



Benefits Administrator's Manual

Chapter 1

Introduction to SEBB My Account

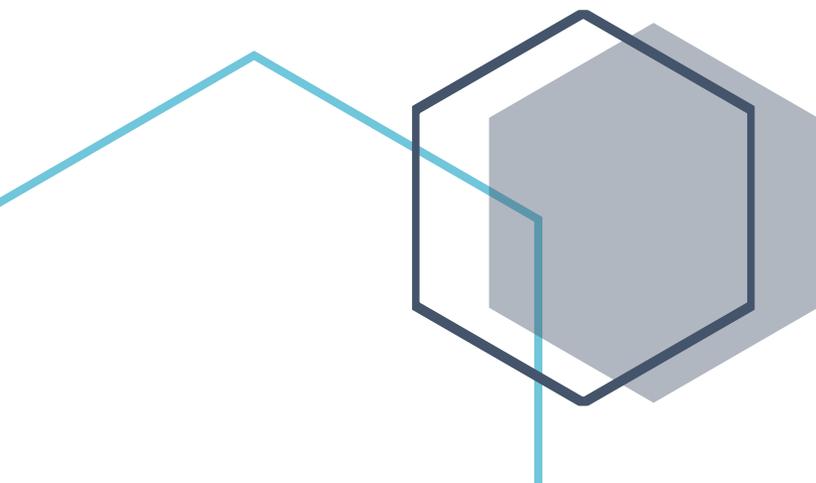
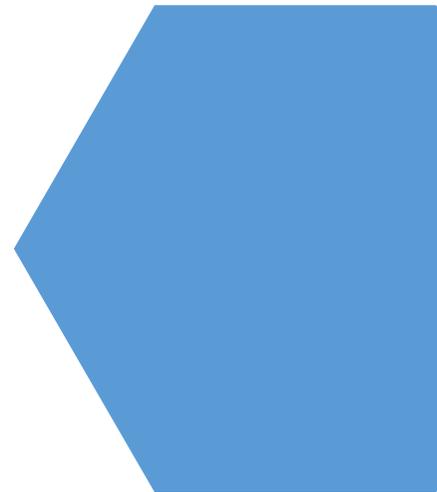


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Introduction

This manual is intended as a training document only. The purpose of this Benefits Administrator manual is to provide you with, but not limited to most commonly used terminologies, eligibility information and screens you will see in SEBB My Account. The intent is to assist you with understanding the employee information that affects the Health Care Authority (HCA) SEBB Program insurance coverage. The following instructions pertain to SEBB organizations and is about employee information relevant to HCA insurance only.

If you have questions about files, SEBB My Account interface or the processes and procedures contained in this manual, contact:

Outreach and Training

Phone: 1-800-700-1555

Secure messaging: [HCA Support](#)

Contact information

Health Care Authority Employees and Retirees Benefits (ERB) Division School Employees Benefit Board Program • PO Box 42720 • Olympia, WA 98504-2720	
Outreach and Training For Personnel / Payroll / Benefits Use Only	
Outreach and Training (O&T)	1-800-700-1555
Secure messaging:	HCA Support
Personnel, payroll and benefits website:	www.hca.wa.gov/sebb-ba
Download forms and order materials:	www.hca.wa.gov/sebb-benefits-admins/forms-and-publications
Fax Number:	(360) 725-0771
Insurance Accounting / Account Receivable	
Email	sebbar@hca.wa.gov
Fax number	(360) 753-9152

Accounting terminology

Current process month

Identifies the specific period of time for which HCA is billing a SEBB organization. The “begin” and “end” date of the current process month depends on the invoicing date for that month.

Lower limit

The “lower limit” date is a timeframe in which HCA allows employers to make retroactive enrollments, updates or terminations to an employee’s account. The lower limit can be up to 90 days, based on the current month’s invoicing date. If the correct date to be entered is after the lower limit date, **do not** use an incorrect date, contact Outreach and Training for assistance. Reference the *Lower Limit and Current Process Calendar* for lower limit dates.

If you enter a date further back than the current lower limit date, the field will turn red and an error message will display. Please contact Outreach and Training for assistance with retro-active enrollments and retro-active terminations.

Rescission

Rescission is the retroactive cancellation of health insurance. Under the Affordable Care Act, rescission is illegal except in cases of fraud or intentional misrepresentation.

SEBB My Account allows terminations and changes as far back as the lower limit date (see definition above). Incorrect effective or termination dates should not be used. Refer to Policy 19, Addendum 19-1 – Termination due to loss of eligibility, for the correct termination date based on federal rescission rules.

HCA Code

Refers to the six character code assigned to the individual SEBB organization responsible for the employee’s employer contribution for benefits and maintaining the employee’s account in SEBB My Account. The format for the HCA code is 600 and a letter and two numbers. For example, 600 A01.

Eligibility terminology

Eligibility date

The eligibility date is the date the employee becomes eligible to enroll in benefits. This date may be different than the effective date of benefits. The employee has 31 days after the date of eligibility to enroll in benefits. For example: A benefits eligible employee hired on January 15 would have 31 days, or until February 15, to make their coverage elections.

Dates of eligibility:

- A school employee anticipated to meet the eligibility criteria in WAC 182-31-040 and whose first day of work is on or after September 1st but not later than the first day of school, eligibility begins the first day of work.
- A school employee anticipated to meet the eligibility criteria in WAC 182-31-040 and whose first day of work is at any other time during the year, eligibility begins on the first day of work.
- A school employee not anticipated to meet the eligibility criteria in WAC 182-31-040 and later their work pattern is revised to anticipate they will meet the eligibility criteria becomes eligible on the date of the revision.
- A school employee not anticipated to meet the eligibility criteria in WAC 182-31-040 and later meets the eligibility criteria becomes eligible on that date.
- A school employee who is not anticipated to meet the eligibility criteria based on the time of year they were hired, but is anticipated to meet the criteria the next school year, establish eligibility on the first day of work if:
 - A nine to ten month employee is anticipated to be compensated for at least 17½ hours per week in six of the last eight weeks counting backwards from the week that contains the last day of school.
 - A twelve month employee is anticipated to be compensated for at least 17½ hours per week in six of the last eight weeks counting backward from the week that contains August 31, the last day of the school year.
- A school employee is presumed eligible for the employer contribution at the start of the school year, if they:
 - Worked at least six hundred thirty hours in each of previous two school years; and
 - Are returning to the same type of position (teacher, para educator, food service worker, custodian, etc.) or combination of positions with the same SEBB organization

A SEBB organization can rebut this presumption by notifying the school employee, in writing, of the specific reasons why the school employee is not anticipated to work at least 630 hours in the current school year. The employee must be given appeal rights.

Reference: [WAC 182-31-040](#)

Insurance effective date

The date benefits begin. Medical, vision, dental, basic life, and basic LTD begin as follows:

- A school employee who begins work between September 1st and the first day of school, benefits begin the first day of work for the new school year.
- A school employee who begins work or gains eligibility at any other time of the year, coverage begins the first day of the month following the date the school employee becomes eligible.

