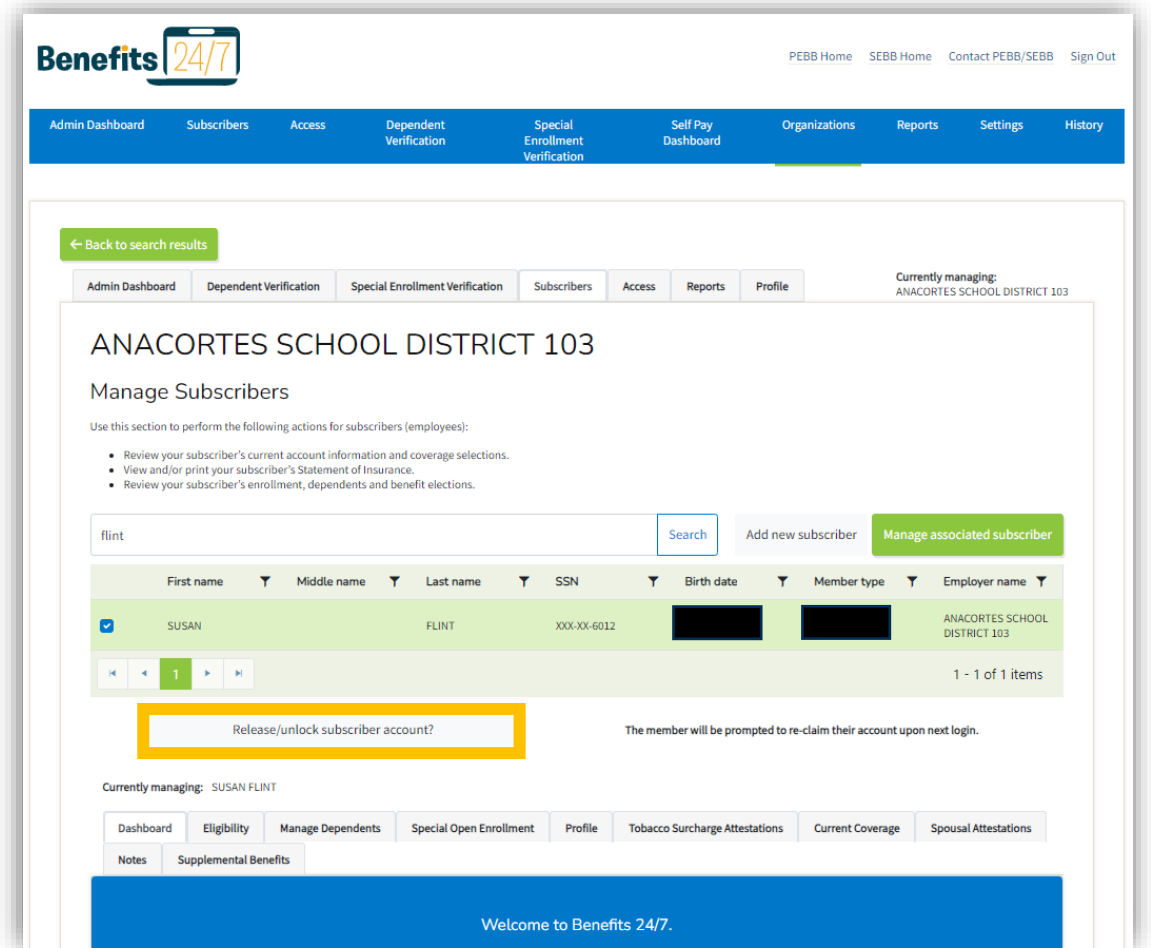
Release/Unlock subscriber account

- **Step 1**-Check box next to name
- **Step 2**-Click Manage Associated subscriber

