



Preparing for the launch of Benefits 24/7

School Employees Benefits
Outreach & Training
January 9, 2024.

Washington State
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

Benefits 24/7



What we'll cover today

- 1 General Information
- 2 Actions before Launch Day
- 3 Managing BA Access
- 4 Actions during Launch Day
- 5 Actions after Launch Day
- 6 Employee Resources
- 7 Benefits Admin Resources
- 8 Reminders, Tips & Resources



General Information

SEBB My Account will be unavailable to Benefits Administrators and school employees **after 11:59 p.m. on January 9, 2024.**

Important information

Benefits 24/7 online enrollment system will replace SEBB My Account (SMA) and will launch **Tuesday, January 16, 2024**.

- Benefits 24/7 will combine both SEBB My Account and PEBB My Account into one new online enrollment system.

Benefits continue uninterrupted from SMA to Benefits 24/7.

Employees will not make new elections during the transition.

- Newly hired employees can submit enrollment forms to their BA to meet their deadlines.

Benefits 24/7 has improved features and an easy-to-use design:

- Visually looks and operates very similar to SEBB My Account



What is changing?



- Benefits 24/7 URL and login
- No longer required to update the first day of school



View subscriber enrollment history including, enrollments, SOE enrollment requests, attestations, documents, and dependent details.



- Improved wizard functionality
- View wellness program participants.



- Apply for SEBB Continuation Coverage
- Request to enroll in or defer PEBB retiree coverage.

What is not changing?



Reviewing submitted SOE requests and approving or denying requests based on the SOE event.



Reviewing and entering enrollments and changes for new and existing employees.



Sending and receiving demographic information, billing files, reports accessible, etc.

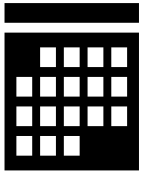


Accessing Benefits 24/7 through Secures Access Washington (SAW).



What is not changing? cont.

Benefits Administrators should continue to:



Send inquiries to Outreach and Training (O&T) staff using the HCA Support Portal.



Have employees enroll in supplemental life and AD&D insurance using MetLife's MyBenefits portal or submit enrollment form directly to MetLife



Provide timely notification to school employees.



Help employees access their Benefits 24/7 account.



Actions before Launch Day

Benefits 24/7 online enrollment system is scheduled to go-live on **Tuesday, January 16, 2024** for Benefits Admins and employees.

Steps to prepare for the launch

Step 1. Notify employees that SEBB My Account (SMA) will no longer be accessible **after 11:59 PM on January 9, 2024.**

- Employees will be unable to make elections or submit Special Open Enrollment (SOE) changes in SMA until **January 16, 2024.**
- Employees must timely submit paper forms to their benefits office to meet their deadlines
 - BAs should proactively provide these forms to employees with enrollments expiring during the shutdown.
 - BAs can key these employee enrollments on or after January 16.
 - **No exceptions** for employees who miss their deadline.
- Employees can submit an appeal

Steps to prepare for the launch cont.

Step 2. Review Benefits 24/7 manuals and pre-recorded videos.

Step 3. Review Dependent Verification (DV) request: Review any DVs expiring during the shutdown period.

Step 4. Review Special Open Enrollment (SOE) Events request: Address any SOE events timely and make necessary decisions.

Step 5. Complete Termination and Transfer Actions: Submit changes in SMA for employees who are terminating, transferring, or exiting.

Step 6. Encourage employees to finish any pending enrollment activities before the SMA shutdown.

Steps to prepare for the launch cont.

Step 7. Key any changes before **January 9, 2024**.

- **Changes keyed before 11:59 PM on January 9** will be reflected on the January 16 invoice for February 2024 coverage.
- **Changes keyed between January 16 - February 14** will be reflected on the February 16 invoice for March 2024 coverage.
 - **Example:** *SEBB Organization keys on January 16, 2024, with a December 31, 2023, termination date. Employee will show on the February 2024 invoice as terminated. A credit for February will show on their March 2024 invoice.*
 - *SEBB Organizations should not send in tickets asking O&T to correct February 2024 invoice which will be adjusted in the March 2024 invoice.*

Any updates not made to accounts before the SMA shutdown will not be reflected in the next billing file.

Steps to prepare for the launch cont.

Benefits Administrators who have:



- **Non-urgent issues or questions about Benefits 24/7**
- Submit Benefits Administrator Inquiry form in HCA support support.hca.wa.gov/hcasupport



- **Urgent or critical issues about Benefits 24/7**
- Contact O&T
1-800-700-1555

All current data in SMA, including pending SOEs and dependent verifications request, will be transitioned to Benefits 24/7.

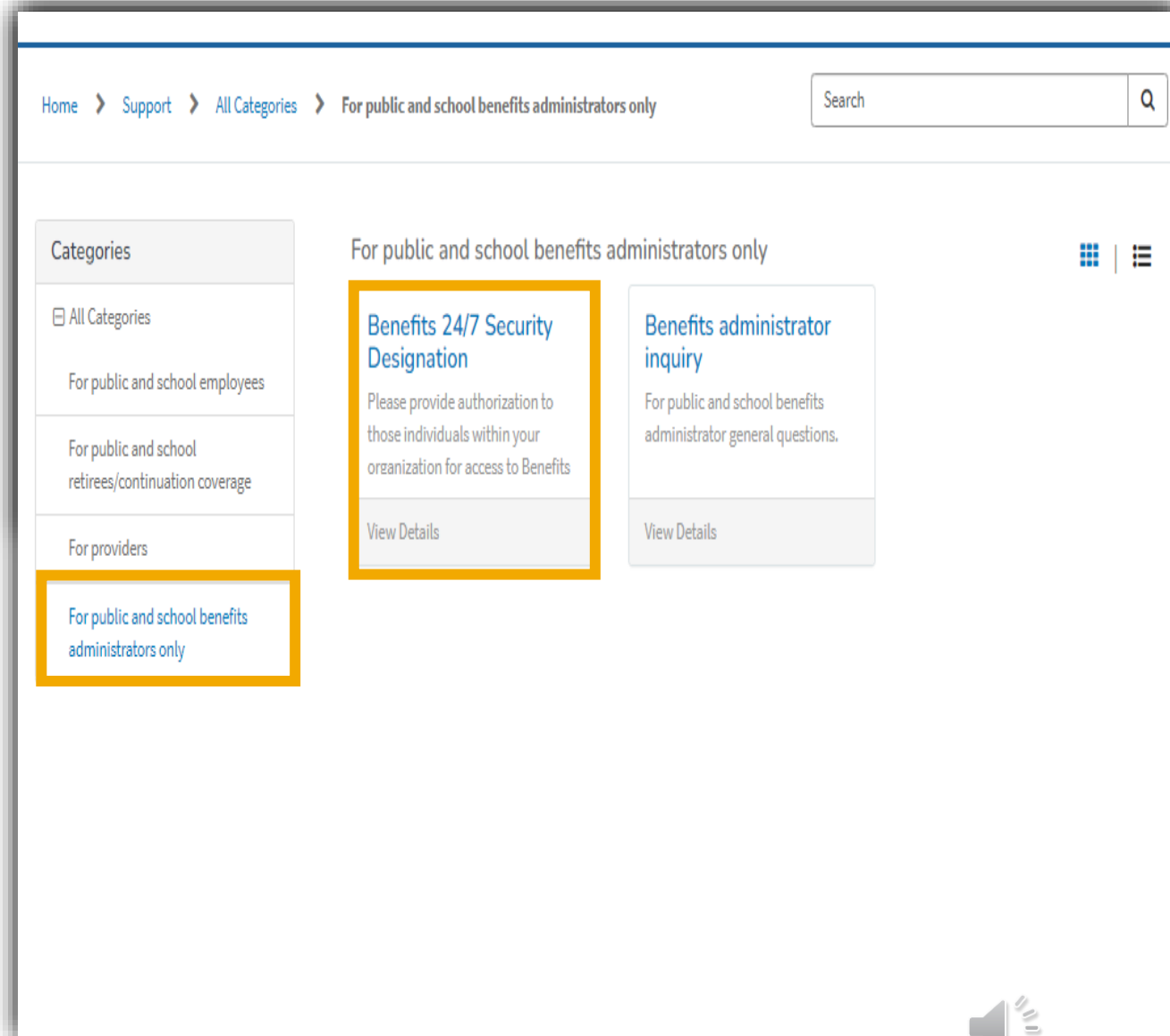


Managing Benefits Administrator Access

Assigning roles for Benefits 24/7

HCA Support Portal

- Benefits 24/7 Security Designation
 - Select SEBB Organization
 - Select your Organization
 - Confirm HCA Code
 - Select Add
 - First and last Name
 - Email address
 - Access level
 - Add or remove



Managing BA access after go-live

Managing BA access process **after** Benefits 24/7 goes live:

- **Authorizing security designee** will use the HCA Support Portal to add or remove **Admin access roles ONLY** using the built-in form for HCA Support
- Admin access role will be the only access level on the form
- Benefits Admins will be responsible for managing edit and read only roles
 - Admin role can add, update, or remove edit and read only access
 - Do not notify HCA when Benefits Administrators need to add or remove edit or read only access