Reference: [WAC 182-31-040](#)

Annual open enrollment

The annual open enrollment is a time period each year in which school employees may change medical, dental, and vision plans, reinstate previously waived medical coverage without proof of loss, add eligible dependents without proof of loss (*however, dependent verification is required*), remove dependents, attest to or change spousal premium surcharge or tobacco use premium surcharge, change IRC Section 125 waiver status, or enroll in or re-enroll in a Medical Flexible Spending Arrangement (FSA) and Dependent Care Assistance Program (DCAP).

Special open enrollment

A special open enrollment occurs when a school employee or their dependent has a qualifying event that affects health coverage. Depending on the qualifying event, the employee may reinstate previously waived medical coverage with proof of loss, add eligible dependent (dependent verification is required), remove dependents, change medical, dental, and vision plans, and enroll in or change their Medical FSA and DCAP contribution.

Changes to the school employee's account must be directly related to the qualifying event. Proof of the event and dependent verification documents are required. The change request and all supporting documentation must be submitted no later than 60 days after the date of the qualifying event. Refer to Policy 45-2, Addendum 45-2A for special open enrollment information.

Access SEBB My Account



The preferred browser to access SEBB My Account is Google Chrome. Other browsers such as Edge, Firefox, or Safari may also be used.

For easy access, save the SEBB My Account web address as a favorite in your browser.

When changing your login from your benefits administrator login to your employee login, clear the cache on your browser.

Security – SEBB My Account uses Secure Access Washington (SAW) multi-factor authentication (MFA) for benefits administrators. The employee portal requires single factor authentication (SFA). The recommendation is to use your work email (the email the SEBB My Account Admin used to give you access) to create your benefits administrator account and use your personal email when creating your employee account.

The first steps – Create a Benefits Administrator SAW account

The following steps are necessary before you can log into SEBB My Account for the first time (if you do not already have a SAW Account).

If you already have a SAW Account that you want to use, skip to the [‘Add SEBB My Account to an existing SAW account and ongoing login’](#) section of this manual.

1. Open SEBB My Account. Click ‘Log in here’ next to Admin User?

Washington State Health Care Authority
SCHOOL EMPLOYEES BENEFITS BOARD

SEBB Home About HCA Contact SEBB

School Employees Benefits Board - Login

Log into SEBB My Account to view your coverage and premium surcharge information, get your statement of insurance, and make changes. To learn more about working with SEBB My Account, visit our [Help with SEBB My Account](#) webpage.

Employee/Subscriber login

Log into SEBB My Account

Admin User? Log in here
Manage SEBB benefits for your organization

HCA Employee? Log in here

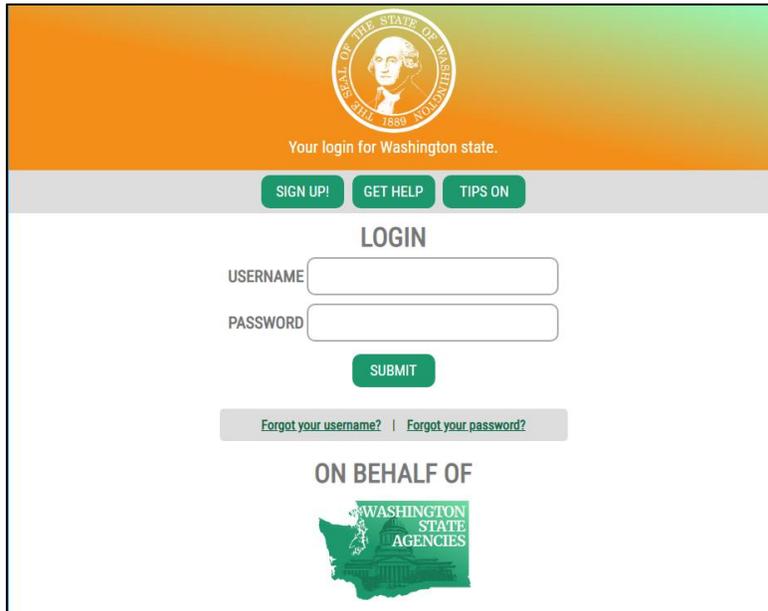
Actions you can take during open enrollment (October 1 - November 15) (some restrictions apply)

- Enroll in SEBB benefits
- Attest to the spouse or state-registered domestic partner coverage and tobacco premium surcharges
- Waive coverage for yourself (employees only)
- Add dependents (you must provide proof of your dependent's eligibility before they can be enrolled).

Actions you can take using SEBB My Account year-round

- View your coverage information (employees and dependents)
 - View your coverage information (Continuation Coverage - January 1, 2020)
- View your basic employer-paid life and AD&D insurance information (employees only)
- View your long-term disability insurance information (employees only)
- Download your statement of insurance
- View your premium surcharge attestations (if applicable)
- Make changes to your tobacco use premium surcharge attestation (if applicable)
- Make changes based on qualifying events specified in the SEBB Program rules

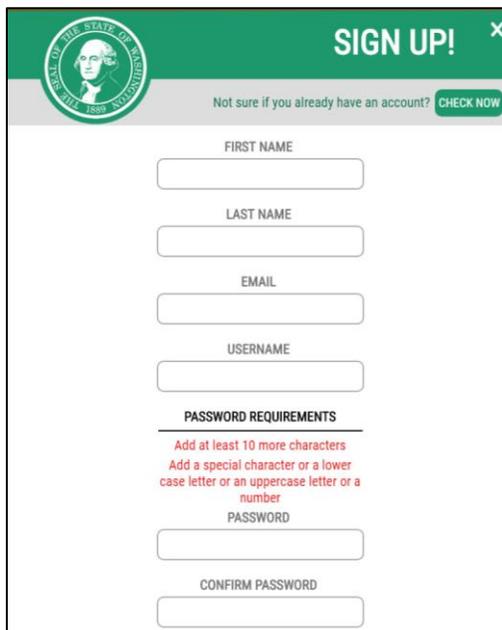
- Secure Access Washington (SAW) opens. To create your User ID and Password, click the “Sign Up!” button.



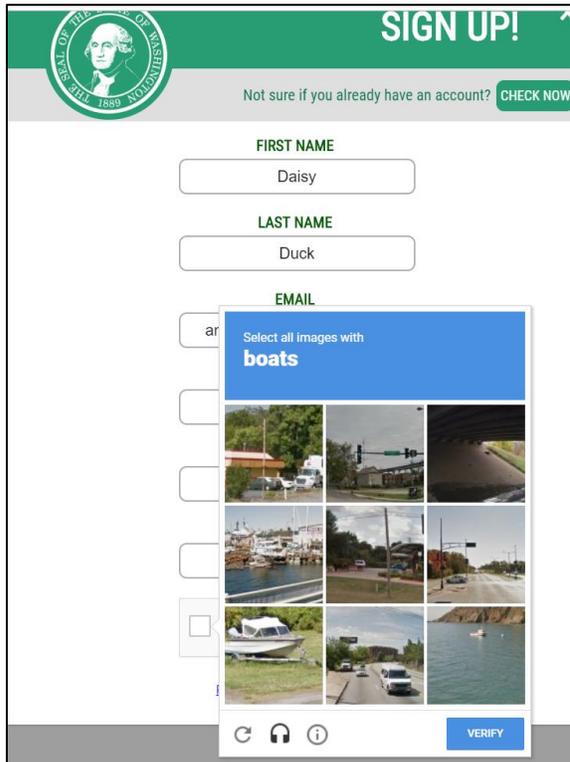
- Enter your First Name, Last Name, work Email (use the email the SEBB My Account Admin entered to give you access), User Name, and create a Password. Confirm your Password.