Added to release/unlock previously claimed subscriber SAW account

Used when subscriber has forgotten answers to their security questions

- Verify subscriber information



The screenshot displays the 'Benefits 24/7' web application. At the top, there is a navigation bar with links for 'PEBB Home', 'SEBB Home', 'Contact PEBB/SEBB', and 'Sign Out'. Below this is a main menu with options like 'Admin Dashboard', 'Subscribers', 'Access', 'Dependent Verification', 'Special Enrollment Verification', 'Self Pay Dashboard', 'Organizations', 'Reports', 'Settings', and 'History'. The main content area shows the 'Manage Subscribers' page for 'ANACORTES SCHOOL DISTRICT 103'. A search bar contains the text 'flint'. Below the search bar is a table of subscribers. The first row is highlighted in green and has a checked checkbox in the first column. The table columns are: First name, Middle name, Last name, SSN, Birth date, Member type, and Employer name. The first row contains: SUSAN, FLINT, XXX-XX-6012, [REDACTED], [REDACTED], ANACORTES SCHOOL DISTRICT 103. Below the table is a pagination control showing '1 - 1 of 1 items'. A yellow box highlights a button labeled 'Release/unlock subscriber account?'. To the right of this button, it says 'The member will be prompted to re-claim their account upon next login.' At the bottom of the page, there is a blue footer with the text 'Welcome to Benefits 24/7.'

Subscriber Troubleshooting Tips

Visit the help with Benefits 24/7 webpage.

- Get started
 - Create a SecureAccess Washington (SAW) account
 - Log in to Benefits 24/7
- Help with my login
- How do I enroll when newly eligible?

Security questions must have a minimum of four characters

Benefits 24/7 employee login assistance phone number 1-866-335-0043.

hca.wa.gov/employee-retiree-benefits/help-benefits-24/7

Washington State Health Care Authority

Search [] Search In a crisis? Login

Free or low-cost health care Employee & retiree benefits Billers, providers & partners About HCA Contact

Home > Employee and retiree benefits > Help with Benefits 24/7

Help with Benefits 24/7

Benefits 24/7 is our new online benefits enrollment system that replaced PEBB My Account and SEBB My Account. Your enrollment information will transfer from PEBB My Account and SEBB My Account.

Benefits 24/7 follows the Americans with Disabilities Rehabilitation Act (ADA) and Website Content Accessibility Guidelines (WCAG) 2.0.

On this page

- What can I do in Benefits 24/7?
- Get started
- Help with my login
- How do I enroll when newly eligible?
- Sign up for email subscription service

What can I do in Benefits 24/7?

Use Benefits 24/7 to enroll in coverage, verify your dependents, attest to premium surcharges, make changes due to a life event, view your coverage elections, make open enrollment changes, apply for continuation coverage or PEBB retiree insurance coverage, and defer retiree insurance coverage.

How do I change my address?

- **Employees:** Contact your payroll or benefits office.
- **Retirees and continuation coverage subscribers:** Send us a secure message or call 1-800-200-1004 (TRS: 711).

Workday users continue to use Workday
Benefits 24/7 is not available to Pierce County, Washington State University, and University of Washington employees. Please use Workday.
Exception: You can use Benefits 24/7 to request to enroll in PEBB retiree insurance coverage.

Get started

Use these steps to set up your Benefits 24/7 account.

- Things to know before you register
- Create a SecureAccess Washington (SAW) account

Manage your benefits year-round

Log in to Benefits 24/7

Releasing Benefits Admin Account

First name	Last name	Email	Role	Access start date	Access end date	Manage
Victoria	Morrison	victoria.morrison@kent.k	Read On	01/16/2024	mm/dd/yyyy	Save Release account
Erica	Coughlin	erica.coughlin@kent.k12.	Read On	01/16/2024	mm/dd/yyyy	Save Release account
Yolanda	Atwood	yolanda.atwood@kent.k1	Edit	01/16/2024	mm/dd/yyyy	Save Release account
Amanda	Davis	amanda.davis@kent.k12.	Read On	01/16/2024	mm/dd/yyyy	Save
Judy	Weaver	judith.weaver@kent.k12.v	Edit	01/16/2024	mm/dd/yyyy	Save
Jaime	Frazier	jaime.frazier@kent.k12.w.	Admin	01/16/2024	mm/dd/yyyy	Save Release account
Malia	Siufanua	malia.siuifanua@kent.k12	Edit	01/16/2024	mm/dd/yyyy	Save
Amy	Valentin	amy.valentin@kent.k12.w	Edit	01/16/2024	mm/dd/yyyy	Save Release account

Confirm you have entered the correct email before clicking the "Save" button!

benefits247.hca.wa.gov/auth

Benefits Admin Troubleshooting Tips

Benefits Admin is being sent to their subscriber acct rather than admin acct or Benefits 24/7 is not recognizing the SAW account being used.