Actions during Launch Day

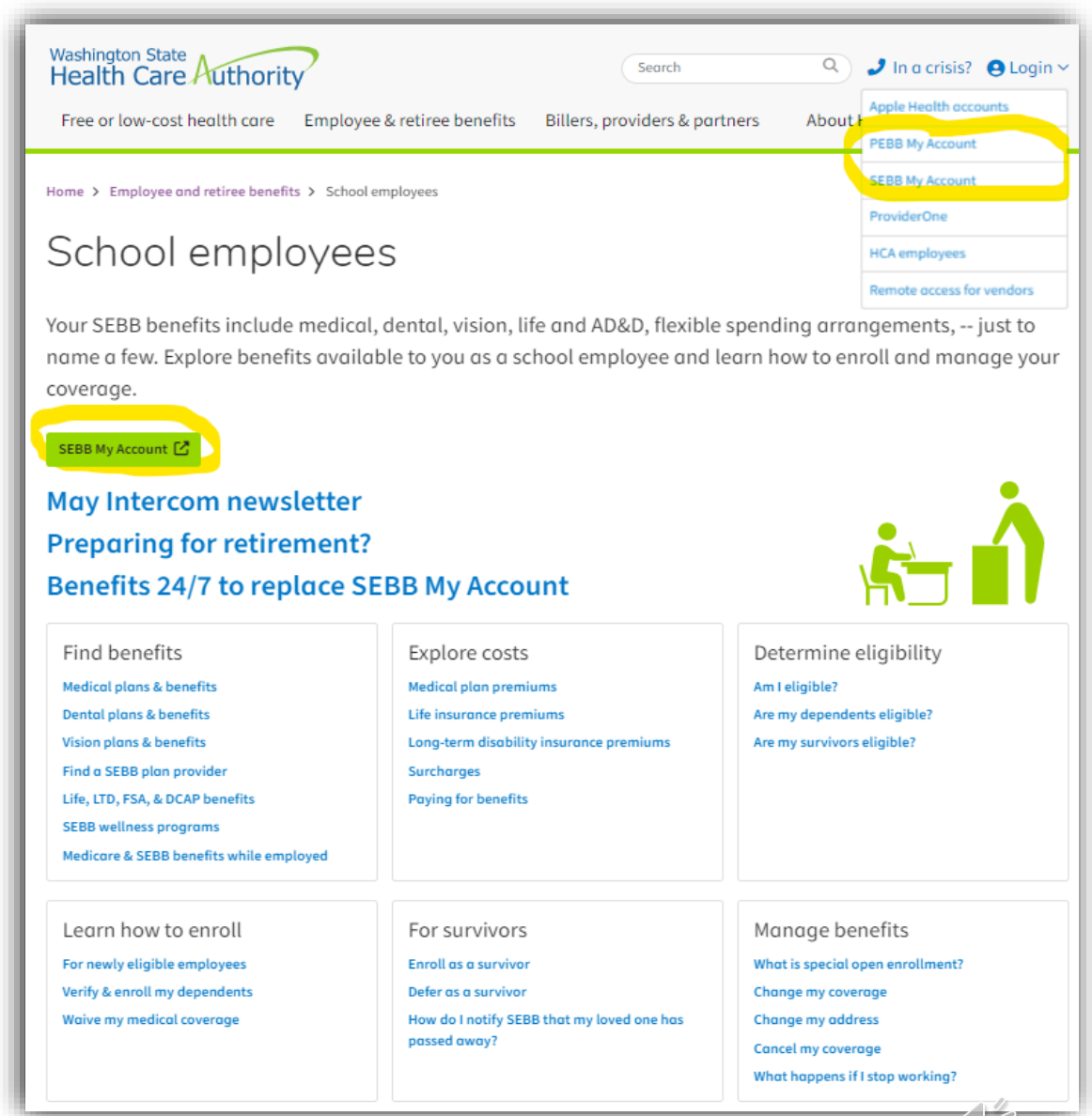
Google Chrome is the preferred browser for Benefits 24/7, but Edge, Firefox, and Safari will also work.

<https://benefits247.hca.wa.gov/auth>

Accessing Benefits 24/7

Log into Benefits 24/7:


- Benefits Admin webpage
 - hca.wa.gov/sebb-benefits-administrators
- Employees webpage
 - hca.wa.gov/employee-retiree-benefits/school-employees




benefits24/7.hca.wa.gov

Reminder: Benefits Admin Accounts

Benefits Administrators eligible for SEBB Benefits must have **two separate logins** for Secure Access Washington and Benefits 24/7.



- ✓ Subscriber Login
- ✓ Subscriber SAW Account (personal email address)
- ✓ Access Subscriber Benefits 24/7 Account



- ✓ Benefits Admin login
- ✓ Benefits Admins SAW Account (work email address)
- ✓ Access Benefits Administrator Benefits 24/7 Account

*Employees should use a **personal email address** to create their subscriber login to ensure if they change employers, they can still access their account.*

Log into Benefits 24/7

Benefits 24/7

[PEBB Home](#) [About HCA](#) [Contact PEBB](#)

Benefits 24/7 Login

Log in to Benefits 24/7 to manage benefits for yourself and your dependents, attest to premium surcharges, enroll in PEBB retiree coverage, and get your statement of insurance.

If you need help accessing Benefits 24/7, including resetting your security questions and answers:

- Visit the [Help with Benefits 24/7](#) webpage.
- Employees: Contact your payroll or benefits office.
- Retirees and continuation coverage subscribers: Contact us through HCA Support.

Subscriber / Benefits administrator login

Use this log in option if you are a subscriber or a benefits administrator whose agency does not use Active Directory.

[Log in to Benefits 24/7](#)

HCA admin / PEBB benefits administrator

Use this log in option if you are an HCA admin or a PEBB benefits administrator whose agency uses Active Directory.

[Log in here](#)

<https://benefits247.hca.wa.gov/auth>

Using SecureAccess Washington (SAW)

Benefits 24/7 uses SecureAccess Washington (SAW)

- SAW account keeps your sensitive information secure

School employees who are:

**Already registered in SMA
and have a SAW account**

- **Continue** and use **same SAW account** to login to Benefits 24/7

**Not Registered in SMA but
have a SAW account**

- Use SAW account to login to Benefits 24/7 account

**Not registered in SMA and
do not have a SAW account**

- Create a SAW account to login to Benefits 24/7 Account

If you already have a SAW account, you do not need to create another one!

benefits24/7.hca.wa.gov

How do I set up a new SAW account?

Step 1.

Log into Benefits 24/7" button.
benefits247.hca.wa.gov

Subscriber/ Benefit Admin will be redirected to the SecureAccess Washington (SAW) website.

Step 2.

Click sign up to create a NEW SAW account.

(Existing SAW Account users-enter username & password. Skip to step 5.)

Step 3.

Check email and click confirmation link to activate SAW account.

Step 4.

Close account activated browser window. Return to original window.

Follow the instructions on the screen to finish creating your account.

Step 5.

1. Subscribers: Redirected to the Benefits 24/7 dashboard.

Enter your last name, DOB, and last 4 digits of SSN. Click verify information.

2. Benefit Admins: Redirected to the Benefits 24/7 dashboard.

Step 6.









Subscribers: Select security questions & answers.

Redirected to the Benefits 24/7 dashboard.



Actions after Launch Day

Actions after launch

 Manage access Review Manage access information	 Organization profile Review Organizational profile/update contact info	 Dependent Verification You have 1 verification request(s) Review dependent verification request	 Special Enrollment Event Verification You have 0 special enrollment event request(s) Review SOE verification request
 Reports Review and verify available reports	 Subscriber Enrollment History View login, enrollment, change history Review subscriber history/billing files	 Public inquiry I am a resident of Washington State and do not currently work for a state agency. I am making a request on behalf of myself or someone else. View login instructions Report system glitches/bugs/employee issues using HCA support	 Subscriber / Benefits administrator login Use this log in option if you are a subscriber or a benefits administrator whose agency does not use Active Directory. Log in to Benefits 24/7 Help employees access Benefits 24/7

