



SEBB Benefits Administrator Training-Part 1

School Employees Benefits Board (SEBB)

Outreach & Training

November 2023

Washington State
Health Care Authority

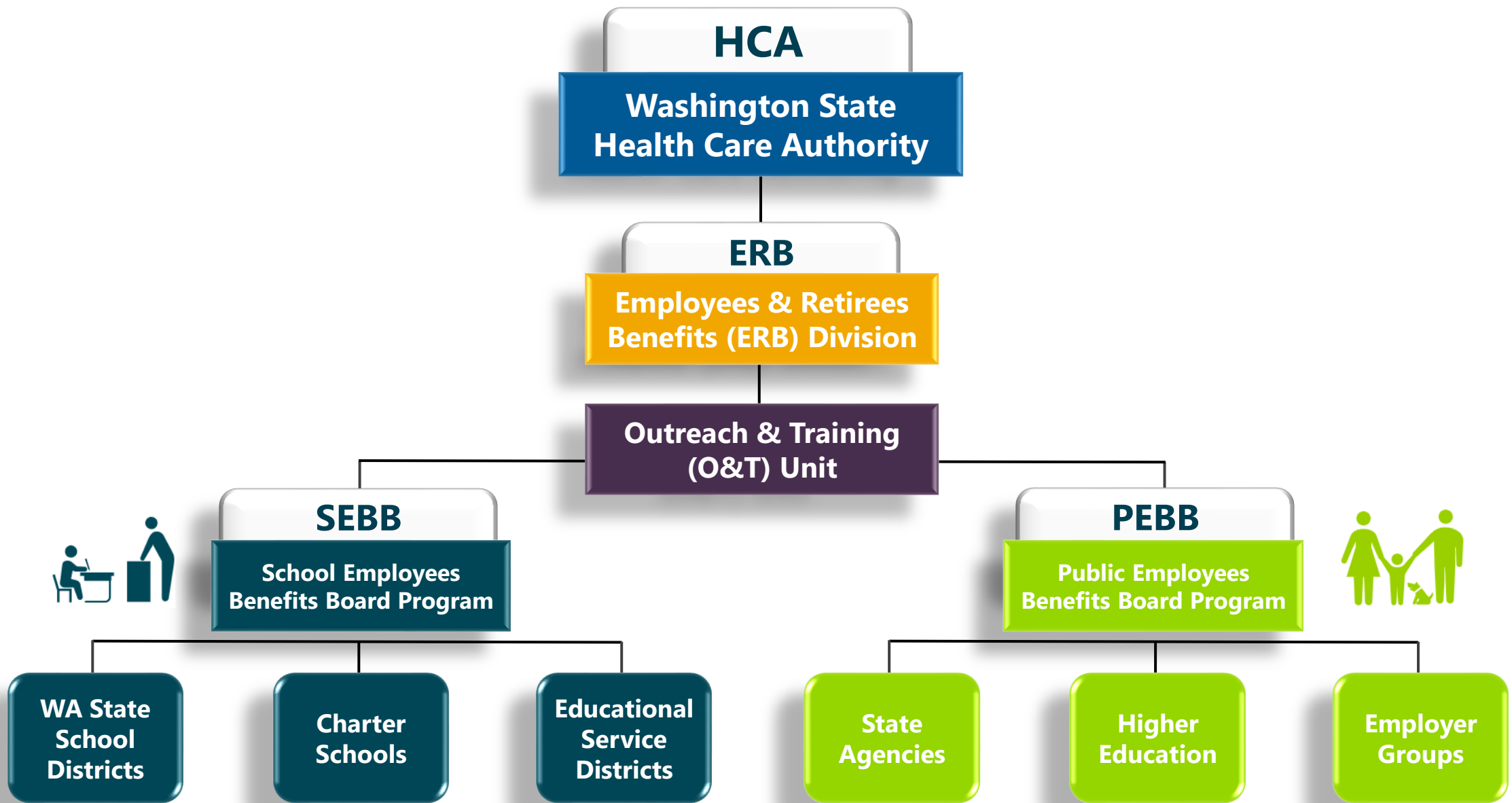
SCHOOL EMPLOYEES BENEFITS BOARD

What we'll cover today

- 1 Part 1-General Information
- 2 Part 1-Defining Terms
- 3 Part 1-SEBB My Account
- 4 Part 1-Troubleshooting SMA
- 5 Part 1-BA website
- 6 Part 1-HCA Support Portal
- 7 Reminders, Tips & Resources



General Information





Defining Terms

WAC 182-30-020 Definitions

WAC 182-31-020 Definitions

WAC 182-32-020 Definitions

Defining Terms

Who are the SEBB Organizations?

- **WA State School Districts**
- **Charter Schools**
- **Educational Service Districts (ESD)**
 - Union-represented employees
 - Non-Union represented employees
 - Effective January 2024

Defining Terms

Who are SEBB Benefits Administrators (BAs)?

Payroll, benefits and human resources staff who will administer SEBB benefits for their SEBB Organization.

Defining Terms

What is a school year?

September 1 - August 31

What is a plan year?

January 1 - December 31

What is a week?

Sunday - Saturday

Defining Terms

What is a date of eligibility?

The date when a school employee becomes eligible for the employer contribution towards SEBB Benefits.

What is an effective date?

The date when a school employee's benefits begin.

Defining Terms

What is a school employee?

Any school administrator, teacher, or other employee of any public or private school, school district, school department, or school administrative unit, or any person providing or performing continuing contract services for any public or private school, school district, school department, or ...

Examples: Teacher, superintendent, substitute, bus driver, food service worker, counselor, resource officer, nurse, social worker, custodian, coach special education aide.....



SEBB My Account

Benefits 24/7 online enrollment system will be replacing SEBB My Account on **January 16, 2024**.

Note: Supplemental Life and AD&D insurance- enroll either at the MetLife website or submit a paper form which is sent to MetLife.

Note: Medical FSA/LPFSA/DCAP- enroll by submitting Midyear enrollment form to the benefits office.

SEBB My Account (SMA) Login

Google Chrome is the preferred browser, but Edge, Firefox, and Safari will also work.

- Visit myaccount.hca.wa.gov/auth to get started

SEBB My Account uses SecureAccess Washington (SAW)

- SAW account keeps your sensitive information secure

Benefits Admins eligible for SEBB Benefits **must use two** SAW Accounts.