- If redirected to the verification process page (Last name, DOB, and last 4 of SSN)?
 - Do not enter your subscriber information
 - Release/unlock subscriber account
 - Clear browsing data (Cached images, history and files)
 - Log in using your correct Admin SAW account with your work email

Email address used in SAW account login **MUST MATCH** exactly the email address entered in Benefits 24/7 manage access tile.

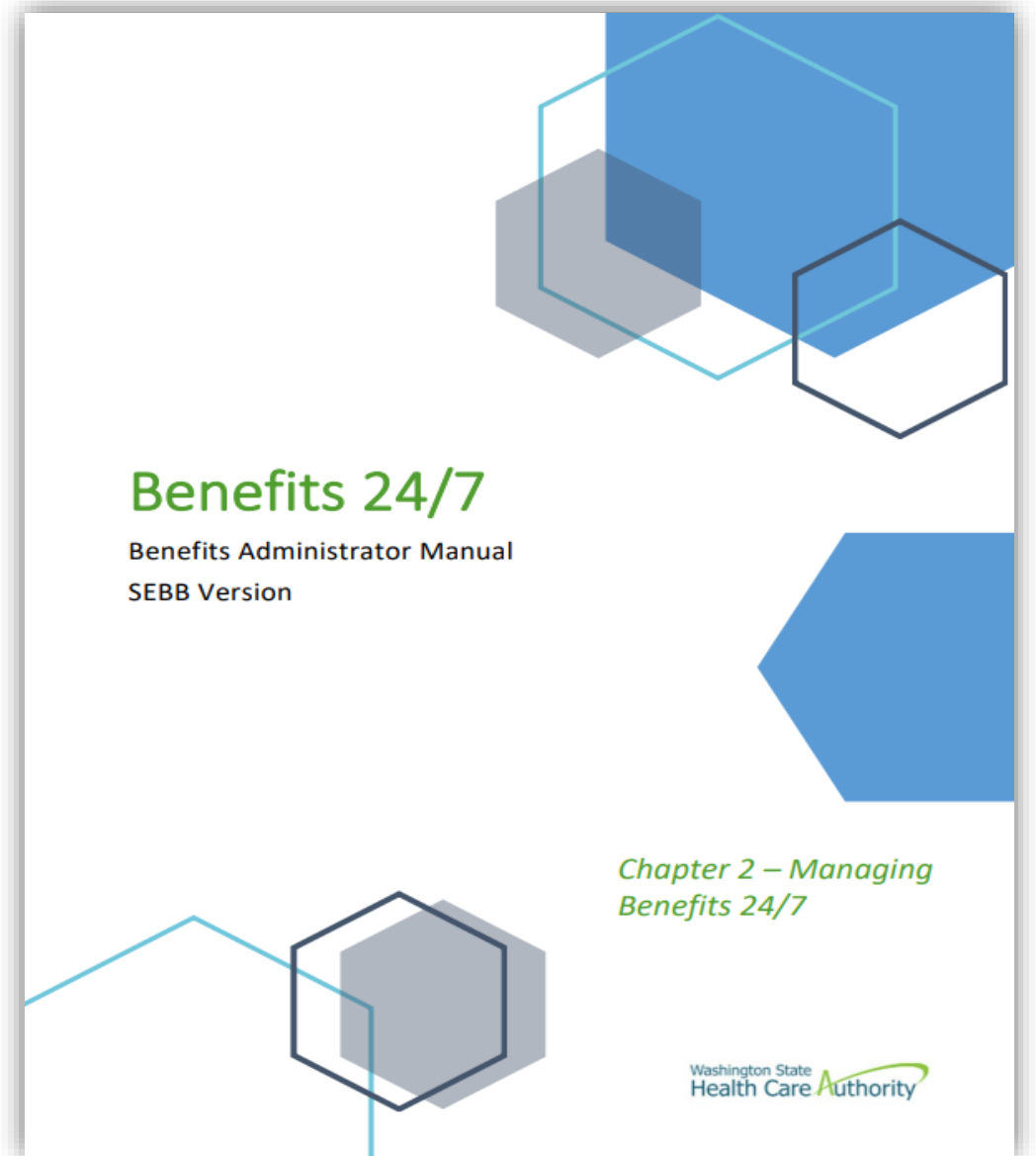
- Do not create a new SAW account. Verify Benefits 24/7 and SAW email address match
 - Check for additional spaces or periods