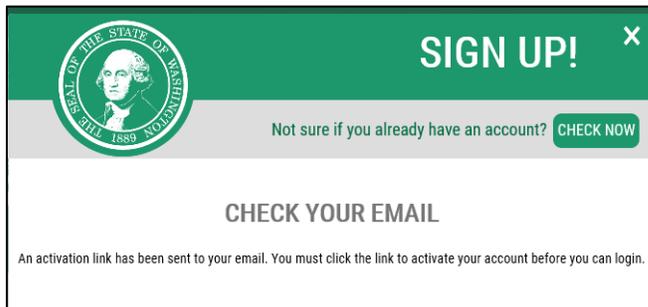
When creating your SAW username and password – do not create a username with a period at the end. If you have already done so, you will need to copy and paste the link in the activation email.



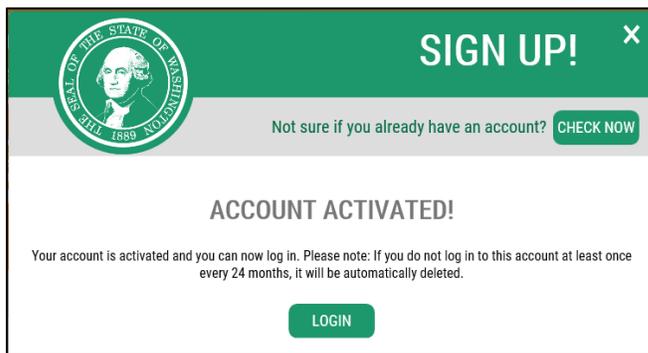
4. Select the "I'm not a robot" checkbox. Images pop-up. Follow the instructions. Click verify



5. Click 'Submit'. An email is sent to your account with a link to activate your account.



6. Open the email from Secure Access, select the link in the email to activate your account. A message displays indicating your account has been activated.



7. Close the browser window with the 'Account Activated' message. Return to the original browser window. *Note: The browser that has the 'Check your Email' message.*

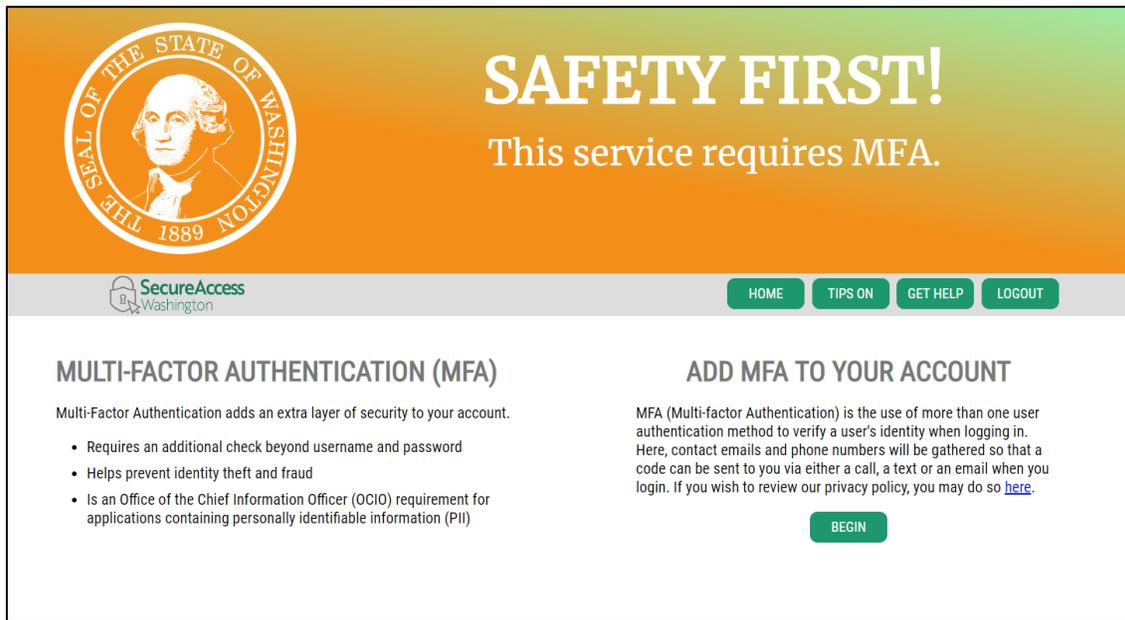


DO NOT attempt to log in to this new browser window. Close the new browser window and log in to the first Secure Access Washington window you were sent to from SEBB My Account. If you have closed that window, open a new browser window, then open SEBB My Account.

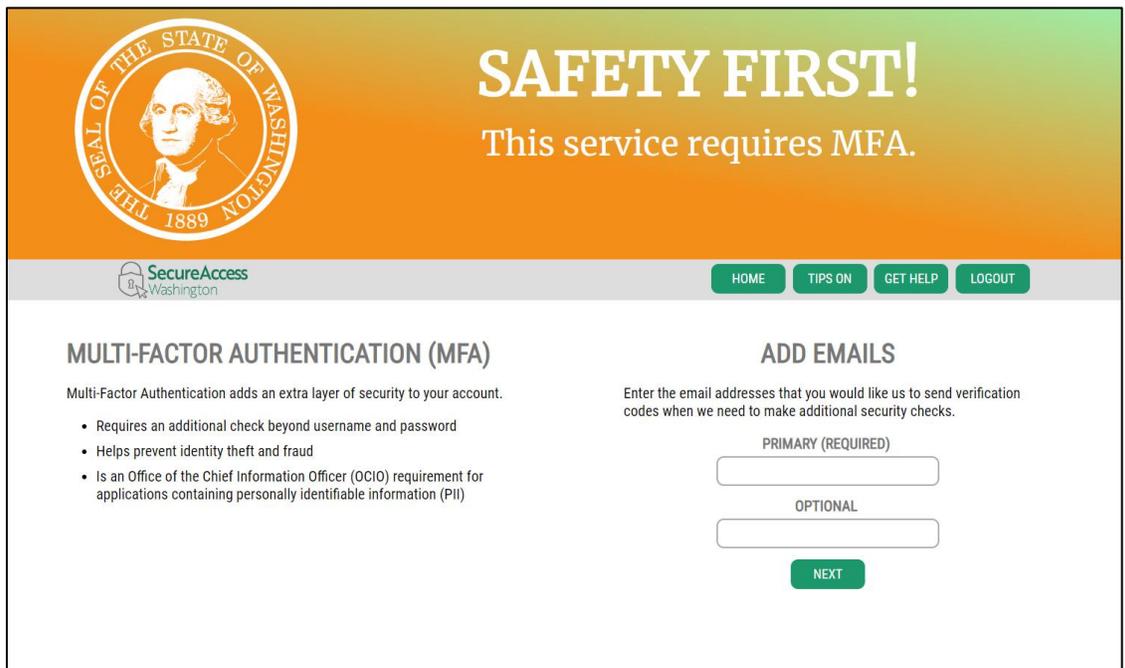
8. Close the 'Check your Email' message box by clicking on the 'X' in the upper right-hand corner of the message. Enter your User Name and Password. Click 'Submit'.

