

Send Review/Appeal form to PEBB

To send the *Eligibility or Enrollment Review/Appeal* form to the PEBB Appeals Manager:

1. Complete the section 5 of the *Eligibility or Enrollment Review/Appeal* form. The form can be found on the Forms page of the Pers/Pay website. <http://www.perspay.hca.wa.gov/forms.html>
This form may be filled out online. Save the document. (*The electronic copy of the Eligibility or Enrollment Review/Appeal form sent to the PEBB Appeals Manager does not require a signature*)
2. Select FUZE E-mail to O&T from the menu on the Pers/Pay site. The “Ask a Question” page opens.

PEBB Tools for PERS/PAY Home

Q&A Search Ask a Question My Profile My Alerts My Past Questions

Message Center: Send Message Inbox My Profile My Alerts Unread Messages: Unknown

Have you already searched our knowledge base for the answer to your question? It contains many frequently asked questions and answers and can save you time. Contact us by [phone or mail](#).

[Not Registered?](#) [Already Registered?](#)

Your Contact Information * Required field

* Email: * Confirm Email:

* First Name: * Last Name:

Phone Number: Request Callback:

Your Inquiry or Feedback

Purpose of your contact: Inquiry Feedback

What does your inquiry relate to?*

All Categories — Level 1

- If you have a registered user name and password and checked the “Remember Me” on the login page, your information will display in the Your Contact Information section.
- If you are already registered, but did not select the “Remember Me” option, select the “Already Registered?” link and login.

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Login

The area you were trying to access requires that you be logged in. Please log in before proceeding.

[Not Registered?](#)

Email

Password

Remember my Email and Password on this computer.

Forgot Your Password?

Email

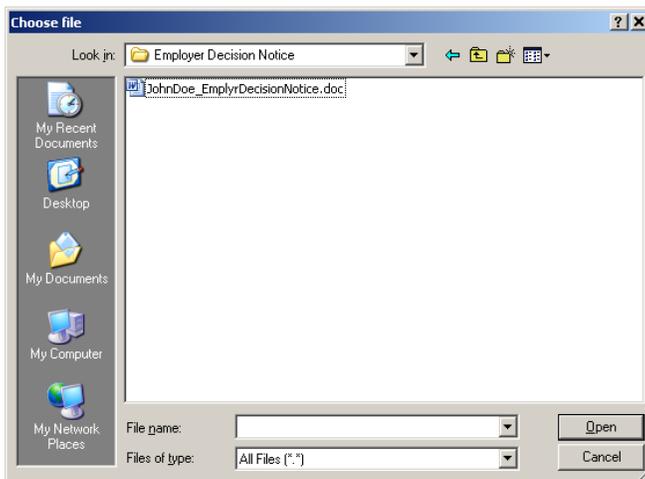
Powered by Fuze Digital Solutions

- If you are not a registered FUZE user, select the “Not Registered?” link. See the Register for FUZE section for instructions.

- Under the Your Inquiry or Feedback section, select the Feedback radio button.

The screenshot shows the PEBB Tools for PERS/PAY website. At the top left is the logo, and at the top right is a 'Home' link. Below the logo are navigation tabs: 'Q&A Search', 'Ask a Question', 'My Profile', 'My Alerts', and 'My Past Questions'. A 'Message Center' section includes a 'Send Message' link, 'Inbox', 'My Profile', and 'My Alerts' links, and shows 'Unread Messages: 0'. A yellow banner asks if the user has searched the knowledge base and provides a 'Contact us by phone or mail' link. The 'Your Contact Information' section displays the user's email (amy.corrigan@hca.wa.gov), first name (Amy), last name (Corrigan), and phone number (360-923-2628). There is a 'Request Callback' checkbox. The 'Your Inquiry or Feedback' section has a 'Purpose of your contact' section with 'Inquiry' selected and 'Feedback' as an option. Below it is a dropdown menu for 'What does your inquiry relate to?' set to 'All Categories — Level 1', with a 'View All' link. A privacy notice states 'Your inquiry is being encrypted to protect your privacy.' and there is a text input field at the bottom.

- Select Appeals, Complaints from the drop-down menu.
- Enter a description of what you are sending in the text box. For example: *Eligibility or Enrollment Review/Appeal* form for John Doe, 123-456-7896
- Select the first “Browse” button at the bottom of the page. The Windows Choose File window opens.



- Change the Look in: drop down to the location of the saved *Eligibility or Enrollment Review/Appeal* form. Highlight the document. Choose Open. Verify there is a path to the document and the document name in the edit box next to the Browse button.
- Choose Submit.

Register for FUZE

To register for FUZE E-mail:

1. Select the “Not Registered?” link on the Ask a Question page.

PEBB Tools for PERS/PAY Home

Q&A Search Ask a Question My Profile My Alerts My Past Questions

Message Center: Send Message [Inbox](#) [My Profile](#) [My Alerts](#) Unread Messages: [Unknown](#)

Have you already searched our knowledge base for the answer to your question? It contains many frequently asked questions and answers and can save you time. [Contact us by phone or mail.](#)

[Not Registered?](#) [Already Registered?](#)

Your Contact Information * Required field

* Email: * Confirm Email:
* First Name: * Last Name:
Phone Number: Request Callback:

Your Inquiry or Feedback

Purpose of your contact: Inquiry Feedback

What does your inquiry relate to? *
All Categories — Level 1 [View All](#)

2. The Create a New Profile page opens.

PEBB Tools for PERS/PAY Home

Q&A Search Ask a Question My Profile My Alerts My Past Questions

Your inquiry is being encrypted to protect your privacy.

Create a New Profile

* Required field

* Email
* Confirm Email
* Password
* Retype Password
 Remember my Email and Password on this computer.

The Washington State Health Care Authority, which oversees the Public Employees Benefits Board program, values your privacy and will protect your information. We will not sell or share your information with others.

* First Name
* Last Name
Company Name Company not found

3. Enter the information in each of the fields. The fields that have an asterisk are required. Note: If you choose the “Remember Me” checkbox, the system will log you in automatically in the future.
4. Choose the “Submit Profile” button.