- **Subscriber SAW Account** (Personal email)
- **Benefits Admin SAW Account** (Work email)

Navigating to SEBB My Account (SMA)

Log into SEBB My Account:
myaccount.hca.wa.gov/auth

- Benefits Admin website
 - hca.wa.gov/sebb-benefits-administrators
- School employee's website
 - hca.wa.gov/employee-retiree-benefits/school-employees

The screenshot shows the Washington State Health Care Authority website. The top navigation bar includes links for 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', and 'About'. A search bar and 'In a crisis?' link are also present. A dropdown menu is open, showing 'Apple Health accounts', 'PEBB My Account', 'SEBB My Account' (highlighted with a yellow box), 'ProviderOne', 'HCA employees', and 'Remote access for vendors'. The main content area is titled 'School employees' and includes a link to 'SEBB My Account' (highlighted with a yellow box). Below this, there are links for 'May Intercom newsletter', 'Preparing for retirement?', and 'Benefits 24/7 to replace SEBB My Account'. The page is organized into a grid of service categories: Find benefits, Explore costs, Determine eligibility, Learn how to enroll, For survivors, and Manage benefits.

Washington State Health Care Authority

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

Search In a crisis? Login

Apple Health accounts
PEBB My Account
SEBB My Account
ProviderOne
HCA employees
Remote access for vendors

Home > Employee and retiree benefits > School employees

School employees

Your SEBB benefits include medical, dental, vision, life and AD&D, flexible spending arrangements, -- just to name a few. Explore benefits available to you as a school employee and learn how to enroll and manage your coverage.

SEBB My Account

May Intercom newsletter
Preparing for retirement?
Benefits 24/7 to replace SEBB My Account

Find benefits
Medical plans & benefits
Dental plans & benefits
Vision plans & benefits
Find a SEBB plan provider
Life, LTD, FSA, & DCAP benefits
SEBB wellness programs
Medicare & SEBB benefits while employed

Explore costs
Medical plan premiums
Life insurance premiums
Long-term disability insurance premiums
Surcharges
Paying for benefits

Determine eligibility
Am I eligible?
Are my dependents eligible?
Are my survivors eligible?

Learn how to enroll
For newly eligible employees
Verify & enroll my dependents
Waive my medical coverage

For survivors
Enroll as a survivor
Defer as a survivor
How do I notify SEBB that my loved one has passed away?

Manage benefits
What is special open enrollment?
Change my coverage
Change my address
Cancel my coverage
What happens if I stop working?

Step 1- Subscriber/Admin SMA login

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 31 - November 21)

Some restrictions apply


- Make changes to your SEBB benefits
- Attest to the spouse or state-registered domestic partner coverage premium surcharges (if applicable)
- Waive medical coverage for yourself or return from waived status
- Add dependents. You must provide proof of your dependent's eligibility. It is recommended that you add your child to the health plans you want them enrolled on even if dependent verification is still pending.
- Remove dependents
- Reduce or decline employee-paid long-term disability insurance

Actions you can take using SEBB My Account year-round


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

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

Step 2- Subscriber/Admin SAW login



Welcome
to your login for Washington state.

 **SecureAccess**
Washington

[Sign Up!](#) [GET HELP](#) [Español](#)

LOGIN

Username

Password

[Submit](#)

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

Step 3- SMA Subscriber verification login

Washington State
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

[SEBB Home](#) [About HCA](#) [Contact SEBB](#) [Sign Out](#)

Verification

Thank you for logging in to SEBB My Account - Please provide the following information so we can first verify that we have you in our SEBB subscriber records.

Subscriber verification - Step 1 of 2

Subscriber last name*

Subscriber date of birth*

mm/dd/yyyy

Last 4 digits of subscriber SSN*

XXXX

Verify my information

Step 4- SMA Subscriber verification login

Verification

Thank you for logging in to SEBB My Account - Please provide the following information so we can first verify that we have you in our SEBB subscriber records.

Subscriber verification - Step 2 of 2

We found the following record matching the information you provided:

Name: Betty White

Employer: RICHLAND SCHOOL DISTRICT 400

Please select three security questions and enter your answers - these questions will be used if you need to recover your account in the future.

Security question 1*

Security question 1 answer*

Security question 2*

Security question 2 answer*

Security question 3*

Security question 3 answer*

[Claim this account & go to dashboard](#)

[Back](#)