Go to SAW directly to change/update any SAW account info!

Troubleshooting Benefits 24/7

Benefits 24/7 BA Manual Chapter 2

- Need instructions on Troubleshooting employee access
 - Employee attempting to claim their account for the first time: **Page 13-14**
 - Releasing an old SAW account for an employee: **Pages 15-16**



Releasing an employee account requires Benefits 24/7 Admin access.

hca.wa.gov/assets/perspay/sebb-b247-chapter-2.pdf



Reminders, Tips & Resources

Benefit Admin Resource

SEBB Benefits Administrator website

- Eligibility, Enrollment, Benefits, Administrative tools and resources, and Training Resources

Contact Outreach & Training

- **1-800-700-1555**
- Online via **HCA Support** secure messaging system
 - support.hca.wa.gov/hcasupport

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links for 'In a crisis?' and 'Login'. Below the header, there are links for 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The main content area is titled 'SEBB benefits administrators' and includes a breadcrumb trail 'Home > SEBB benefits administrators'. The page features several sections: 'Eligibility worksheets Forms and Publications HCA Support (submit a question)', 'Eligibility' (with an icon of two people talking and a button to 'Learn about eligibility and find resources'), 'Enrollment' (with an icon of a person with a briefcase and a button to 'Learn about the enrollment process'), 'SEBB benefits' (with an icon of a person holding an umbrella and a button to 'Explore SEBB benefits'), and 'Administrative tools and resources' (with an icon of a person with a wrench and a button to 'Find tools and resources to help you administer benefits').

Benefit Admin Resource

SEBB Benefits Admin Training

Send training request using HCA Support

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

Benefits 24/7, BA website and HCA Support application overview

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links for 'In a crisis?' and 'Login'. Below the header, there are links for 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The main content area is titled 'SEBB benefits administrators' and includes a breadcrumb trail 'Home > SEBB benefits administrators'. The page features several sections: 'Eligibility worksheets', 'Forms and Publications', and 'HCA Support (submit a question)'. There are three main content blocks: 'Eligibility' with an icon of two people talking and a 'Learn about eligibility and find resources.' button; 'Enrollment' with an icon of a person walking with a bag and a building, and a 'Learn about the enrollment process.' button; and 'SEBB benefits' with an icon of a person holding an umbrella and an 'Explore SEBB benefits.' button. At the bottom, there is a section for 'Administrative tools and resources' with an icon of a person with a wrench and a 'Find tools and resources to help you administer benefits.' button.

Employee Communications

May SEBB Intercom newsletter mailed and emailed on **May 15, 2024**.

- Includes article about:
 - Advice for preparing for retirement
 - How can I prepare?
 - What PEBB benefits are available?
 - Reminder to set up Benefits 24/7
 - Benefits of carrying naloxone
 - Steps if a provider leaves a plan's network
 - How smartphones affect us
 - Employer-paid and employee-paid LTD



School Employees Benefits Board (SEBB) Program
May 2024

Preparing for retirement

Preparing for retirement can be overwhelming. Before deciding when you want to retire, you should understand how several factors affect your health care benefits.

Am I eligible?

Generally, retiring or separating employees of Washington school districts, educational service districts, SEBB-participating employer groups, or charter schools are eligible. Additionally, surviving dependents or spouses and full-time elected or appointed officials may be eligible. Retiree health care benefits for eligible SEBB retirees are offered through the PEBB Program.