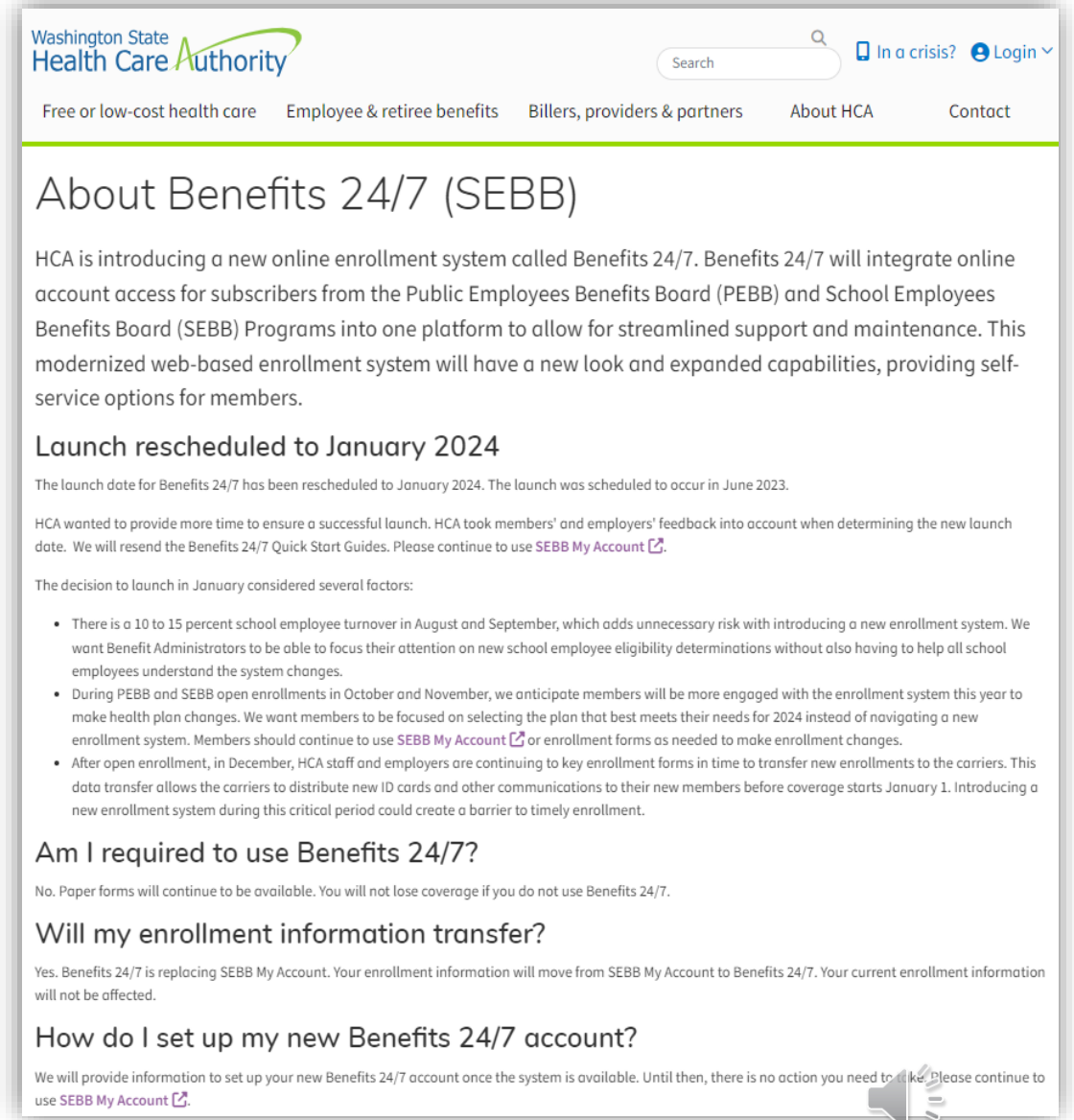


Employee Resources

Employees Resource

SEBB Program will post updates on the About Benefits 24/7 webpage

- Launch rescheduled to January 2024
- Am I required to use Benefits 24/7?
- Will my enrollment information transfer?
- How do I set up my new Benefits 24/7 account?
- Who is Benefits 24/7 for?



Washington State Health Care Authority

Search In a crisis? Login

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

About Benefits 24/7 (SEBB)

HCA is introducing a new online enrollment system called Benefits 24/7. Benefits 24/7 will integrate online account access for subscribers from the Public Employees Benefits Board (PEBB) and School Employees Benefits Board (SEBB) Programs into one platform to allow for streamlined support and maintenance. This modernized web-based enrollment system will have a new look and expanded capabilities, providing self-service options for members.

Launch rescheduled to January 2024

The launch date for Benefits 24/7 has been rescheduled to January 2024. The launch was scheduled to occur in June 2023.

HCA wanted to provide more time to ensure a successful launch. HCA took members' and employers' feedback into account when determining the new launch date. We will resend the Benefits 24/7 Quick Start Guides. Please continue to use [SEBB My Account](#).

The decision to launch in January considered several factors:

- There is a 10 to 15 percent school employee turnover in August and September, which adds unnecessary risk with introducing a new enrollment system. We want Benefit Administrators to be able to focus their attention on new school employee eligibility determinations without also having to help all school employees understand the system changes.
- During PEBB and SEBB open enrollments in October and November, we anticipate members will be more engaged with the enrollment system this year to make health plan changes. We want members to be focused on selecting the plan that best meets their needs for 2024 instead of navigating a new enrollment system. Members should continue to use [SEBB My Account](#) or enrollment forms as needed to make enrollment changes.
- After open enrollment, in December, HCA staff and employers are continuing to key enrollment forms in time to transfer new enrollments to the carriers. This data transfer allows the carriers to distribute new ID cards and other communications to their new members before coverage starts January 1. Introducing a new enrollment system during this critical period could create a barrier to timely enrollment.

Am I required to use Benefits 24/7?

No. Paper forms will continue to be available. You will not lose coverage if you do not use Benefits 24/7.

Will my enrollment information transfer?

Yes. Benefits 24/7 is replacing SEBB My Account. Your enrollment information will move from SEBB My Account to Benefits 24/7. Your current enrollment information will not be affected.

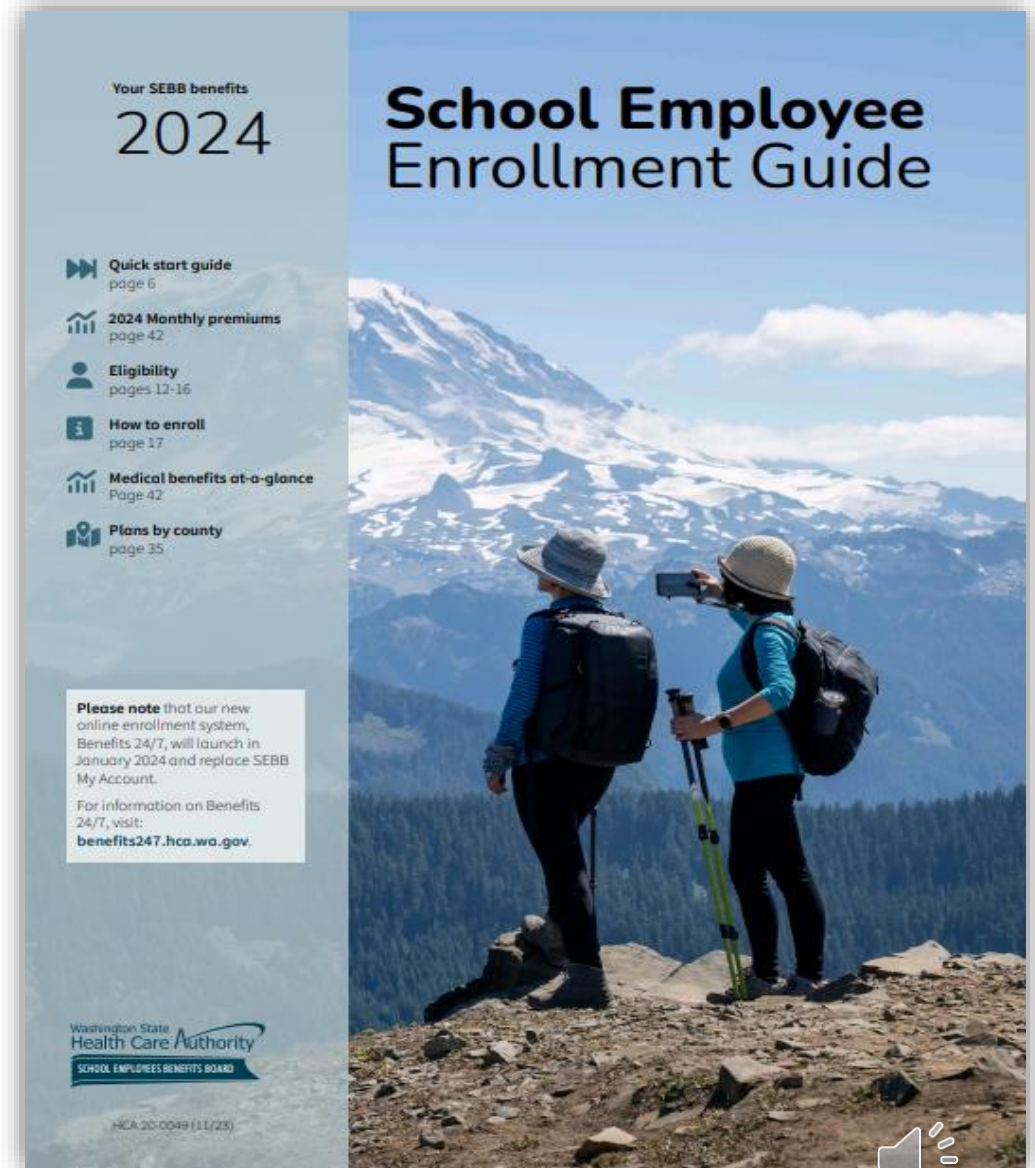
How do I set up my new Benefits 24/7 account?