A screenshot of the Washington State login page. The page has a blue header with the state seal and the text "Your login for Washington state." Below the header is a grey bar with three buttons: "SIGN UP!", "GET HELP", and "TIPS ON". The main content area is white and features the word "LOGIN" in bold. Below "LOGIN" are two input fields: "USERNAME" and "PASSWORD". A blue "SUBMIT" button is centered below the input fields. Below the "SUBMIT" button is a grey bar with two links: "Forgot your username?" and "Forgot your password?". At the bottom of the page, the text "ON BEHALF OF" is displayed above a logo for "WASHINGTON STATE AGENCIES" which includes a map of Washington and a building.

9. The Multi-Factor Authentication (MFA) screen displays. Click 'Begin'.



10. Enter your email address in the 'Primary (Required)' field. If desired, enter a second email in the Optional field. Click 'Next'.



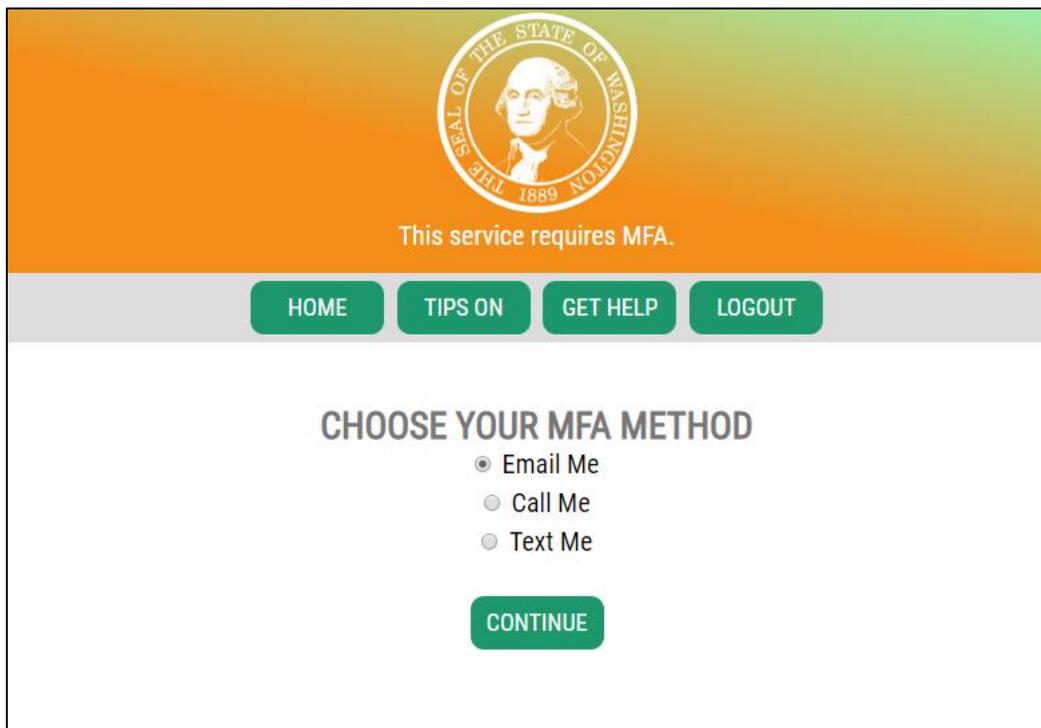
11. Enter a Primary phone. If desired, enter an Optional phone number. Click 'Next'.

The screenshot shows the 'ADD PHONES' step of the MFA setup. At the top, there is a banner with the Seal of the State of Washington and the text 'SAFETY FIRST! This service requires MFA.' Below the banner is a navigation bar with 'SecureAccess Washington' and buttons for 'HOME', 'TIPS ON', 'GET HELP', and 'LOGOUT'. The main content area is split into two columns. The left column, titled 'MULTI-FACTOR AUTHENTICATION (MFA)', explains that MFA adds an extra layer of security and lists three bullet points: 'Requires an additional check beyond username and password', 'Helps prevent identity theft and fraud', and 'Is an Office of the Chief Information Officer (OCIO) requirement for applications containing personally identifiable information (PII)'. The right column, titled 'ADD PHONES', instructs the user to enter phone numbers for additional security checks. It features two input sections: 'PRIMARY PHONE' with a '10 DIGIT NUMBER' field, and 'OPTIONAL PHONE' with '10 DIGIT NUMBER' and 'EXTENSION (OPTIONAL)' fields. A 'NEXT' button is located at the bottom right of the form.

12. Verify the phone number and email entered are correct. If you would like SAW to remember your computer, choose 'Yes'. Otherwise, select 'No'. Click 'Submit'.

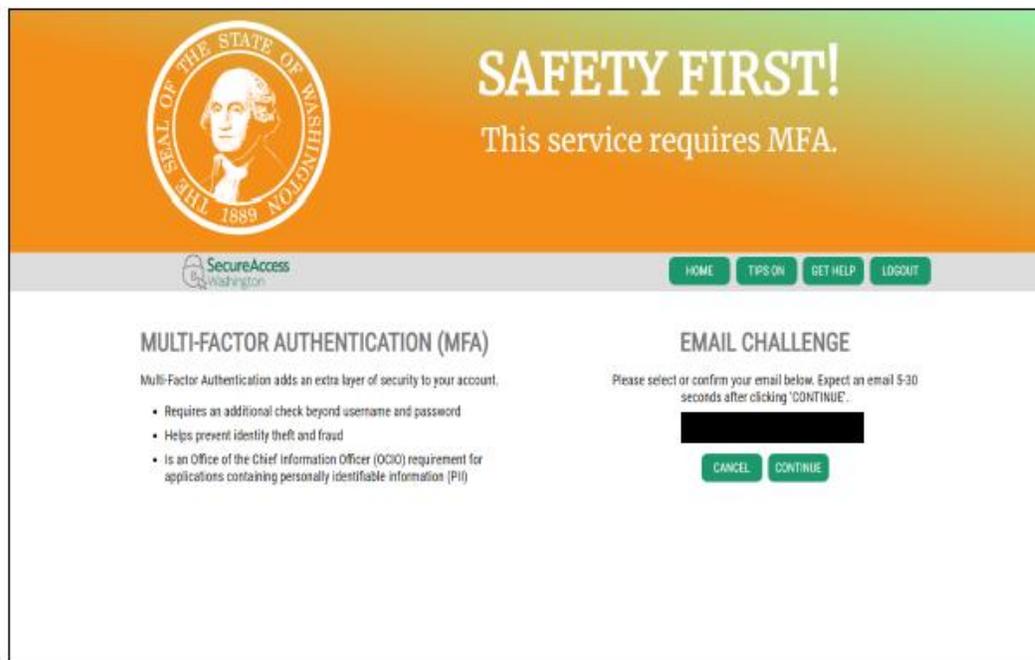
The screenshot shows the 'REVIEW AND FINALIZE' step of the MFA setup. It features the same top banner and navigation bar as the previous page. The left column, titled 'MULTI-FACTOR AUTHENTICATION (MFA)', contains the same explanatory text and bullet points. The right column, titled 'REVIEW AND FINALIZE', asks the user to review the information entered and make any changes before pressing the 'SUBMIT' button. It displays two sections: 'PHONE NUMBERS' with a 'PHONE' field containing a redacted number, and 'EMAILS' with an 'EMAIL' field containing a redacted email address. Below these sections, a question asks 'Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged.' There are two radio button options: 'Yes' (selected) and 'No'. At the bottom, there are 'CHANGE' and 'SUBMIT' buttons.