SEBB My Account Online Enrollment System

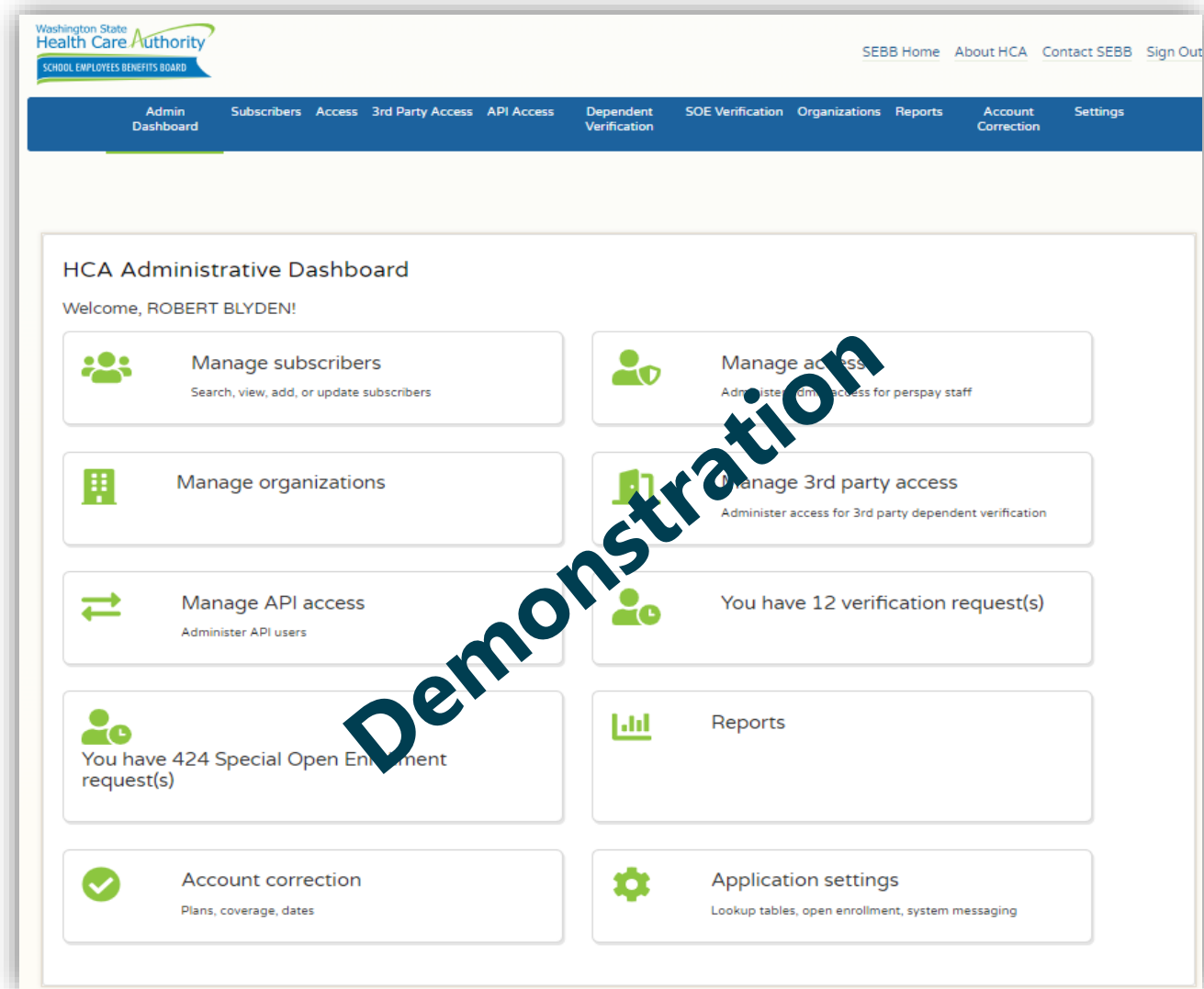
Administrative Dashboard

- Dashboard tabs
- Dashboard tiles
- Navigation functions

Benefits Administrator's Manual

- BA website
 - Manuals
 - SEBB My Account

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



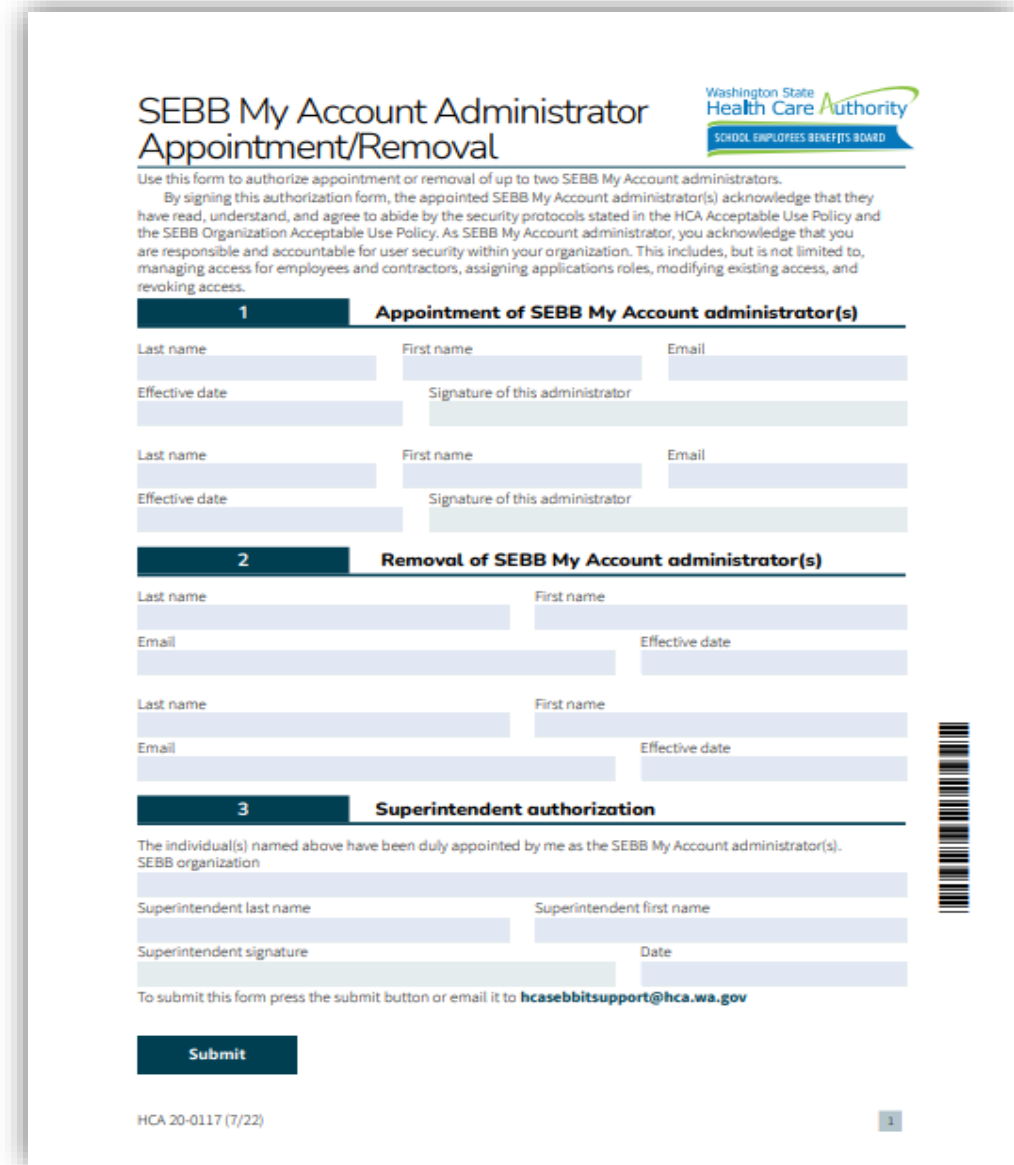
SMA Admin Appointment/Removal form

Review and manage admin access

- Submit *Admin Appointment/Removal* form via HCA Support for O&T to process in SMA
- Superintendent Signature required
- Forms and publications webpage

Admin's can assign/remove user roles:

- Access management, edit, finance, and read-only access



SEBB My Account Administrator Appointment/Removal

Washington State Health Care Authority
SCHOOL EMPLOYEES BENEFITS BOARD

Use this form to authorize appointment or removal of up to two SEBB My Account administrators.

By signing this authorization form, the appointed SEBB My Account administrator(s) acknowledge that they have read, understand, and agree to abide by the security protocols stated in the HCA Acceptable Use Policy and the SEBB Organization Acceptable Use Policy. As SEBB My Account administrator, you acknowledge that you are responsible and accountable for user security within your organization. This includes, but is not limited to, managing access for employees and contractors, assigning applications roles, modifying existing access, and revoking access.