If you are eligible for PEBB retiree insurance coverage, but you have other qualifying coverage, you may defer (postpone) your enrollment. Deferring keeps your right to enroll later. To learn more about how to defer coverage, visit hca.wa.gov/defer-coverage.

How can I prepare?

Six months before retirement

If you have a Department of Retirement Systems (DRS) retirement plan, contact DRS to request an estimate of your benefit. If you don't have a DRS retirement plan, contact your employer to determine if you have a retirement plan and, if so, when you will be eligible to retire from the plan.

Three months before turning 65

You or any covered dependents who will soon turn 65 must enroll in both Medicare Part A and Part B to stay enrolled in a PEBB retiree health plan. You're encouraged to apply for Medicare three months before turning 65. To enroll, call the Social Security Administration at 1-800-772-1213 or TTY: 1-800-325-0778, or visit medicare.gov.

60 days before retirement

Submit your retirement application to DRS. You should apply for PEBB retiree insurance coverage using Benefits 24/7 at benefits247.hca.wa.gov (or the *PEBB Retiree Election Form*, form A) and submit supporting documents, including proof of Medicare.

What if I retire before or after age 65?

If you retire **before** age 65, you can enroll in a PEBB retiree non-Medicare medical plan until you are eligible to enroll in Medicare Part A and Part B.

If you retire **after** age 65, you should already have Medicare Part A. You will need to enroll in Medicare Part B to enroll in a PEBB Medicare plan.

Submit proof of Medicare

Once you or your dependent enroll in Medicare Part A and Part B, you must send us proof of the enrollment by sending either:

- A copy of the Medicare card or entitlement letter showing the effective date of Medicare Part A and Part B, or;
- A copy of the Medicare denial letter from the Social Security Administration.

You will have a special open enrollment for turning 65 or upon retirement and you will be able to enroll in a PEBB Medicare plan. There are many plans to choose from to fit your and your family's needs.

Limited time to act!

You must request to enroll in or defer enrollment **no later than 60 days** after your employer-paid, COBRA, or continuation coverage ends, or you will lose your right to enroll later.



HCA 20-0119 (05/24)

Benefits Admin Resource

Sign up for SEBB Board emails

Visit the School Employees Benefits (SEB) Board website:

- 2024 Meeting schedule
- Agenda
- Briefing books and minutes
- Link to join Zoom meeting or attend in person

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links: "Free or low-cost health care", "Employee & retiree benefits", "Billers, providers & partners", "About HCA", and "Contact". The breadcrumb trail is: Home > About HCA > Programs & initiatives > School Employees Benefits Board (SEBB) Program > Meetings & materials. The main heading is "Meetings and materials", followed by a sub-heading: "Get the School Employees Benefits (SEB) Board meeting schedule, along with agendas, briefing books, and minutes." Below this is a "On this page" section with links: "2024 meeting schedule", "Meeting materials", "Approved resolutions", "Location and directions", and "Need an accommodation?". The "2024 meeting schedule" section states "All meetings begin at 9 a.m." and lists dates from January 25, 2024, to July 31, 2024. The "Meeting materials" section for 2024 includes a table with columns "Date" and "Materials".

Date	Materials
May 2	Agenda (05-02-2024) Briefing Book (05-02-2024)

A blue call-to-action box on the right asks "Want to receive meeting notices?" and includes a "Sign up to receive emails" button with an external link icon.

HCA Support Portal/ Benefits 24/7 Tips

- ✓ Provide BA business phone #
- ✓ Do not use benefits or payroll department names as usernames in manage access or HCA support
- ✓ Have employee's SSN ready when waiting in phone queue
- ✓ Enter newly eligible employees who have two last names with a hyphen without spaces. (**Example:** Jones-Morris)
- ✓ Use eligibility tab when updating/editing employee addresses. Addresses can not be updated on the profile tab

The screenshot shows a user profile page for a 'Consumer User'. The page is titled 'Consumer User' and has an 'Open Record' button in the top right corner. The profile information is organized into two columns. The left column includes fields for User ID (redacted), First name (Mark), Last name (Simmons), Consumer (Mark Simmons), Title, VIP (checkbox), Department, Manager, Active (checkbox, checked), CSM External User (checkbox), Location, and Street. The right column includes fields for Email (redacted), Notification (Enable), Calendar integration (Outlook), Time zone, Date format (?), Business phone (highlighted with a yellow border), Mobile phone, Company, Photo, Distinguished Name, and Source.