13. Choose how you would like to receive the MFA code. The choices include Email, Call Me, and Text Me. Click 'Continue'.



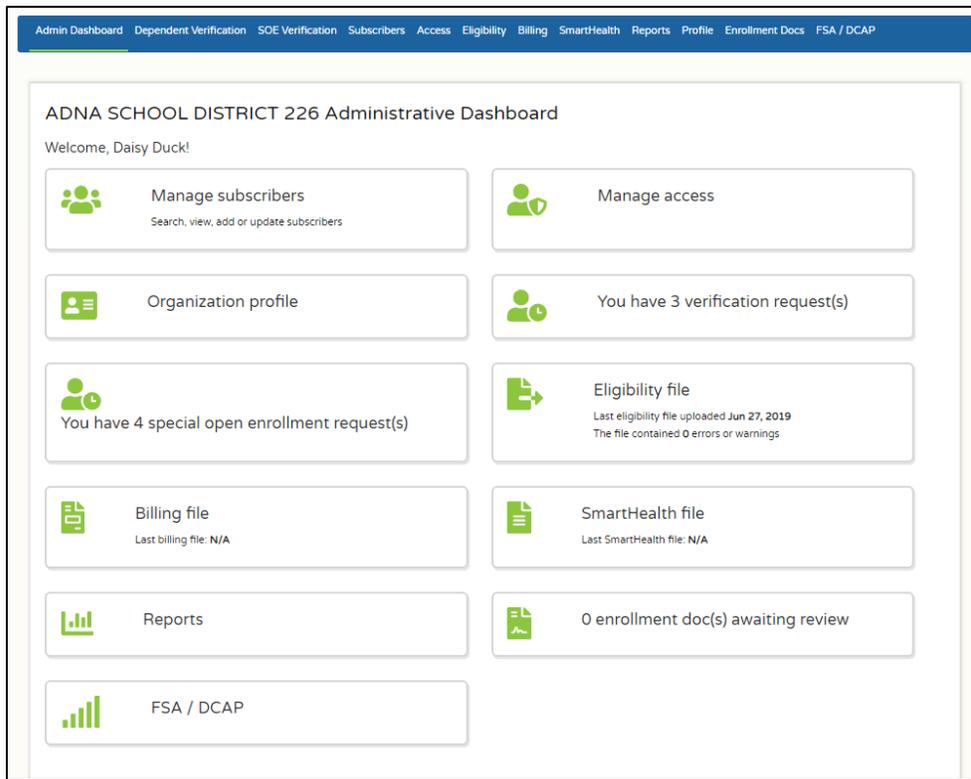
The screenshot shows a web page with a header featuring the Seal of the State of Washington and the text "This service requires MFA." Below the header is a navigation bar with buttons for "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is titled "CHOOSE YOUR MFA METHOD" and contains three radio button options: "Email Me", "Call Me", and "Text Me". A "CONTINUE" button is positioned below these options.

14. Confirm your email or phone number. Click 'Continue'.



The screenshot shows a web page with a header featuring the Seal of the State of Washington and the text "SAFETY FIRST! This service requires MFA." Below the header is a navigation bar with buttons for "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is divided into two columns. The left column is titled "MULTI-FACTOR AUTHENTICATION (MFA)" and contains a description and a list of bullet points: "Requires an additional check beyond username and password", "Helps prevent identity theft and fraud", and "Is an Office of the Chief Information Officer (OCIO) requirement for applications containing personally identifiable information (PII)". The right column is titled "EMAIL CHALLENGE" and contains the text "Please select or confirm your email below. Expect an email 5-30 seconds after clicking 'CONTINUE'." Below this text is a redacted area and two buttons: "CANCEL" and "CONTINUE".

17. The Administrator Dashboard opens.



Go to the ['Administrative dashboard'](#) section of this chapter for an explanation of the tiles.

Add SEBB My Account to an existing SAW account and ongoing login



If using an existing SAW account, the SAW account must use the same email address as the SEBB My Account Admin used to give you permissions.

1. Open SEBB My Account. Click 'Log in here' next to Admin User?

School Employees Benefits Board - Login

Log into SEBB My Account to view your coverage and premium surcharge information, get your statement of insurance, and make changes. To learn more about working with SEBB My Account, visit our [Help with SEBB My Account](#) webpage.

Employee/Subscriber login

[Log into SEBB My Account](#)

Admin User? [Log in here](#)
Manage SEBB benefits for your organization

HCA Employee? [Log in here](#)

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- Add dependents (you must provide proof of your dependent's eligibility before they can be enrolled).

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- View your basic employer-paid life and AD&D insurance information (employees only)
- View your long-term disability insurance information (employees only)
- Download your statement of insurance
- View your premium surcharge attestations (if applicable)
- Make changes to your tobacco use premium surcharge attestation (if applicable)
- Make changes based on qualifying events specified in the SEBB Program rules

2. Secure Access Washington (SAW) opens. Enter your User name and Password. Click 'Submit'.

THE SEAL OF THE STATE OF WASHINGTON
1889

Your login for Washington state.