1 Appointment of SEBB My Account administrator(s)

Last name First name Email
Effective date Signature of this administrator

Last name First name Email
Effective date Signature of this administrator

2 Removal of SEBB My Account administrator(s)

Last name First name
Email Effective date

Last name First name
Email Effective date

3 Superintendent authorization

The individual(s) named above have been duly appointed by me as the SEBB My Account administrator(s).
SEBB organization

Superintendent last name Superintendent first name
Superintendent signature Date

To submit this form press the submit button or email it to hcasebbitsupport@hca.wa.gov

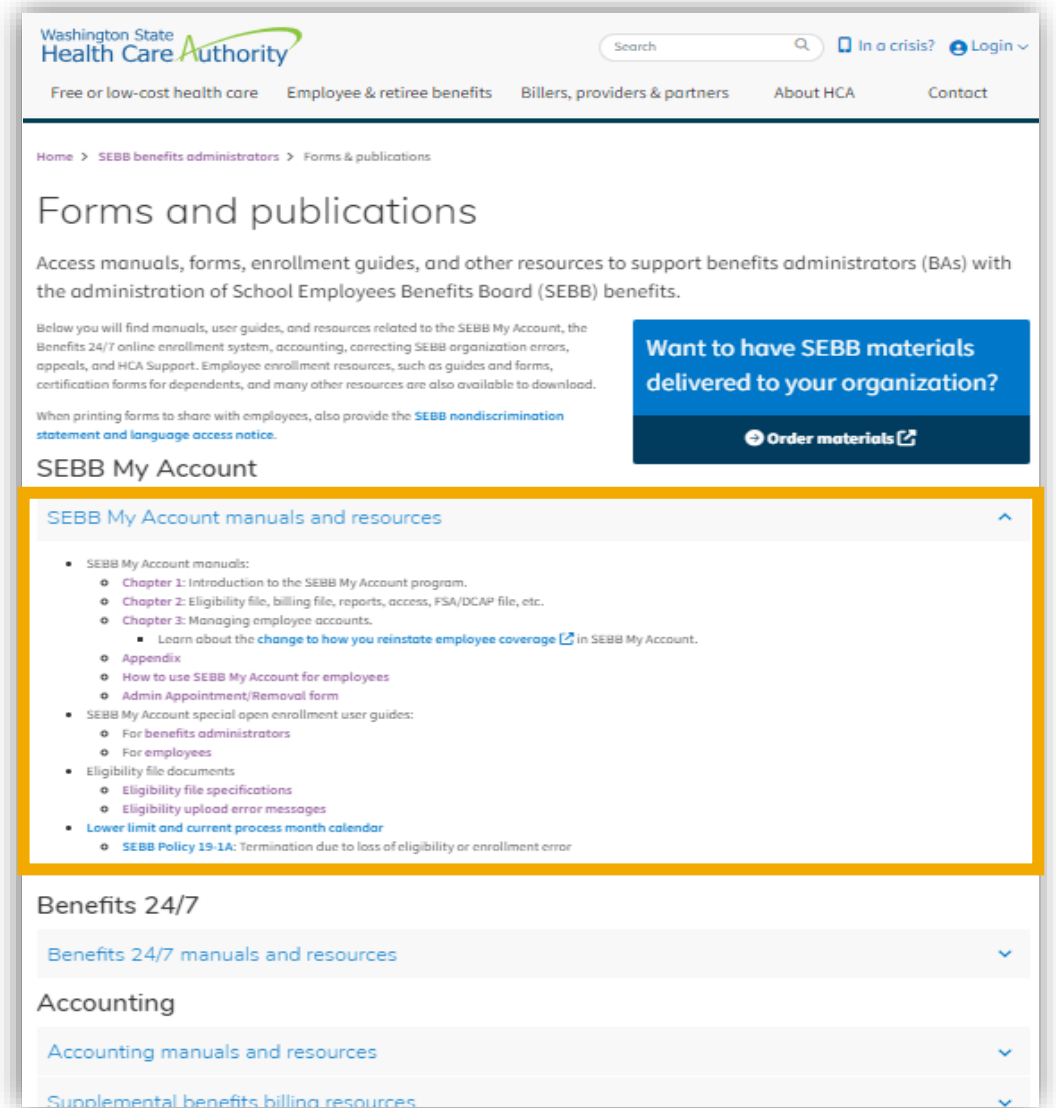
Submit

HCA 20-0117 (7/22)

Employee Resource

New guide available to provide new employees help on
"How to use SEBB My Account"
SEBB BA website:

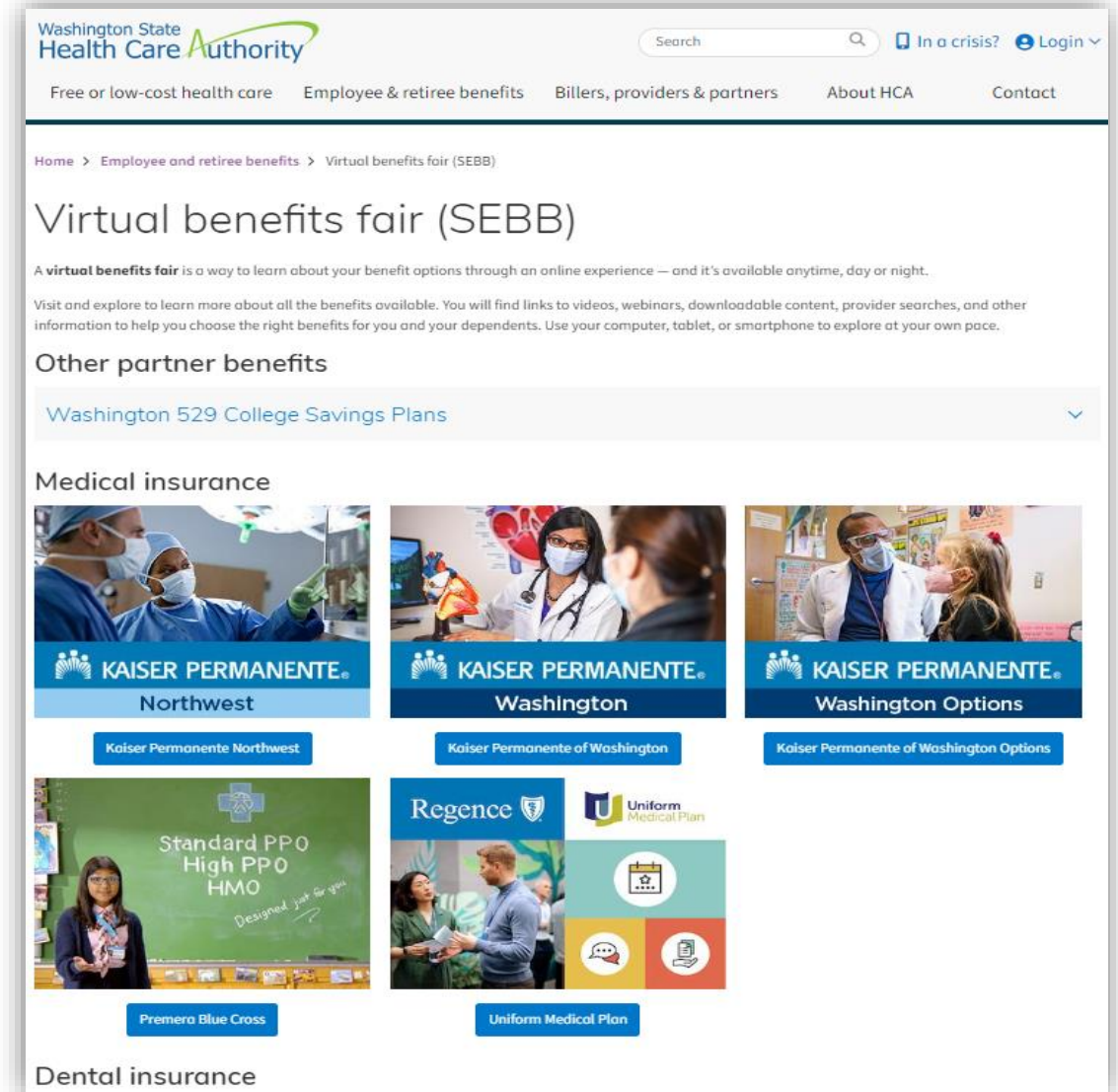
- Forms and publications
 - SEBB My Account manuals and resources
 - How to use SEBB My Account for employees