We will provide information to set up your new Benefits 24/7 account once the system is available. Until then, there is no action you need to take. Please continue to use [SEBB My Account](#).

Employee Resource

2024 School Employee Enrollment Guide now available to order!

- Order materials on the BA website
 - Forms and publications
 - Order materials
- Includes Benefits 24/7 information
- Intended for newly eligible school employees only



Employee Resource

2024 School Employee Enrollment Guide

- How to use Benefits 24/7
 - **Page 10-11**
- What can I do in Benefits 24/7
- How do I set up an account?
- When can I access Benefits 24/7?

Download the "How to use Benefits 24/7" document.

How to use Benefits 24/7

Benefits 24/7, our new enrollment system, starts January 2024. Use SEBB My Account at myaccount.hca.wa.gov until Benefits 24/7 is available.

Eligible school employees can use Benefits 24/7, the online enrollment system, on a computer or mobile device to enroll in and manage changes to their benefits.

▲ If you need help accessing Benefits 24/7, contact your payroll or benefits office.

What can I do in Benefits 24/7?

- Choose your medical, dental, and vision plans within your 31-day initial newly eligible period
- Waive enrollment in SEBB medical coverage
- Enroll your eligible dependents in SEBB benefits
- Upload documents to prove dependent eligibility
- Access vendor websites to enroll in supplemental (employee-paid) life and supplemental accidental death and dismemberment (AD&D) insurance, a Medical Flexible Spending Arrangement (FSA), Limited Purpose FSA, and Dependent Care Assistance Program (DCAP)
- Reduce or decline coverage in employee-paid long-term disability (LTD) insurance at any time
- Attest to premium surcharges
- Request a change due to a special open enrollment
- Apply for SEBB Continuation Coverage (COBRA or Unpaid Leave)
- Apply for PEBB retiree insurance coverage

Good to know!

What's your browser?

Google Chrome is the preferred browser for Benefits 24/7, but Edge, Firefox, and Safari will also work. For more information, check out the [Help with Benefits 24/7 webpage](#) at benefits247.hca.wa.gov.

How do I set up an account?

You will need to create a login for Benefits 24/7 using SecureAccess Washington (SAW). SAW is the state's secure single-sign-on portal for external users. A SAW account will keep your sensitive information secure.

If you already have a SAW account, you do not need to create another one.

1. **Visit benefits247.hca.wa.gov** and click the green *Log in to Benefits 24/7* button. You'll be directed to the SecureAccess Washington (SAW) website.
2. **Click Sign up** to create a SAW account. (If you already have a SAW account, enter your username and password and skip to step 5.) Enter your name, email address (we recommend using your personal email address), a username, and password. Save your username and password in a safe place so you don't forget it the next time you log in.
3. **Check the box** to indicate you're not a robot and click *Submit*. Follow the link to activate your account.
4. **Check your email** for a message from SAW. Click on the confirmation link, close the *Account Activated!* browser window that opens, and return to your original window. Follow the instructions on the screen to finish creating your account.
5. **You'll be directed back** to Benefits 24/7. Enter your last name, date of birth, and last four digits of your Social Security number. Click *Verify my information*.
6. **Select your security** questions and answers. Like your username and password, be sure to save these in a safe place where you can find them for future use. You'll be directed to the Benefits 24/7 dashboard.

When can I access Benefits 24/7?

After your employer enters your eligibility information into Benefits 24/7, you can log in and enroll in benefits within your 31-day eligibility period. Come back anytime to check your coverage or request special open enrollment changes.



Washington State
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

Employee Resource

Quarterly SEBB Intercom newsletters

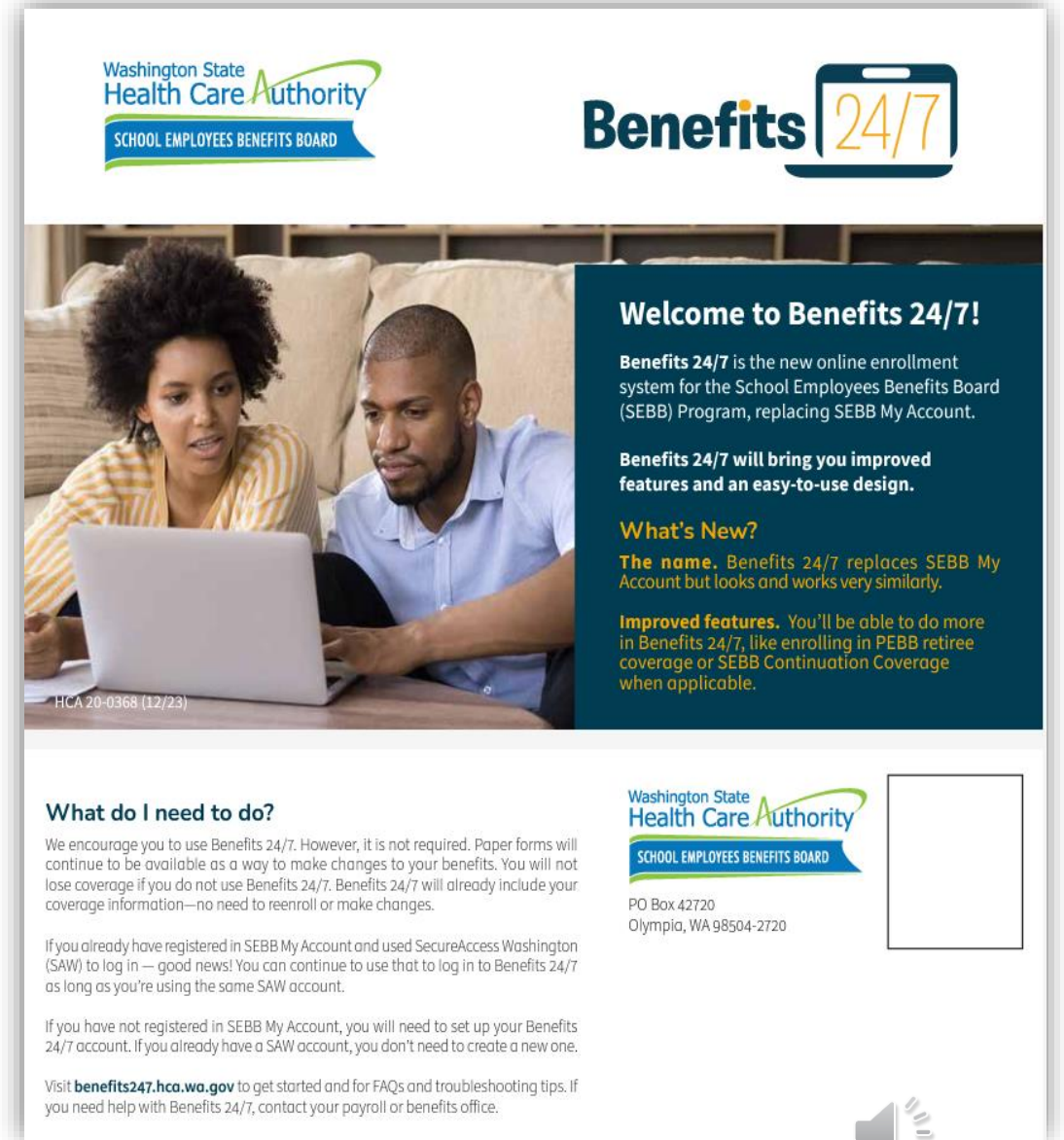
- Employees can also find information:
 - February 2024 edition of the SEBB Intercom newsletter will include an article about Benefits 24/7
 - What's new?
 - Get started with Benefits 24/7
 - Mailed/emailed **every quarter** to school employees



Employee Communications

School employee Benefits 24/7 post card will be mailed **after** the launch date.

- Announcement of the Benefits 24/7 launch date
- How to access Benefits 24/7
- Where to get more information



The graphic is a postcard for the Washington State Health Care Authority's School Employees Benefits Board. It features a header with the organization's logo and a 'Benefits 24/7' icon. The main body contains a photo of a couple looking at a laptop, followed by a dark blue text box with white and yellow text. Below this, there's a section titled 'What do I need to do?' with detailed instructions. The footer includes the organization's name, address, and a speaker icon.

Washington State Health Care Authority
SCHOOL EMPLOYEES BENEFITS BOARD

Benefits 24/7

Welcome to Benefits 24/7!

Benefits 24/7 is the new online enrollment system for the School Employees Benefits Board (SEBB) Program, replacing SEBB My Account.

Benefits 24/7 will bring you improved features and an easy-to-use design.

What's New?

The name. Benefits 24/7 replaces SEBB My Account but looks and works very similarly.

Improved features. You'll be able to do more in Benefits 24/7, like enrolling in PEGB retiree coverage or SEBB Continuation Coverage when applicable.

HCA 20-0368 (12/23)

What do I need to do?

We encourage you to use Benefits 24/7. However, it is not required. Paper forms will continue to be available as a way to make changes to your benefits. You will not lose coverage if you do not use Benefits 24/7. Benefits 24/7 will already include your coverage information—no need to reenroll or make changes.

If you already have registered in SEBB My Account and used SecureAccess Washington (SAW) to log in — good news! You can continue to use that to log in to Benefits 24/7 as long as you're using the same SAW account.

