

## SEBB My Account Special Open Enrollment User Guide

### Benefits Administrator functionality

#### A special open enrollment can be created for specific life events

A subscriber must provide proof of the event that created the special open enrollment (for example, a marriage or birth certificate) along with the required enrollment/change forms to your payroll or benefits office, or in SEBB My Account, **no later than 60 days** after the event.

Benefits Administrators may submit a special open enrollment for their subscribers. Please see instructions: [School Employee SEBB My Account Special Open Enrollment User Guide](#).

#### Conditions and eligibility document to supply

Please refer to [SEBB Administrative policy 45-2](#) and [addendum 45-2A](#) for more information; conditions that apply for each special open enrollment event requiring submission of eligibility documents specific to the event.

#### Available special open enrollments via SEBB My Account (effective 1/13/2020):

- Marriage
- Registering a state registered domestic partnership
- Birth or adoption
- Newly eligible extended dependent
- Dependent loses eligibility
- Loss of other coverage
- Change in employment status (dependent)
- Change in school district
- Change under other employer-based group health plan's open enrollment
- Dependent moves from outside USA to USA, or from USA to outside USA
- Change in residence (**Subscriber must notify district to update address in SEBB My Account for new plan elections**)
- Court order
- Gain or lose eligibility for Medicaid or CHIP
- Become eligible for state premium assistance subsidy for SEBB health plan coverage from Medicaid or CHIP
- Gain or lose eligibility for Medicare
- Health plan becomes unavailable
- Continuity of care
- Gain or lose eligibility for Tricare

## Verifying a special open enrollment

Many of the special open enrollments do not require dependent verification. However, for those that do, a benefits administrator must also verify dependent eligibility.

The screenshot displays the ADNA School District 226 Administrative Dashboard. At the top left is the logo for the Health Care Authority School Employees Benefits Board. The top right contains navigation links: SEBB Home, About HCA, Contact SEBB, and Sign O. A blue navigation bar below the logo lists menu items: Admin Dashboard, Dependent Verification, SOE Verification, Subscribers, Access, Eligibility, Billing, SmartHealth, Reports, Profile, Enrollment Docs, and FSA / DCAP. The main content area is titled "ADNA SCHOOL DISTRICT 226 Administrative Dashboard" and greets the user as "Welcome, Chattrina Admin!". It features a grid of dashboard widgets. Two widgets are highlighted with red boxes: "Special Open Enrollment Verification" (showing 1 request) and "Dependent Verification" (showing 2 requests). Other widgets include "Manage subscribers", "Manage access", "Organization profile", "Eligibility file" (with N/A errors), "Billing file" (with N/A last file), "SmartHealth file" (with N/A last file), "Reports", and "0 enrollment doc(s) awaiting review".

ADNA SCHOOL DISTRICT 226 Administrative Dashboard

Welcome, Chattrina Admin!

Manage subscribers  
Search, view, add or update subscribers

Manage access

Organization profile

Dependent Verification  
You have 2 verification request(s)

Special Open Enrollment Verification  
You have 1 special open enrollment request(s)

Eligibility file  
Last eligibility file uploaded N/A  
The file contained N/A errors or warnings

Billing file  
Last billing file: N/A

SmartHealth file  
Last SmartHealth file: N/A

Reports

0 enrollment doc(s) awaiting review

Medical FSA / DCAP

## Verify special open enrollment requests

1. Select Special Open Enrollment Verification from the dashboard, or 'SOE Verification' from the top navigation. All pending requests will be present on the screen.
2. Click on (+) to open details on request
3. Click the check box on 'Show only pending requests' to see requests in Approved or Denied status

**TUMWATER SCHOOL DISTRICT 033**

### Verify special open enrollment requests

Show only pending requests

Subscriber	Type	Status	Submitted date	Event date	Expiration date	Has documents
Smith, Jane	Birth or Adoption	Submitted	5/25/2021	5/25/2021	7/24/2021	Yes

Subscriber: Smith, Jane  
SSN: xxx-xx-5240  
DOB: 01/01/1980

Verification Documents  
Type: Birth Certificate  
On: 05/25/2021

**Special open enrollment changes**

- Jane Smith
  - Changed medical plan from waived to "UMP Achieve 1" effective 05/01/2021
- Baby Smith (Child)
  - Added dependent Baby Smith

Verify     Deny     Pending

You will now see changes made during SOE request right on the verification page.

If documents are provided, as shown in the above image, this can be used to determine eligibility of the special open enrollment event.

NOTE: You will now see changes made during special open enrollment request right on the verification page.


To see more information, or to assist a subscriber with additional changes:

- a. Search for subscriber under Manage Subscribers
- b. Select Manage Selected Subscriber once located
- c. View their submitted special open enrollment tab for details.

4. Select Verify if approved, denied if not.
  - a. Select the verification status
  - b. The verification/denied date is pre-populated with current date, this can be adjusted if verified earlier
  - c. Document types are presented and available based on special open enrollment.
  - d. Submit.

Smith, Jane	Birth of Adoption	Submitted	01/25/2021	01/25/2021	11/24/2021	Yes
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Subscriber: Smith, Jane  
SSN: xxx-xx-5240  
DOB: 01/01/1980

**Verification Documents**  
 **Type:** Birth Certificate  
**On:** 05/25/2021

**Special open enrollment changes**

**Jane Smith**

- Changed medical plan from waived to "UMP Achieve 1" effective 05/01/2021

**Baby Smith (Child)**

- Added dependent Baby Smith

**Verify**       **Deny**       **Pending**

Verification status\*      Verify date\*

Document type\*


5. View pending Dependent Verification Requests
  - a. Select (+) to view details on Dependent Verification Request
  - b. Select Verify/Deny as appropriate based on document uploaded into SEBB My Account or document as provided to Benefits Administrator in person.
  - c. Select Verification Status
  - d. Verify/Deny date, defaulted to current day
  - e. Select document type reviewed.
  - f. Submit changes.

Smith, Jane	Smith, Baby	disabled or extended)	Pending	5/1/2021	5/25/2021	true
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<b>Subscriber:</b>	Smith, Jane	<b>Dependent:</b>	Smith, Baby
<b>SSN:</b>	202105240	<b>SSN:</b>	999990001
<b>DOB:</b>	01/01/1980	<b>DOB:</b>	05/25/2021
<b>Relationship Type:</b>	Child		
<b>Relationship Qualify Reason:</b>	Dependent (not disabled or extended)		

**Verification documents**

 **Type:** Birth Certificate  
**On:** 05/25/2021

Verify     
  Deny     
  Pending

Verification status\* Verify date\*

Verified 05/25/2021 

Document type\*

Birth Certificate