



Manage your PEBB benefits year-round

Introducing Benefits 24/7

Benefits 24/7 is the new online enrollment system for the Public Employees Benefits Board (PEBB) Program, replacing PEBB My Account. Benefits 24/7 will bring you improved features and an easy-to-use design. PEBB subscribers can use Benefits 24/7 on a computer or mobile device to enroll in and manage benefits throughout the year.



Easier than paper forms

Are you tired of the inconvenience of filling out and returning paper forms? Benefits 24/7 is a convenient online system you can use to enroll in and make most changes to your benefits. You are not required to use it and will not lose coverage if you do not use Benefits 24/7. (Paper forms will still be available and are needed for some changes.)

Thinking about retirement?

Benefits 24/7 makes it easy to apply for PEBB retiree coverage. No more requesting paper forms and mailing them back to us. Select the **Retiree coverage/continuation coverage** button in Benefits 24/7 to get started. You'll also be able to immediately see the status of your retiree coverage application, whether it's waiting for review, pending, or approved.



What can I do in Benefits 24/7?

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. Benefits 24/7 is there when you need it, such as when you have a change in employment or when you experience a life event (for example, getting married or the birth of a child). You will be able to:

Task	Benefits 24/7	PEBB My Account
Choose health plans when newly eligible, including waiving PEBB medical (employees)	✓	⊘
Enroll in retiree coverage or continuation coverage	✓	⊘
Defer retiree insurance coverage	✓	⊘
Enroll dependents in PEBB benefits during open enrollment or a special open enrollment, and manage their enrollment throughout the year	✓	⊘
Upload documents to prove dependents' eligibility	✓	⊘
Use links to visit vendor websites to enroll in additional benefits: <ul style="list-style-type: none"> • Supplemental life and accidental death and dismemberment insurance • Medical Flexible Spending Arrangement (FSA), Limited Purpose FSA, or Dependent Care Assistance Program (DCAP) 	✓	⊘
Manage long-term disability insurance elections	✓	⊘
Submit special open enrollment requests	✓	⊘
Select medical and dental plans during open enrollment	✓	✓
Attest to premium surcharges	✓	✓
View and print your statement of insurance	✓	✓
Sign up to receive emails from the PEBB Program	✓	✓

HCA complies with all applicable federal and Washington State civil rights laws and is committed to providing equal access to our services. If you need an accommodation or require documents in another format, please call 1-800-200-1004 (TRS: 711) or visit hca.wa.gov/about-hca/nondiscrimination-statement.

La HCA cumple con todas las leyes vigentes federales y del Estado de Washington sobre derechos civiles y tiene el compromiso de ofrecer un acceso equitativo a nuestros servicios. Si necesita alguna facilidad, o si requiere documentos en otro formato o idioma, llame al 1-800-200-1004 (TRS: 711) o visite hca.wa.gov/about-hca/nondiscrimination-statement.

Управление здравоохранения (HCA) соблюдает все применимые федеральные законы и законы штата Вашингтон в отношении гражданских прав и обязуется обеспечивать равный доступ к своим услугам. Если вам потребуются специальные услуги или документы в другом формате или на другом языке, позвоните по телефону 1-800-200-1004 (TRS: 711) или посетите сайт hca.wa.gov/about-hca/nondiscrimination-statement.

Set up your account

Your PEBB My Account login will no longer work.

You will need to create a new login for Benefits 24/7 using SecureAccess Washington (SAW). If you already have a SAW account, you don't need to create a new one.

SAW is the state's secure single-sign-on portal and will keep your sensitive information secure. You can access multiple government services online with a single username and password that you create and manage.

Tip: Use the preferred browser, Google Chrome.



- 1 Visit **benefits247.hca.wa.gov** and click on the green **Login to Benefits 24/7** button.

You'll be directed to SecureAccess Washington (SAW).

- 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.

Tip: Remember to save your username and password in a safe place so you don't forget them the next time you log in.

- 3 Check the box to prove you're not a robot, click **Submit**, and 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. After you are finished, you will be directed back to Benefits 24/7.

- 5 Enter your last name, date of birth, and the 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.

Learn more

Visit the *Help with Benefits 24/7* webpage at **benefits247.hca.wa.gov** for FAQs and troubleshooting tips.



Contact

If you need help with Benefits 24/7, contact:

Employees: Your payroll or benefits office.

Retirees and continuation coverage subscribers: The PEBB Program. You can send a secure message through HCA Support at **support.hca.wa.gov** or call 1-800-200-1004 (TRS: 711).



Benefits 24/7 is here!

- No more long paper forms.
- Self-service to fit your schedule.
- See enrollment status and much more!

Look inside to learn how to set up your new **Benefits 24/7** account and get started.