If you have not registered in SEBB My Account, you will need to set up your Benefits 24/7 account. If you already have a SAW account, you don't need to create a new one.

Visit benefits247.hca.wa.gov to get started and for FAQs and troubleshooting tips. If you need help with Benefits 24/7, contact your payroll or benefits office.

Washington State Health Care Authority
SCHOOL EMPLOYEES BENEFITS BOARD

PO Box 42720
Olympia, WA 98504-2720

Contact your payroll or benefits office for help with Benefits 24/7

hca.wa.gov/assets/pebb/20-0368-sebb-employee-benefits-247-quick-start.pdf



Benefits Administrators Resources

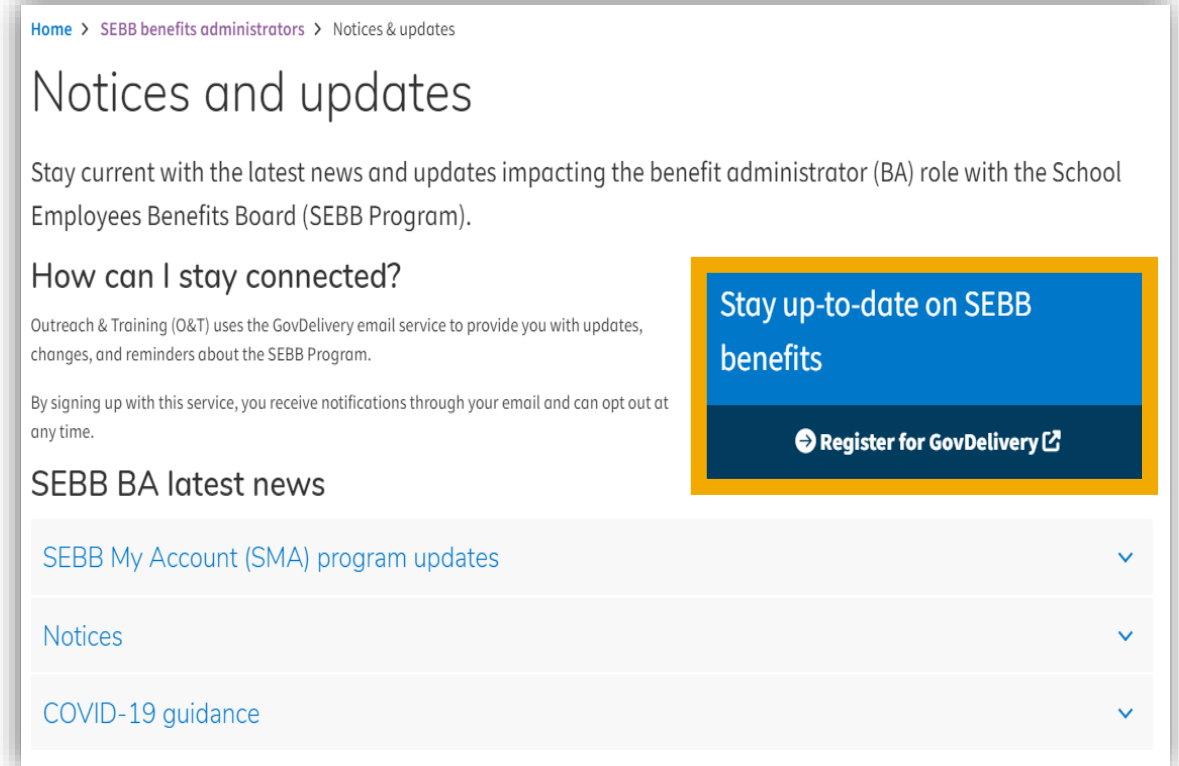
Benefits Admin Resource

Sign Up for GovDelivery

- Benefits Administrator's webpage
 - Notices and updates
 - Register for GovDelivery

Make sure all BAs sign up to receive GovDelivery notices

- Provides updates, changes and reminders on Benefits 24/7 and other important updates



Benefits Admin Resource

SEBB BA website for Benefits 24/7

- Administering SEBB in Benefits 24/7
 - Preparing for Benefits 24/7 go-live
 - Navigating to Benefits 24/7
 - How is BA access managed in Benefits 24/7?
 - What training is available to BAs?
 - How will employees be informed about Benefits 24/7?
 - Who is Benefits 24/7 for?
 - What is changing and not changing?

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 reads: 'Home > SEBB benefits administrators > Administrative tools and resources > Tools and resources > Administering SEBB in Benefits 24/7'.

Administering SEBB in Benefits 24/7

The Health Care Authority (HCA) is introducing a new online enrollment system called Benefits 24/7. Benefits 24/7 will integrate online account access for subscribers from the School Employees Benefits Board (SEBB) and Public Employees Benefits Board (PEBB) Programs into one platform to allow for streamlined support and maintenance. This modernized web-based enrollment system will have a new look and expanded capabilities, providing self-service options for members, and will be used by benefits administrators (BAs).

On this page

- [Benefits 24/7 rescheduled to launch in early 2024](#)
- [Preparing for Benefits 24/7 go-live](#)
- [Navigating to Benefits 24/7](#)
- [Benefits 24/7 manuals](#)
- [What training is available to BAs?](#)
- [How will employees be informed about Benefits 24/7?](#)
- [Who is Benefits 24/7 for?](#)
- [What is changing?](#)
- [What is not changing?](#)

Benefits 24/7 rescheduled to launch in early 2024

Benefits 24/7 is set to launch on January 16, 2024.

HCA wanted to provide more time to ensure a successful launch. HCA took members' and employers' feedback into account when determining the new launch date.

The decision to launch in January considered several factors:

- There is a 10 to 15 percent turnover of school employees in August and September, which introduces unnecessary risk when implementing a new enrollment system. We want benefits administrators (BAs) to be able to focus on determining the eligibility of new school employees without also having to assist all school employees in understanding the system changes.
- During the SEBB annual open enrollment period in October and November of this year, we anticipate that employees will be more engaged with the enrollment system as they make changes to their health plans. Our goal is for employees to concentrate on selecting the plan that best suits their needs for 2024, rather than navigating a new enrollment system. Employees should continue to use [SEBB My Account](#) or enrollment forms as needed to make changes to their enrollment.
- After the open enrollment period, HCA staff and BAs will continue to enter enrollment forms in a timely manner to transfer new enrollments to the carriers. This data transfer enables the carriers to issue new ID cards and provide other communications to their employees before coverage begins on January 1. Introducing a new enrollment system during this crucial period could create a barrier to enrolling on time.

Please continue to use [SEBB My Account](#) (SMA) or paper forms for benefits administration. SMA will be going down at midnight on Tuesday, January 9 and BAs will not have system access until Benefits 24/7 launches the morning of January 16. Any emergent enrollment situations should be communicated to Outreach and Training (O&T) via either [HCA Support](#) and/or by calling 1-800-700-1555.

Preparing for Benefits 24/7 go-live

The Benefits 24/7 online enrollment system is scheduled to go live on January 16, 2024 for both benefits administrators (BAs) and employees/subscribers.

Benefits Admin Resource

Training materials and recordings

- **Benefits 24/7**
 - Instructional videos
- Supplemental benefits billing information
- Eligibility worksheets
- Dependent eligibility
- Open enrollment
- **Miscellaneous topics**
 - Recorded webinars

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and links for 'In a crisis?' and 'Login'. The main navigation bar lists 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The breadcrumb trail reads: Home > SEBB benefits administrators > Training resources > Need training? > Training materials & recordings. The page title is 'Training materials and recordings'. The content area states: 'Access recorded webinars, instructional videos, presentations, and supporting materials on SEBB related topics developed specifically for BA training.' It also mentions that Outreach and Training (O&T) provides periodic training for benefits administrators (BAs) to enhance their knowledge and skills in administering SEBB benefits effectively. A blue button on the right says 'Looking for upcoming trainings?' with a sub-button 'Visit the Training schedule page'. Below this, there are expandable sections: 'Benefits 24/7' (containing 'Instructional videos', 'Recorded webinars', and 'Presentations'), 'Supplemental benefits billing information' (with a note to find training materials for supplemental benefits and expandable items: 'Life and Accidental Death and Dismemberment (AD&D) insurance', 'Long-term disability (LTD)', and 'Flexible Spending Arrangements (FSAs) and Dependent Care Assistance Program (DCAP)'), and 'Eligibility worksheets' (containing 'Recorded webinars'). A speaker icon is visible in the bottom right corner of the screenshot.

