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: <u>School Employee SEBB My Account Special Open Enrollment User Guide</u>.

Conditions and eligibility document to supply

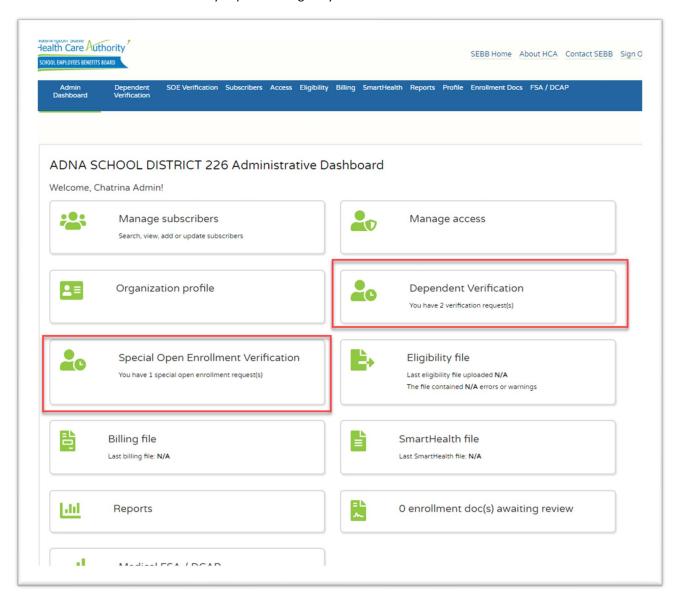
Please refer to <u>SEBB Administrative policy 45-2</u> and <u>addendum 45-2A</u> for more information; conditions that apply for each special open enrollment event requiring submission of eligibility documents specific to the event.

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

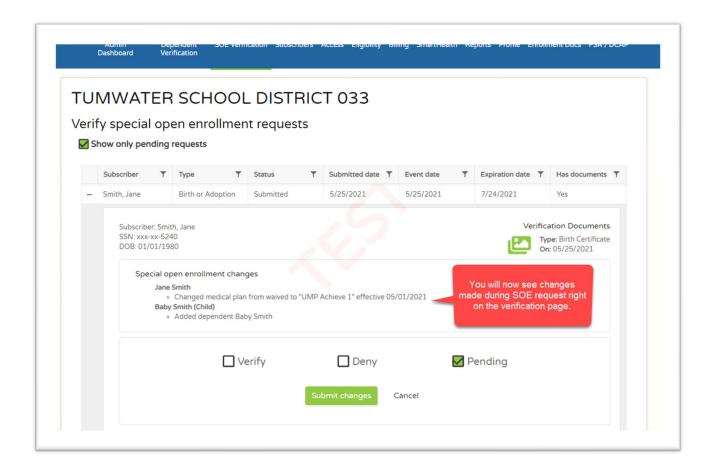
Verifying a special open enrollment

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



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

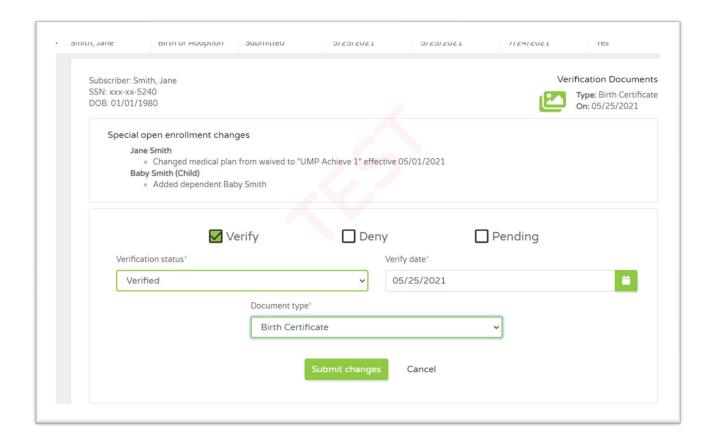


If documents are provided, as shown in the above image, this can be used to determine eligibility of the special open enrollment event.

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.



- 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.