Employee Resource

Virtual benefits fair (VBF) provides:

- Benefit options/information via *"online experience"*
- Downloadable content
- Informative pre-recorded videos and direct interactive webinars
- 24/7 access via computer, tablet, or smartphone





Troubleshooting SEBB My Account

Trouble Logging into SMA


“Access Management” role required in SMA for BA’s.

◦ View enrollment and eligibility data for subscribers
◦ Access to reports

[+ Add system user](#)

First name	Last name	Email	Access Management	Admin	Edit	Finance	Read Only	Access Ended	Manage
<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="janed@abcschools.c"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	Save

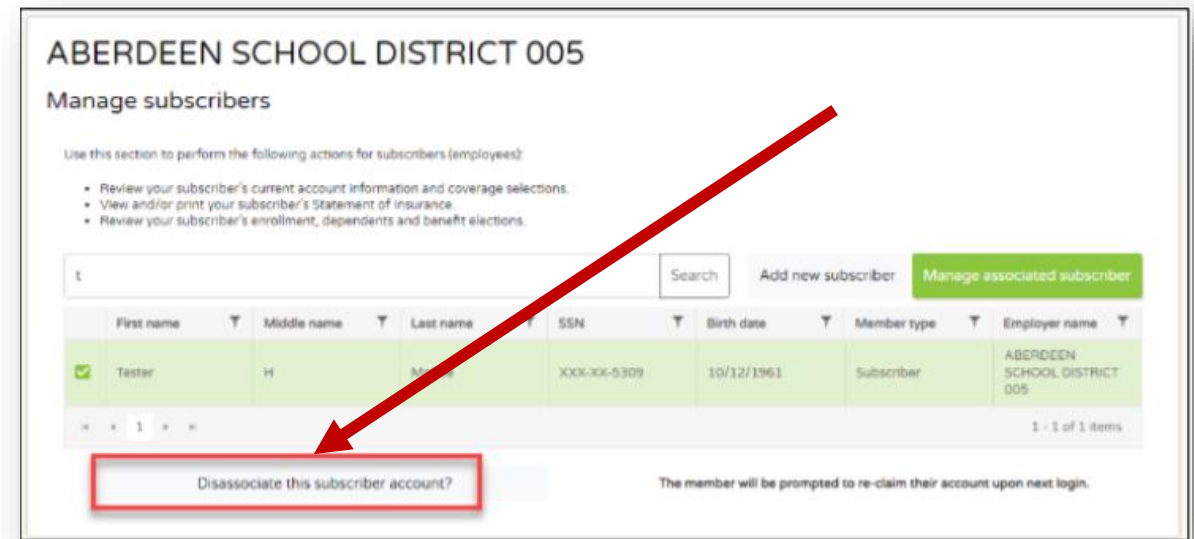
[+ Manage API access](#)



Employee access: Check and remove any spaces in employees name under employment tab.
BA access: Check that email address is entered into SAW exactly how it is in SMA!

Trouble Logging into SMA cont.

1. Click 'Manage Subscribers'
2. Enter employee search criteria & click search
3. Verify employee identity and information. (SSN/ DOB)
4. Check the box next to employee's name.
5. Click 'Disassociate this subscriber account?'



ABERDEEN SCHOOL DISTRICT 005

Manage subscribers

Use this section to perform the following actions for subscribers (employees):

- Review your subscriber's current account information and coverage selections.
- View and/or print your subscriber's Statement of Insurance.
- Review your subscriber's enrollment, dependents and benefit elections.

Search Add new subscriber Manage associated subscriber

	First name	Middle name	Last name	SSN	Birth date	Member type	Employer name
<input checked="" type="checkbox"/>	Tester	H	M	XXX-XX-5309	10/12/1961	Subscriber	ABERDEEN SCHOOL DISTRICT 005

1 - 1 of 1 items

Disassociate this subscriber account?

The member will be prompted to re-claim their account upon next login.

Important Note: Disassociating the subscribers account does not affect enrollment, it simply releases the login to be reclaimed by the subscriber.

hca.wa.gov/sebb-benefits-admins/manuals#sebb-my-account

Employee Resource

Help with SEBB My Account login webpage.

- What can I do in SMA?
- How do I register and enroll?
- Sign up for email subscription service?
- Troubleshooting

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 > Employee and retiree benefits > School employees > Help with SEBB My Account.

A yellow alert box titled 'Bad actors are spoofing SecureAccess Washington (SAW)' warns users about spoofed internet ads and provides the correct URL: <https://secureaccess.wa.gov>.

Help with SEBB My Account login

Use SEBB My Account to enroll in coverage, verify your dependents, attest to premium surcharges, view your coverage elections, and make open enrollment changes. SEBB My Account follows the Americans with Disabilities Rehabilitation Act (ADA) and Website Content Accessibility Guidelines (WCAG) 2.0.

Benefits 24/7 to replace SEBB My Account
The new online enrollment system will have a similar look to SEBB My Account and feature expanded capabilities, providing self-service options. [Learn more About Benefits 24/7.](#)

On this page

- [What can I do in SEBB My Account?](#)
- [How do I register and enroll?](#)
- [How do I sign up for email subscription service?](#)
- [What information do I need to enroll my dependents?](#)
- [Troubleshooting](#)

What can I do in SEBB My Account?

Using SEBB My Account, you can:

- Enroll in SEBB benefits.
- Enroll your eligible dependents in benefits.
- Upload documents to prove dependent eligibility.
- Select your medical, dental, and vision plans.
- Access carrier websites to enroll in supplemental life insurance and accidental death and dismemberment insurance, Medical Flexible Spending Arrangement (FSA), Limited Purpose FSA, and Dependent Care Assistance Program (DCAP).
- Reduce, decline, and enroll in employee-paid long-term disability insurance.
- Attest to premium surcharges.
- Request a special open enrollment.

How do I register and enroll?