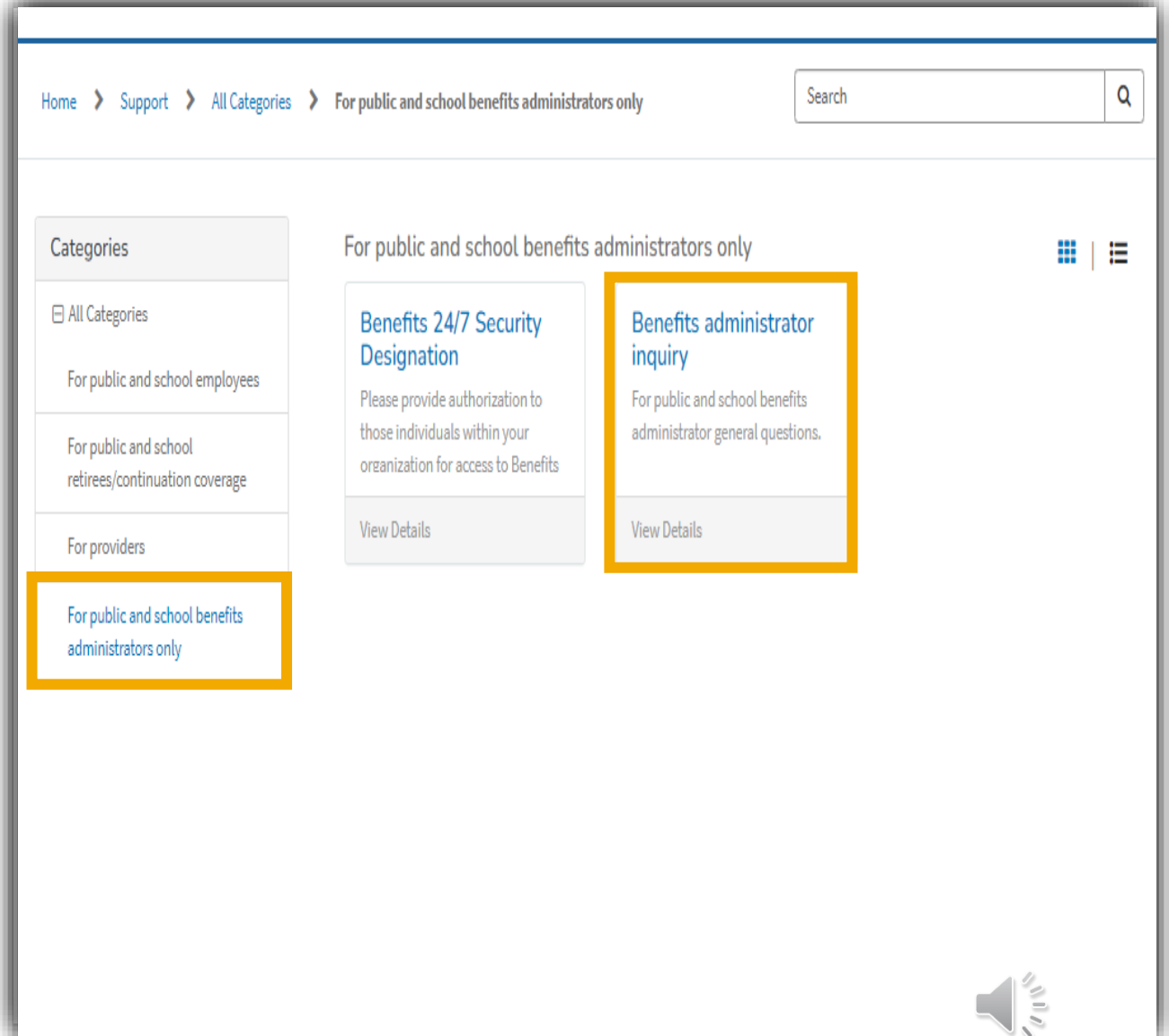
Benefits Admin Inquiry

HCA support portal inquiry subject

- Benefits administrator inquiry

New question: "Is this inquiry relate to the Benefits 24/7 online enrollment system?"

- Report login/access issues, technical issues, suggestions, and training request