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

LOGIN

USERNAME

PASSWORD

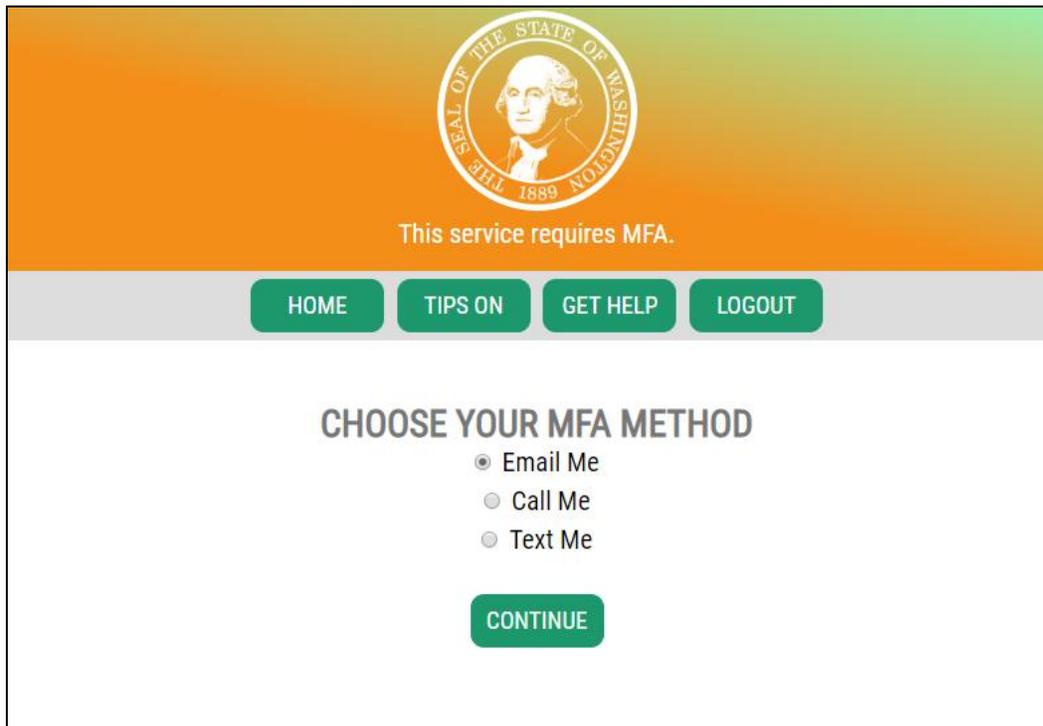
[SUBMIT](#)

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

ON BEHALF OF

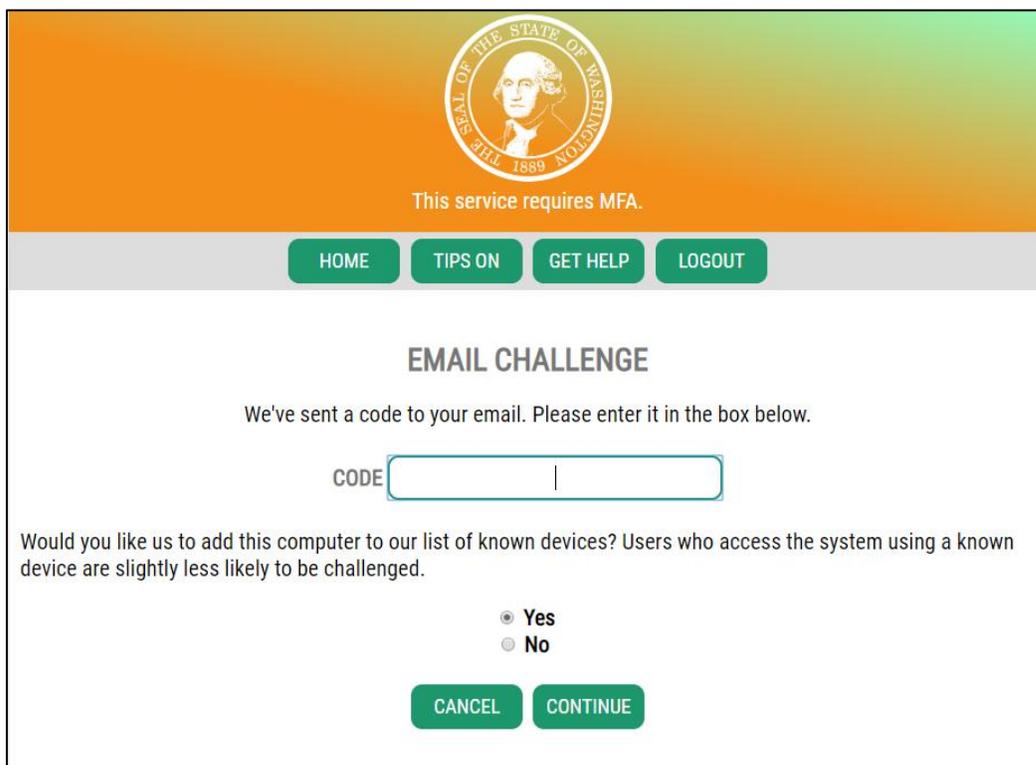
WASHINGTON STATE AGENCIES

3. Choose how you would like to receive the MFA code. The options are Email, Call, or Text. Click 'Continue'.



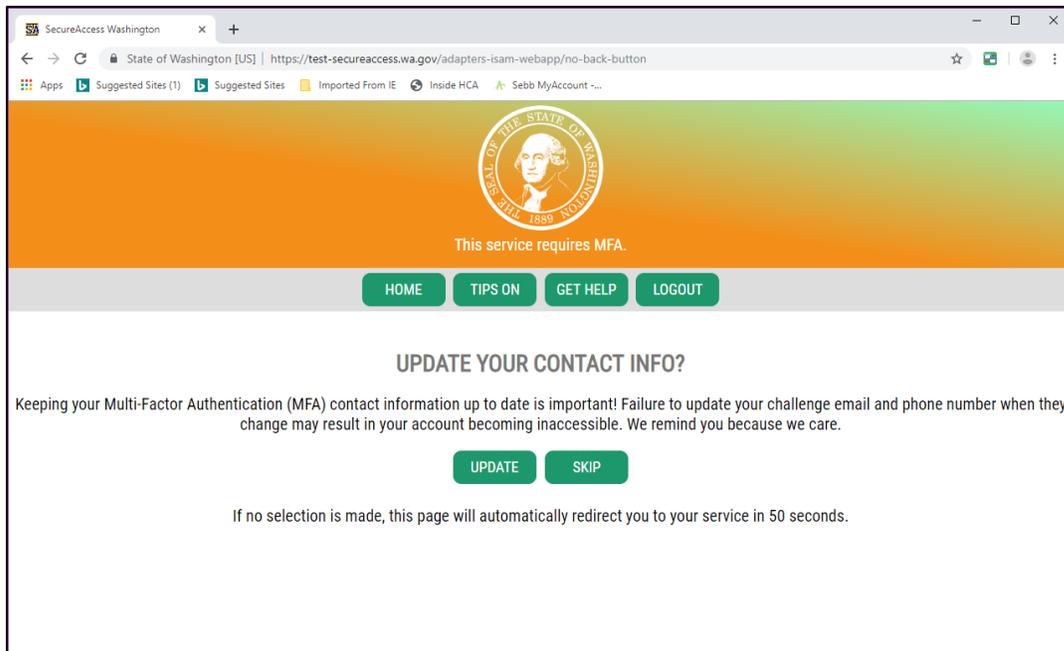
The screenshot shows a web interface for Multi-Factor Authentication (MFA). At the top, there is a header with the Seal of the State of Washington and the text "This service requires MFA." Below the header is a navigation bar with four buttons: "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is titled "CHOOSE YOUR MFA METHOD" and contains three radio button options: "Email Me", "Call Me", and "Text Me". The "Email Me" option is selected. Below the options is a green "CONTINUE" button.