[How do I register?](#)

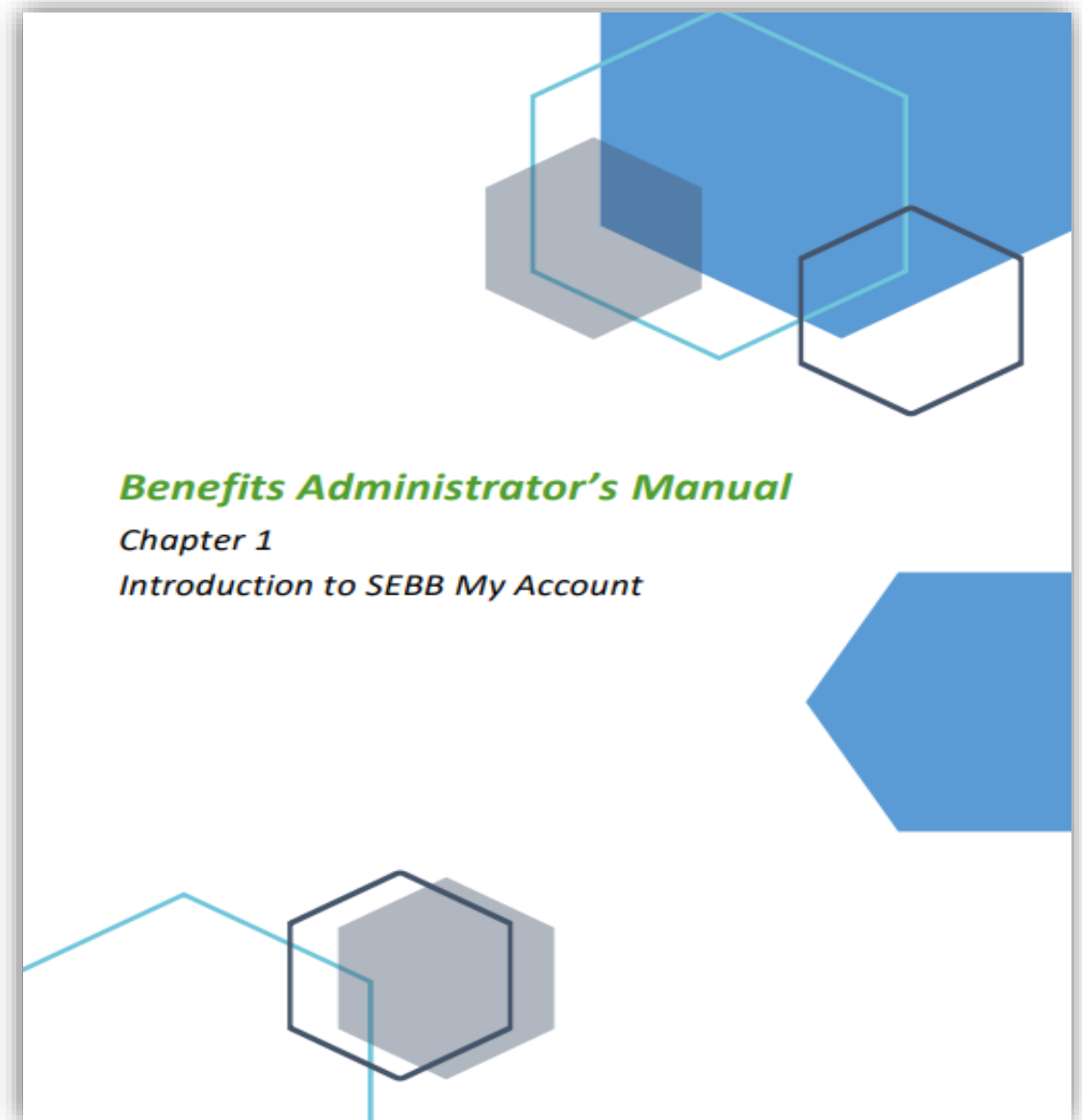
Manage your SEBB benefits

[Log in to SEBB My Account](#)

Benefits Admin Resource

Benefits Admin SMA Manual

- Benefits Admin website
 - Forms and publications
 - SEBB My Account





Benefits Administrator Website

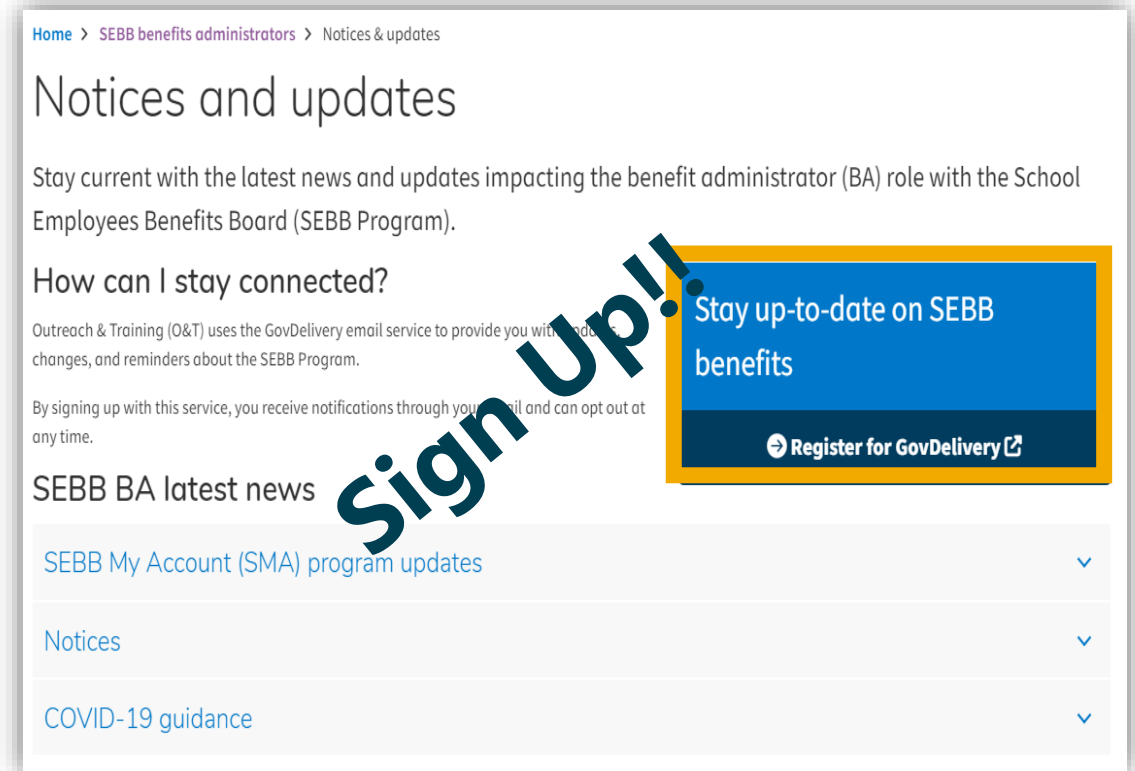
<https://www.hca.wa.gov/sebb-benefits-administrators>

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



hca.wa.gov/sebb-benefits-admins/notices-and-updates

Benefits Admin Resource

Benefits Administrator website

- Eligibility, enrollment, benefits, administrative tools and resources, and training resources

Outreach & Training for guidance

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



hca.wa.gov/sebb-benefits-administrators



HCA Support Portal

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

HCA Support Portal/SecureAccess Washington

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.