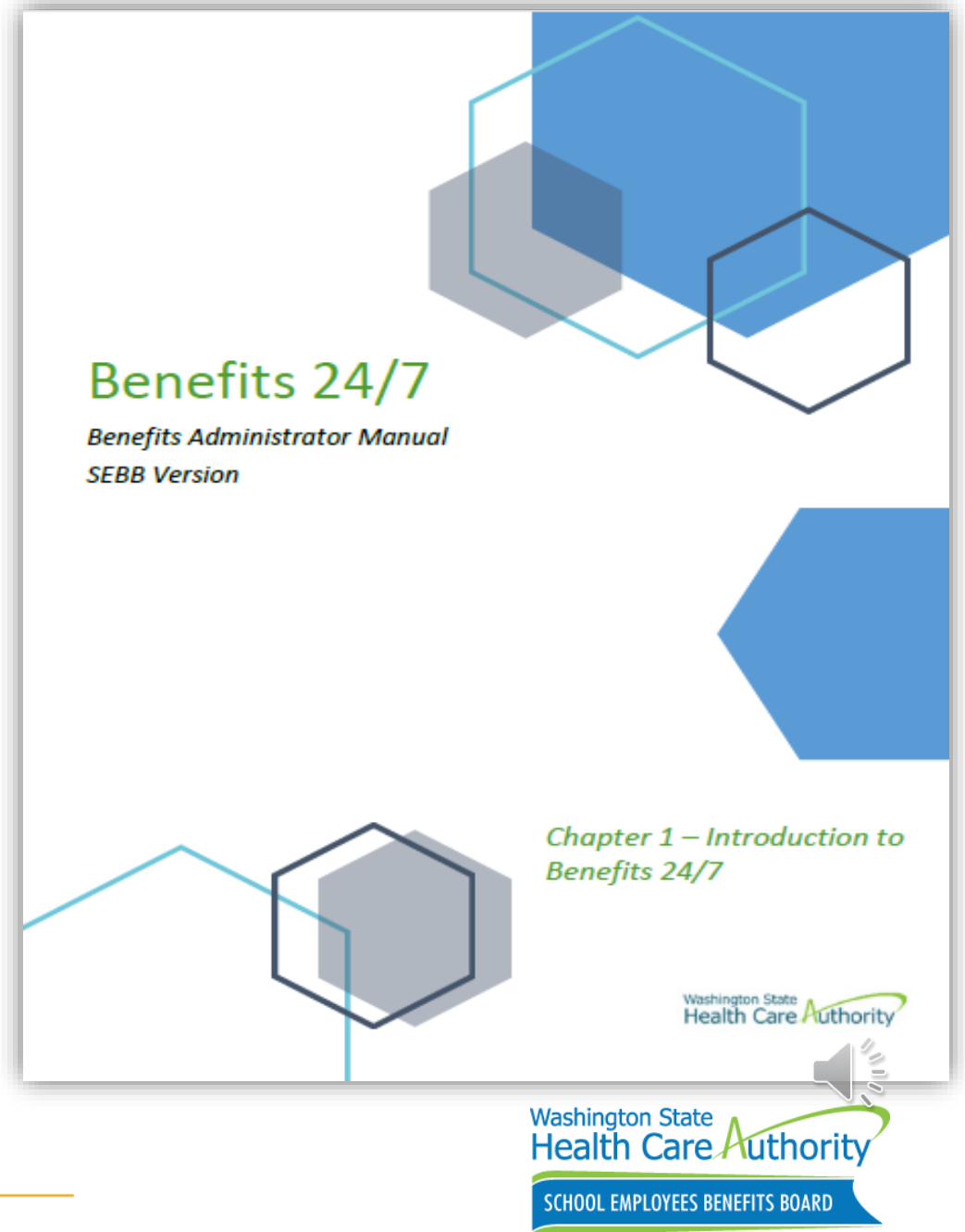


Benefits Admin Resource

Forms and publications

Benefits 24/7

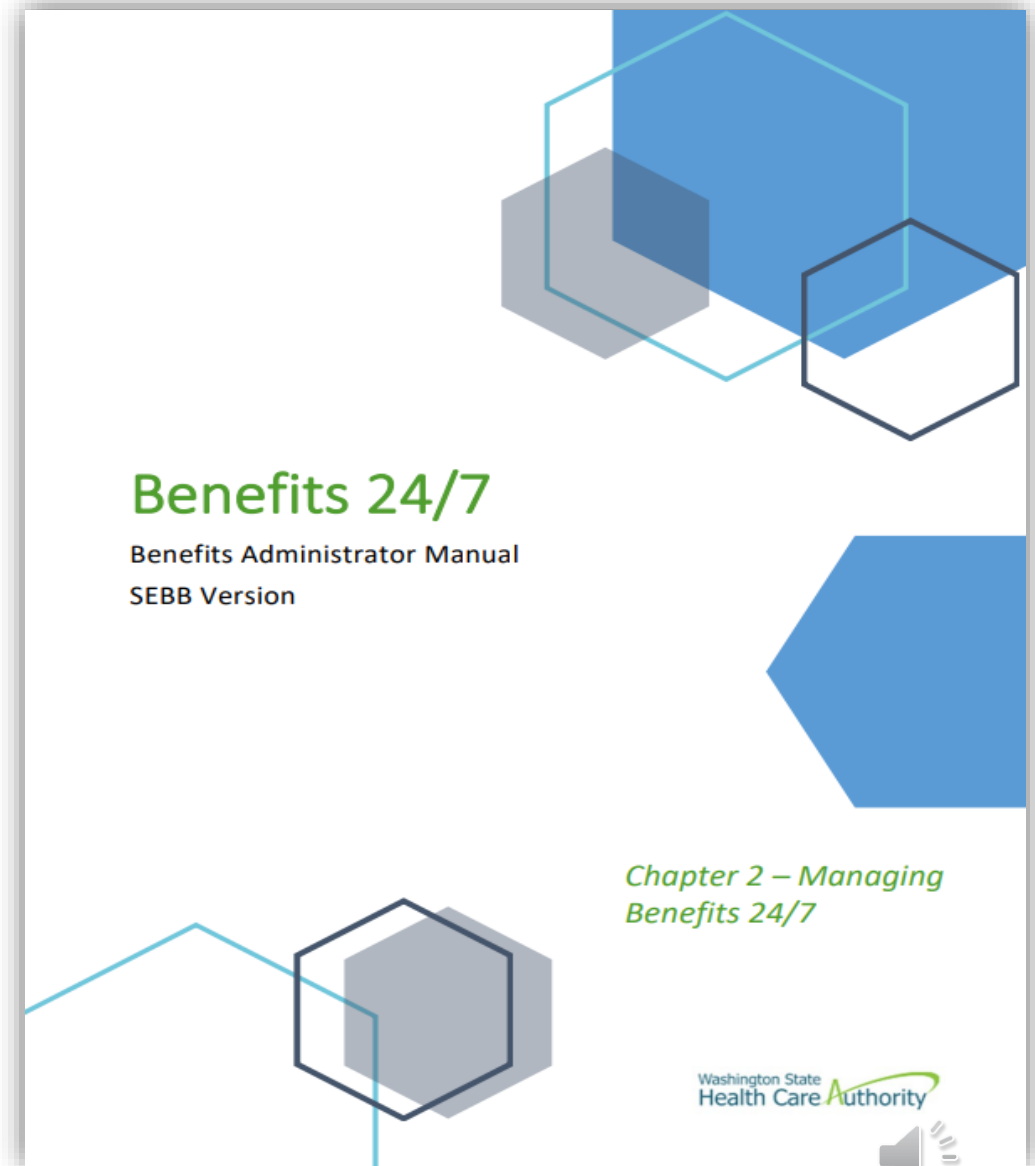
- Benefits 24/7 link
- Benefits 24/7 manuals
 - Chapter 1: Intro to Benefits 24/7
 - Chapter 2: Managing Benefits 24/7
 - Chapter 3: Managing employee accounts
- Lower limit calendar 2024



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

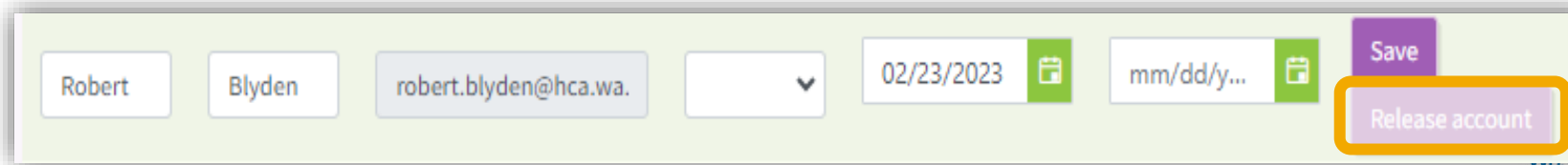
Troubleshooting Benefits 24/7

Benefits Admins can release a school employees account that has already been claimed by selecting the “**Release/unlock subscriber account**”.



A screenshot of a web interface showing a dialog box titled "Release/unlock subscriber account?". The dialog box has a light purple background. Below the title, it says "The member will be prompted to re-claim their account upon next login." Below this, there is a section labeled "Currently managing: Kind Be" followed by a horizontal menu with buttons: "Dashboard", "Eligibility", "Manage Dependents", "Special Open Enrollment", "Profile", "Tobacco Surcharge Attestations", "Current Coverage", and "Supplemental Benefits".

Benefit Admins can reclaim access if the account has already been claimed by selecting the “**Release Account**” button under the Manage Access title



A screenshot of a web form titled "Manage Access". The form contains several input fields: "Robert", "Blyden", "robert.blyden@hca.wa.", a dropdown menu, "02/23/2023", and "mm/dd/y...". To the right of these fields are two buttons: "Save" and "Release account". The "Release account" button is highlighted with an orange border.

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

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

Benefits Admin Resource

GovDelivery sent on
December 15, 2023.

- How SEBB members will be informed
- Support and training for Benefit Administrators

Benefits 24/7 will launch early next year

Benefits 24/7, the SEBB Program's new enrollment platform, is set to launch on **January 16, 2024**.

Note: Until Benefits 24/7 launches, employees should continue using SEBB My Account or paper forms for enrollment and changes.

How SEBB members will be informed

- We will mail (or email) a post card after the launch date.
- We will post updates on our [About Benefits 24/7](#)
- Our February 2024 issue of the *Intercom* newsletter will include an article about Benefits 24/7.

Support and training for Benefit Administrators

We are hosting [Benefits 24/7 readiness webinars](#) before launch. These sessions will familiarize you with the new platform and what tasks can now be completed online.

We will be in touch

The SEBB Program will provide further updates.

[Sign up for a webinar](#)

Benefits Admin Resource

GovDelivery sent on
January 2, 2024.

- SEBB My Account (SMA) will no longer be accessible starting **11:59 p.m. on January 9th**
- Recommended Actions for BAs Before SMA Shutdown
- Important Notice Regarding Account Updates
- Encouraging Employee Proactivity Before Shutdown
- Data Migration to Benefits 24/7

We're reaching out to inform you about the upcoming changes to our benefits administration system. Starting 11:59 PM on January 9th, SEBB My Account (SMA) will no longer be accessible to both BAs and employees. This shutdown is necessary for processing data in preparation for our transition to the new Benefits 24/7 platform, scheduled to launch on January 16th.

Recommended Actions for BAs Before SMA Shutdown

As we transition to Benefits 24/7, we recommend taking the following actions in SMA to ensure a smooth transition:

- **Adding Newly Eligible Employees:** Please make sure all newly eligible employees are added to SMA promptly.
- **Reviewing Dependent Verification (DV):** It's helpful to review any DVs expiring during the shutdown period.
- **Handling Special Open Enrollment (SOE) Events:** Please address any SOE events with timely reviews and necessary decisions.
- **Termination and Transfer Actions:** For employees who are terminating, transferring, or exiting their roles, ensure you complete these changes in SMA before the shutdown.

Important Notice Regarding Account Updates

Please be aware that any updates not made to accounts before the SMA shutdown will not be reflected in the next billing file. Completing updates and changes in SMA ahead of the shutdown will help ensure more accurate billing and records in the new system.

Encouraging Employee Proactivity Before Shutdown

We recommend encouraging employees to finish any pending enrollment activities before the SMA shutdown. Important to note that SEBB paper enrollment forms are not available on the SEBB employee website. Employees will need to get these forms directly from their employer. We suggest proactively providing these forms to employees with enrollments expiring during the shutdown.

Data Migration to Benefits 24/7

All current data in SMA, including pending SOEs and dependent verifications, will be transitioned to Benefits 24/7. Post-launch, you'll be able to complete any remaining actions from SMA in the new system.

Your proactive involvement will assist with a seamless transition to Benefits 24/7. We appreciate your commitment to ensuring a successful shift and efficient benefits administration.

Thank you for your continued cooperation and support.