4. Enter the code that was sent from SAW. Click 'Continue'.

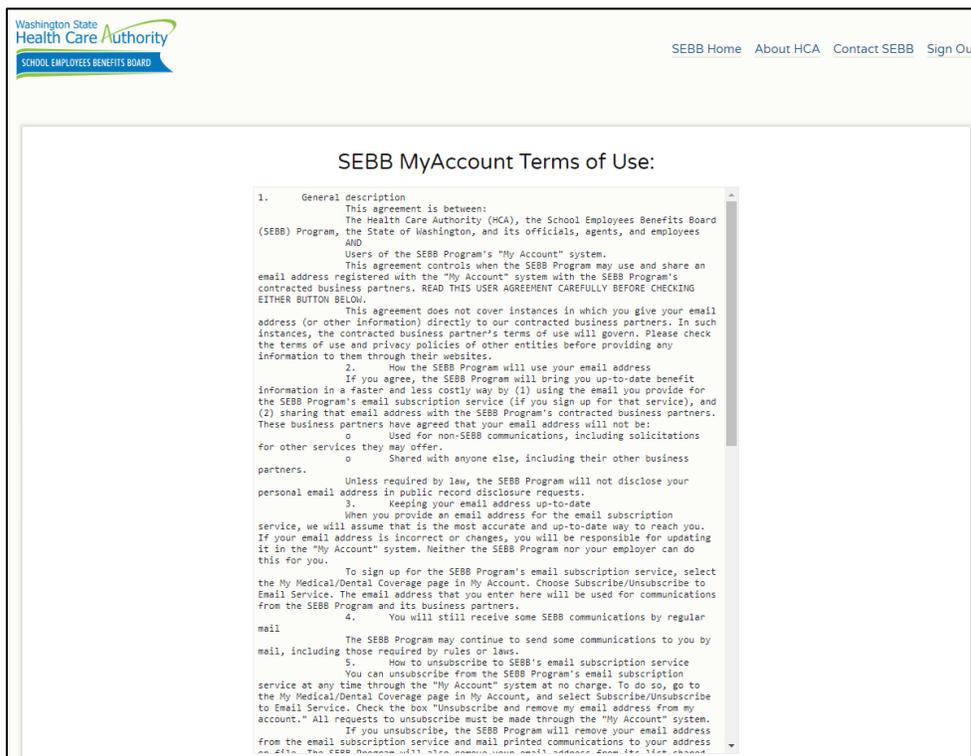


The screenshot shows the "EMAIL CHALLENGE" screen. At the top, there is a header with the Seal of the State of Washington and the text "This service requires MFA." Below the header is a navigation bar with four buttons: "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is titled "EMAIL CHALLENGE" and contains the text "We've sent a code to your email. Please enter it in the box below." Below this text is a text input field labeled "CODE". Below the input field is a question: "Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged." Below the question are two radio button options: "Yes" and "No". The "Yes" option is selected. Below the options are two buttons: "CANCEL" and "CONTINUE".

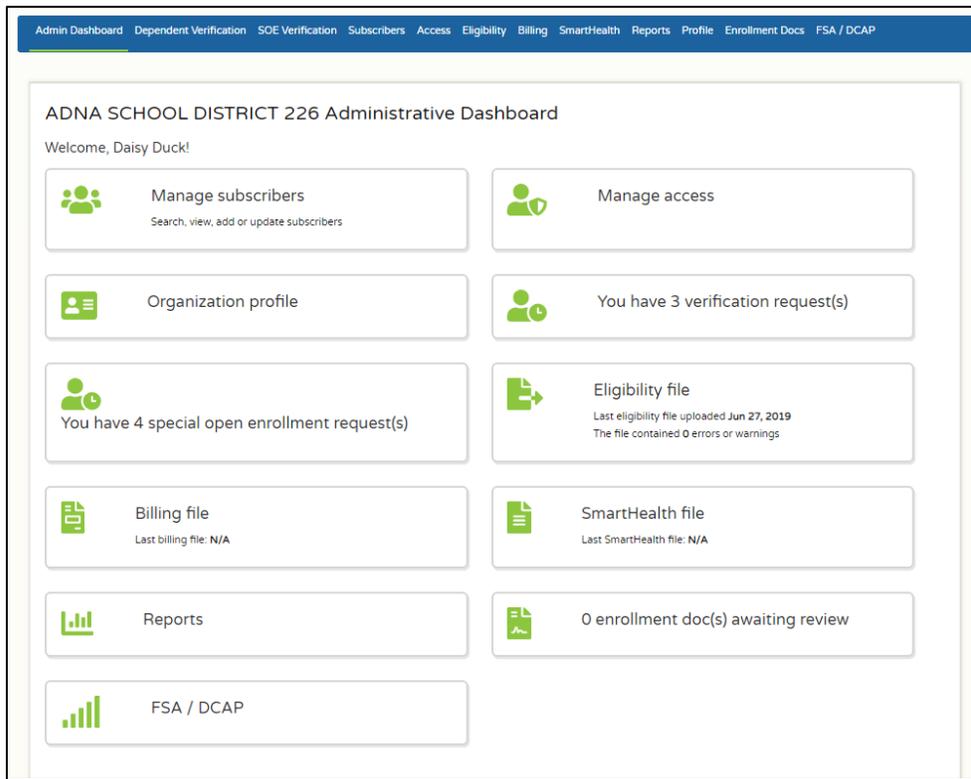
- If you need to update your information, choose 'Update'. Otherwise, choose 'Skip'.



- Read and 'Accept' the Terms and Conditions. *Note: The terms and conditions will display the first time you log in to SEBB My Account.*



7. The Administrator Dashboard opens.



Go to the '[Administrative dashboard](#)' section of the manual for an explanation of the tiles.

Administrative dashboard

Note: Depending on your permission, all options may not be available to you.

Washington State Health Care Authority
SCHOOL EMPLOYEES' BENEFITS BOARD

SEBB Home About HCA Contact SEBB Sign Out

Admin Dashboard Dependent Verification SOE Verification Subscribers Access Eligibility Billing SmartHealth Reports Profile Enrollment Docs FSA / DCAP

ADNA SCHOOL DISTRICT 226 Administrative Dashboard

Welcome, Daisy Duck!

- Manage subscribers**
Search, view, add or update subscribers
- Manage access**
- Organization profile**
- You have 3 verification request(s)**
- You have 4 special open enrollment request(s)**
- Eligibility file**
Last eligibility file uploaded Jun 27, 2019
The file contained 0 errors or warnings
- Billing file**
Last billing file: N/A
- SmartHealth file**
Last SmartHealth file: N/A
- Reports**
- 0 enrollment doc(s) awaiting review**
- FSA / DCAP**

Overview of tiles

Manage subscribers

Use this tile to:

- Search for a school employee's record,
- View the employee's current plan enrollment, dependents enrolled on the school employee's account and, the employee's premium attestations,
- Add a new school employee to SEBB My Account, or
- Update an employee's record
 - Add a dependent,
 - Update the employee's coverage elections,
 - Update the employee's attestations,
 - Enter a special open enrollment event for an employee,
 - View uploaded documents (e.g., dependent verification, proof of a special open enrollment event),
 - Update the employees address, and view a submitted special open enrollment event.