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](#)



Agency to agency inquiry

I am a(n):

- Active employee of a Washington State agency that uses WaTech's Office 365 managed services.
- PEBB benefits administrator and I am making a request related to my work with HCA.

Note: If you are a SEBB benefits administrator or your agency does not use WaTech's Office 365 managed service, please use the public login.

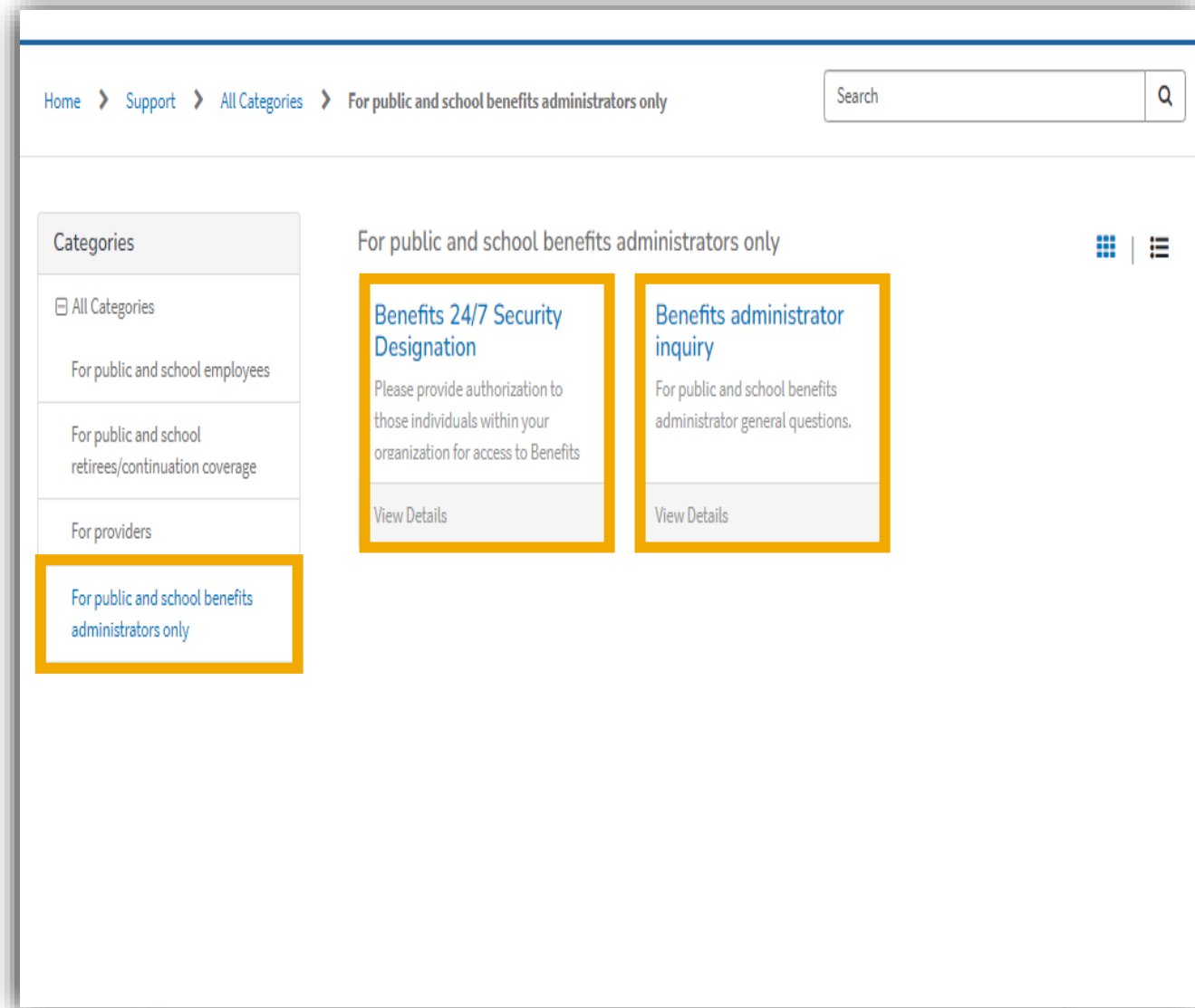
[View login instructions](#)

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

HCA Support Portal

Make a request

- **For public and school benefits administrators only**
 - **Benefits administrator inquiry**
 - Send O&T a secure message
 - **Benefits 24/7 Security Designation**
 - Add/Remove Admin Access role



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

HCA Support Portal

Make a request

- Get help with your HCA questions or concerns
 - Benefits administrator inquiry
 - Indicate which program (SEBB)
 - Subject

BA website

- Forms and publications
 - HCA Support resources

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

Benefits administrator inquiry

For public and school benefits administrator general questions.

[Find tools for PEBB benefits administrators](#)

[Find tools for SEBB benefits administrators](#)

• Please indicate which program your inquiry is related to

☐ PEBB ☐ SEBB

• What does your inquiry relate to?

-- None --

Accounting

Appeals

Benefits (medical, dental, vision, life, LTD)