HCA Support Portal/ Benefits 24/7 Tips cont.

GovDelivery sent on **May 1, 2024.**

- ✓ Benefits 24/7 employee login assistance phone number **1-866-335-0043**
- ✓ Employees should contact Benefits office for any non-login related account issues
- ✓ Do not submit multiple tickets on the same issue
- ✓ Include employees full name, full SSN, BA name, school district and BA phone # in all inquiries
- ✓ Submit HCA support ticket then call **1-800-700-1555** for urgent issues

Important Updates on Benefits 24/7 and Ticket Handling Procedures
Washington State Health Care Authority sent this bulletin at 05/01/2024 12:46 PM PDT

Washington State Health Care Authority
SCHOOL EMPLOYEES BENEFITS BOARD

5.1.2024

Can't access the links? Add "Inks.gd" to the allowlist of your content blocking software.

We appreciate your dedication and cooperation as we implement the new Benefits 24/7 system. To ensure we address the questions and concerns of BAs and their employees efficiently, we'd like to remind you of some important guidelines:

- 1. Proper Use of the Benefits 24/7 Support Line:** The Benefits 24/7 login assistance phone line (1-866-335-0043) is designated solely for employee login issues. Please advise employees to contact you directly for any non-login related account issues. If you're unable to resolve their concerns, please escalate the matter by submitting a ticket through [HCA Support](#). Our Outreach & Training (O&T) team is here to assist you with these escalated issues.
- 2. Handling of Tickets:** We're currently experiencing a high volume of inquiries, leading to longer response times. If you have an open ticket, we ask for your patience. Please refrain from submitting follow-up tickets about the same issue, as this increases the backlog and delays response times for everyone.
- 3. Emergency Situations:** For urgent issues, BAs are advised to submit a ticket and then call the O&T phone line (1-800-700-1555) to ensure the matter is prioritized appropriately. Please use discretion to determine true emergencies, helping us maintain focus on the most critical issues first.
Note: The O&T phone line is for BA assistance only. Please do not give this number to employees.

Your Role is Crucial

As BAs, you play a critical role in the smooth operation and support of our systems. Proper channeling of inquiries not only helps streamline our internal processes but also ensures that your employees receive timely and accurate assistance.

Thank you for your ongoing commitment to efficient and effective service delivery.

Update: Premera Blue Cross and MultiCare

GovDelivery sent on **May 24, 2024**.

MultiCare will **continue to remain in network** with no break in coverage:

- Premera members enrolled through the SEBB Program.
- Uniform Medical Plan (UMP) members in Spokane County enrolled through the PEBB and SEBB Programs.

Can't access the links? Add "lnks.gd" to the allowlist of your content blocking software.

Update on Premera Blue Cross and MultiCare contract negotiations

Premera Blue Cross announced that they have reached an agreement with MultiCare. MultiCare will continue to remain in network with no break in coverage for Premera members enrolled through the School Employees Benefits Board (SEBB) Program, and Uniform Medical Plan (UMP) members in Spokane County enrolled through the Public Employees Benefits Board (PEBB) and SEBB Programs. [See Premera's announcement](#).

Premera Blue Cross - MultiCare Announcement

Upcoming Webinars



August 2: SEBB Preparing for the start of the new school year

TBD: SEBB Pre-Annual Open Enrollment (OE) 2024

Where to register:

- hca.wa.gov/sebb-benefits-admins/training-schedule

All webinars are recorded and posted to the BA website.

- hca.wa.gov/sebb-benefits-admins/training-materials-and-recordings

Q&A

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 request
- Employee specific questions or scenarios should be sent through HCA Support request

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!