Launch of Benefits 24/7

Washington State
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD



Reminders, Tips & Resources

Benefit Admin Resource

SEBB Benefits Admin website

- hca.wa.gov/sebb-benefits/admin

Outreach & Training

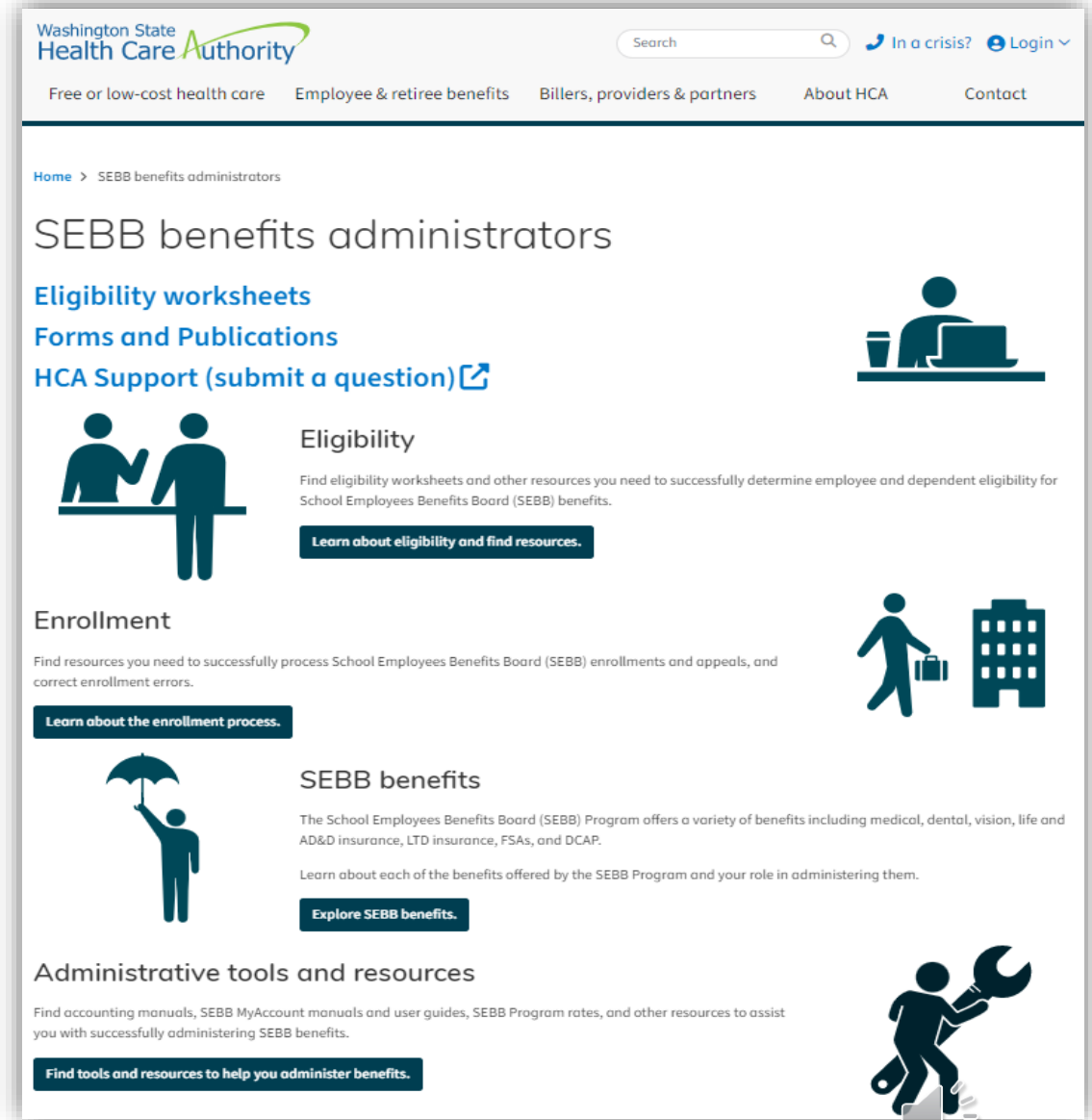
- **1-800-700-1555**

Register for GovDelivery

- Notices and updates

Register for **HCA Support**

- Secure messaging system



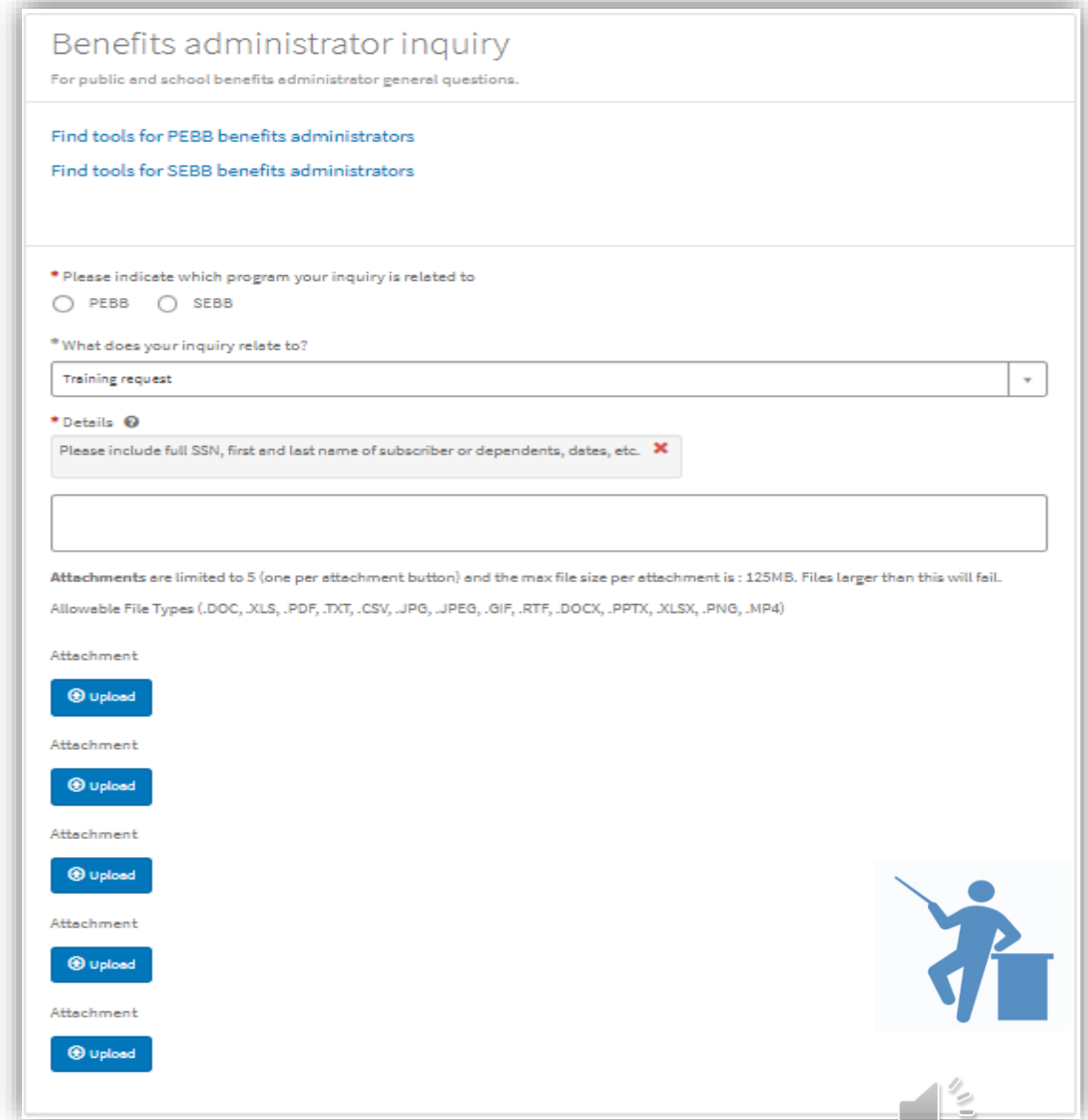
SEBB BA Training

Available to all BA's

Send training request using the HCA Support portal

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

SEBB My Account, BA Website, HCA Support application overview, and Q&A session.



The screenshot shows a web form titled "Benefits administrator inquiry" with the subtitle "For public and school benefits administrator general questions." Below the title are two links: "Find tools for PEBB benefits administrators" and "Find tools for SEBB benefits administrators". The form contains several sections: a radio button selection for "Please indicate which program your inquiry is related to" (PEBB or SEBB), a dropdown menu for "What does your inquiry relate to?" (currently showing "Training request"), a "Details" section with a red error message "Please include full SSN, first and last name of subscriber or dependents, dates, etc." and a large text input field, and an "Attachments" section with five "Upload" buttons. A note states: "Attachments are limited to 5 (one per attachment button) and the max file size per attachment is : 125MB. Files larger than this will fail. Allowable File Types (.DOC, .XLS, .PDF, .TXT, .CSV, .JPG, .JPEG, .GIF, .RTF, .DOCX, .PPTX, .XLSX, .PNG, .MP4)". In the bottom right corner of the form area, there is a blue icon of a person standing next to a trash can, holding a pointer.

2024 PEBB Retiree Health Insurance Webinars

GovDelivery sent on
December 20, 2023.

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

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

Dear Benefits Administrators (BAs),

Are some of your employees contemplating retirement and seeking clarity on their health insurance options as retirees? Understanding the transition to retiree health insurance can be crucial for those planning for this new phase of their lives.

To assist in this process, the Outreach and Training (O&T) team is excited to announce a seven informative webinars scheduled throughout 2024. These webinars are specifically designed to provide comprehensive insights into the PEBB Retiree insurance program offered through the Health Care Authority.

We encourage you to share the following message with your employees:

Thinking of Retiring in 2024? Discover Your Health Insurance Options with PEBB

As you approach retirement, it's essential to understand the health insurance options available to you. To support you in this journey, the Health Care Authority (HCA) is hosting seven webinars in 2024, focusing on PEBB Retiree insurance. These sessions are an excellent opportunity to gain a clear understanding of what to expect and how to transition to retiree health insurance.

Key Details of the Webinars:

- **Topics Covered:** An overview of PEBB Retiree insurance, including eligibility, enrollment processes, and benefits.
- **Dates, Times, and Registration:** Full information on the webinar schedule, including how to register, is available on [Attend a Retirement Webinar webpage](#).

Don't miss this chance to plan your retirement with confidence. These webinars are tailored to equip you with information regarding your health insurance options as a PEBB retiree.

Retirement Webinars

Upcoming Webinars



January 26/10:00 a.m.: SEBB Benefits 24/7 Post Go Live

- Session will cover the initial results from the system's implementation, including any updates or changes

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
- 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!



Questions & Answers