Benefits 24/7 online enrollment system

Eligibility

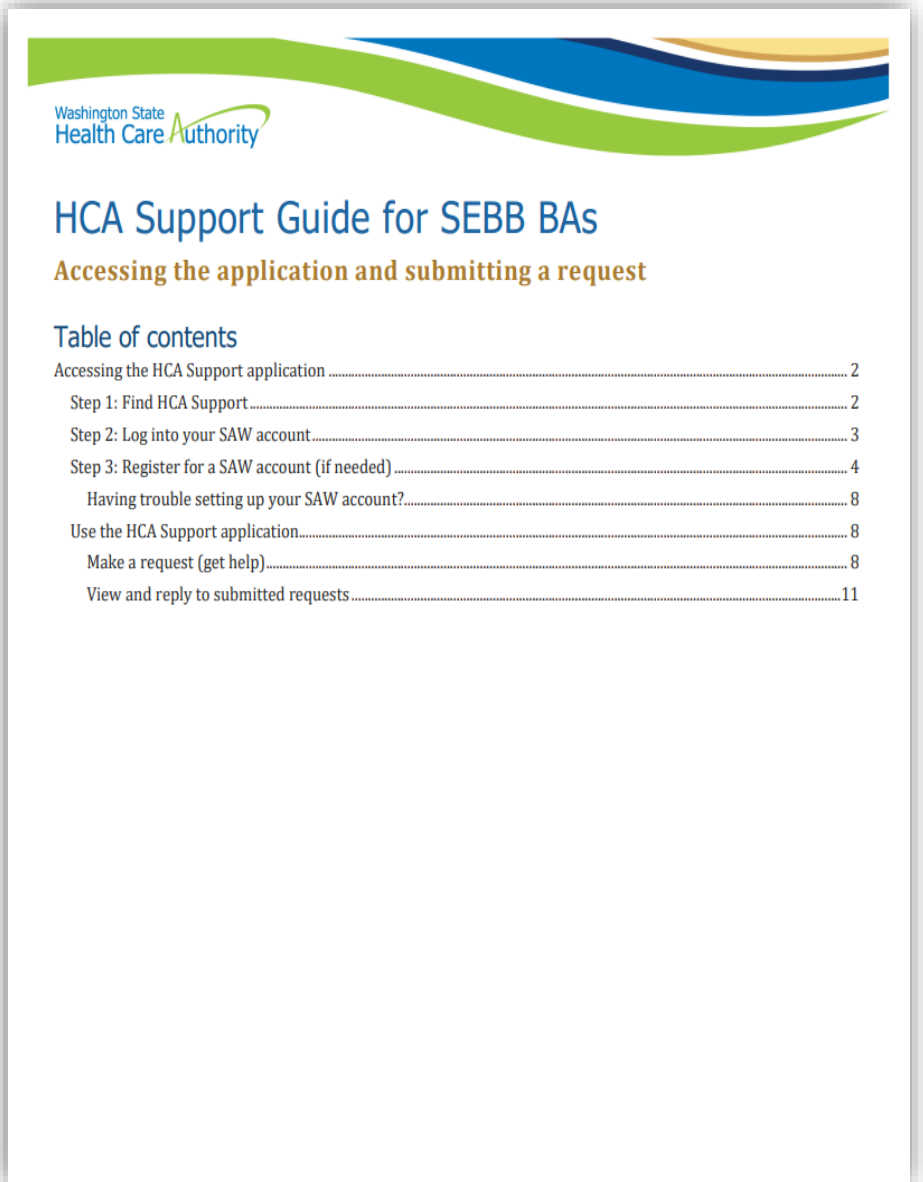
Enrollment

FSA, DCAP, HSA, Wellness

Attachment

[Upload](#)

HCA Support Guide for SEBB BAs





Reminders, Tips & Resources

Benefit Admin Resources

SEBB BA 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

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 page title is 'SEBB benefits administrators'. Below the title are links for 'Eligibility worksheets', 'Forms and Publications', and 'HCA Support (submit a question)'. The page is divided into four sections, each with an icon and a call-to-action button: 1. 'Eligibility' with an icon of two people at a table and a button 'Learn about eligibility and find resources.' 2. 'Enrollment' with an icon of a person walking with a bag and a button 'Learn about the enrollment process.' 3. 'SEBB benefits' with an icon of a person holding an umbrella and a button 'Explore SEBB benefits.' 4. 'Administrative tools and resources' with an icon of a person with a wrench and a button 'Find tools and resources to help you administer benefits.'

Employee Resource

Medical Benefits Comparison Tool

Learn more on the Compare medical plans webpage

- Things to think about when choosing a medical plan
- How do I compare the plans?
- Plan differences to consider
- What type of plan should I select?

The screenshot shows the HCA website's 'Medical plans and benefits' page for school employees. The page features a breadcrumb trail: Home > Employee and retiree benefits > School employees > Medical plans & benefits. The main heading is 'Medical plans and benefits', followed by the text 'Explore the medical plans and benefits available to SEBB employee subscribers and dependents.' A list of links provides information on various plans, including 'Benefits and coverage by plan', 'Compare medical plans', 'Behavioral health services by plan', 'Medical plans available by county', 'Kaiser Permanente NW plans', 'Kaiser Permanente WA plans', 'Premera plans', 'Uniform Medical Plan (UMP) plans', and 'Health plans with health savings accounts (HSAs)'. A prominent blue call-to-action box on the right says 'Get a side-by-side comparison of common medical benefits and costs for service.' with a 'Compare medical plans' button. Below the list, a light blue box offers help with choosing a plan. The page also includes sections for 'Wellness programs' (Diabetes prevention, SmartHealth, Living tobacco free), 'Related forms and publications' (School employee premiums, deductibles, out-of-pocket maximums 2023; Medical Plans Available by County (SEBB) 2023), and 'Related links' (Kaiser Permanente NW for school employees, Kaiser Permanente WA for school employees, Premera for school employees, Uniform Medical Plan for school employees, Find a provider).

HCA

In a crisis? Login

Home > Employee and retiree benefits > School employees > Medical plans & benefits

Medical plans and benefits

Explore the medical plans and benefits available to SEBB employee subscribers and dependents.

- [Benefits and coverage by plan](#) lists the plans' benefits booklets, Summary of Benefits and Coverage (SBC), and preauthorization criteria.
- [Compare medical plans](#) using benefit comparisons or the [virtual benefits fair](#).
- [Behavioral health services by plan](#). Find out what behavioral health services are available to you, based on your plan.
- [Medical plans available by county](#). Find out which plans are offered in the county you live or work in.
- [Kaiser Permanente NW plans](#). Provides information for Kaiser Foundation Health Plan of the Northwest plans.
- [Kaiser Permanente WA plans](#). Provides information for Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. plans.
- [Premera plans](#). Provides information for Premera plans.
- [Uniform Medical Plan \(UMP\) plans, administered by Regence BlueShield and WSRxS](#). Provides information for UMP.
- [Health plans with health savings accounts \(HSAs\)](#). Things to consider when choosing a high-deductible health plan.

Need help choosing a plan? Visit the [virtual benefits fair](#).

Wellness programs

- [Diabetes prevention](#)
- [SmartHealth](#)
- [Living tobacco free](#)

Related forms and publications

[School employee premiums, deductibles, out-of-pocket maximums 2023](#)

[Medical Plans Available by County \(SEBB\) 2023](#)

Related links

[Kaiser Permanente NW for school employees](#)

[Kaiser Permanente WA for school employees](#)

[Premera for school employees](#)

[Uniform Medical Plan for school employees](#)

[Find a provider](#)

Get a side-by-side comparison of common medical benefits and costs for service.

[Compare medical plans](#)

Upcoming webinars



Thursday, November 30, 2023/1 p.m.: ESD SEBB BA Training

https://us02web.zoom.us/webinar/register/WN_kixqXAq3TQS8OXs-vXTM0g

January 9, 2024/10 a.m.: Preparing for the launch of Benefits 24/7

January 26, 2024/10 a.m.: SEBB Benefits 24/7 Post launch webinar

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



Thank you for participating



Questions & Answers