Additional guidance and processes are available in Chapters 2 and 3 of this manual.

Organization profile

Use this tile to update the following district information: first day of school, physical address, billing address, mailing address, and shipping address. The billing, mailing and shipping addresses only need to be entered if different than the physical address.

The first day of school for the upcoming year must be entered in the system no later than August 1 of each school year. If the district has multiple first days of school, enter the latest date to ensure all newly eligible employees' benefits begin on the first day of school. For example, if the high school and middle schools begin on September 5 and the elementary schools begin on September 10, enter September 10 as the first day of school. Educational Service Districts enter the first working day of the month.



Remember to update the first day of school no later than August 1 of each school year.

If the district has multiple first days of school, enter the latest date.

Educational Service Districts enter the first working day of September.

Additional guidance and processes are available in Chapter 2 of this manual.

Special open enrollment requests

Use this tile to review, approve/deny requested changes to an account. The number of pending request displays on the tile. Pending status is removed once the request is approved or denied.

An explanation of special open enrollment events and what the employee can change, based on the event, is available in Policy 45-2, Addendum 45-2A.

Employees have 60 days from the date of the event to submit the requested change, proof of the event, and dependent verification documents, if applicable.

Additional guidance is available in Chapter 2 and Chapter 3 of this manual.

Billing file

Use this tile to retrieve your invoice each month. The file will be available on or around the 15th of each month. The invoicing schedule is available on the [benefits administrator's website](#). Up to 6n months of billing files will be available.

Additional guidance and processes are available in Chapter 2 of this manual and the Accounting Manual for additional information.

Reports

Use this tile to access reports. Available reports include:

- Benefit election status by employee – This report will return the names of the employees who have made their enrollment elections and employees who have not made their elections. The search is based on the date range that you choose.
- Default benefit elections – This report will return employees who have been defaulted into benefits due to non-response. The search is based on the date you choose.
- Dependent verification status – This report will return the status of dependent verification showing approved, denied, and pending. The search is based on the date range that you choose.
Note: The HCA auditors will conduct auditing review of dependent verification completed by the

third party vendor and the SEBB organizations. Approvals or denials may change based on their determination.

- Eligibility terminations – This report will return the eligibility status of the employee (e.g., eligible and terminated employees). The search is based on the date range that you choose.
- Represented employees – This report returns a list of the represented and non-represented employees. The search criteria can be set to show represented, non-represented, or both.

Report data can be exported to Excel.

Additional guidance and processes are available in Chapter 2 of this manual.

Medical Flexible Spending Arrangement (FSA) and Dependent Care Assistance Program (DCAP)

Use this tile to upload and download employee contribution files (e.g., what Navia Benefits Solutions indicated the employee elected to have taken out of their paychecks for their Medical FSA and/or DCAP based on the employee's enrollment in these benefits).

- After open enrollment each year, Navia Benefit Solutions will send a file to be uploaded to the FSA/DCAP tile. The file contains the total requested contribution amount and the per paycheck deduction amount based on 12 paychecks per year.

If an employee does not have 12 paychecks per year, work with Navia Benefits Solutions to adjust the per pay check amount.

- One week prior to the employee's pay date, upload a full file that contains the amount of contribution collected from each employee through payroll deduction for that pay period. The file must follow the prescribed naming convention (SWB.HCACode.Date). *Note: The HCA code is the 6 digit code assigned to your organization (600 XXX).* Improperly named and improperly formatted files cannot be processed.

Duplicate or replacement files must be processed manually, work with Navia Benefit Solutions in these situations.

- Any discrepancies between the expected amount to be sent and the actual amount sent will be addressed by Navia Benefit Solutions directly with the SEBB organization.

Additional information is available in Chapter 2 of this manual.

Manage access

Use this tile to add, change and assign staff access to SEBB My Account and to set up API access.

Access Management – This role has the ability to release subscriber accounts for reclaiming.

SEBB My Account Admin access – This role assigns other SEBB Organization staff security roles. This role requires written permission from the Superintendent to be assigned. The Superintendent completes the *Name of Form* and submits the form to HCA. HCA will create the Admin Access account.

The person with SEBB My Account Admin access has the ability to add and assign other staff to the following permissions, based on their role:

- Read Only – view employee enrollment and eligibility data, and access reports.
- Read/Edit – Add eligible employees, verify/deny dependent verification, assist employees with benefit enrollment, verify/deny special open enrollment events, update or change enrollment

data in behalf of a subscriber, terminate coverage, upload enrollment file, upload eligibility file, and access reports.

- Finance – Download billing file, download SmartHealth file, and access reports.

Refer to the ‘Manage access to SEBB My Account’ section in Chapter 2 of this manual for additional guidance.

Dependent Verification requests

Use this tile to verify (approve or deny) dependent verification documents. The number of pending requests displays on the link.

All dependents must be verified when added to an employee’s account. The employee must submit valid dependent verification documents to their benefits administrator through SEBB My Account or via paper before the dependent can be enrolled. If submitted via paper and you verify them as approved, there is no requirement to maintain the documents. Either shred the documents or return to the employee.

The deadlines to submit dependent verification are:

- **Newly eligible employee** – 31 days after the date of eligibility
- **Annual open enrollment** – No later than the last day of open enrollment
- **Special open enrollment** – No later than 60 days after the date of the event

A list of valid dependent verification documents is available on the Benefits Administrator’s website and in Policy 31.1.

For the first open enrollment period (October 1-November 15), a third-party vendor will be responsible for processing dependent verification submitted via SEBB My Account.

Additional guidance and processes are available in Chapter 2 of this manual.

Eligibility files

Use this tile to upload eligibility files to SEBB My Account. The file must be a pipe-delimited .csv or .txt file format. Organizations may upload employee eligibility files, and if available, dependent eligibility files. The files must be uploaded separately.

For guidance on uploading the eligibility file and handling with errors, refer to Chapter 2 of this manual and the Appendix for file format.

SmartHealth file

Use this tile to retrieve a list of employees who earned the wellness incentive. This file will be available each year in the beginning of January. The file provides information for W-2 reporting.

Enrollment documents awaiting review

Use this tile to review paper forms that were submitted to Health Care Authority (HCA), processed through OCR software (Ephisoft) and failed to be uploaded into SEBB My Account due to errors such as missing required information, employee not being able to be identified, etc. As the Benefits Administrator, there are two options to deal with these documents. (1) Have the employee submit a new form with the correct information and resend to be OCR’d, or (2) Enter the information directly into SEBB My Account.

Refer to Chapter 2 of this manual for guidance and processes.

Menu bar

The menu bar offers all of the same options as the tiles plus an ability to return to the Admin Dashboard when a tile is open.

