

HCA Support Guide for PEBB benefits administrators (BAs)

Accessing the secure messaging system and submitting a request

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Accessing the HCA Support secure messaging system

Follow these steps to access and use HCA Support.

Step 1: Find HCA Support

a. Visit support.hca.wa.gov.



b. Selecting the link to HCA Support will direct you to the messaging system where you will select between two options: "Public inquiry" and "Agency to agency inquiry".

Agency to agency inquiry

a. Benefits administrators (BAs) who work for a Washington State Government agency and log into their work computers through the "state government network (SGN)", will select the "Agency to agency inquiry" link.

***	血
Public inquiry	Agency to agency 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.	l am a(n):
View login instructions	 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

b. No other "login" is required. HCA Support will recognize your name and email address from your SGN credentials. You will go directly to the HCA Support system. Skip to the "Using the HCA support secure messaging system" section to learn how to make and view a request.



Note: Not all state agency employees sign into their workstation through the SGN, such as DOT and the Dept. of Fish and Wildlife. BAs from these state agencies will receive an error message if they select the "State Government" link. They will need to select the "**Public inquiry** " link and gain access via a Secure Access Washington (SAW) account. Follow the steps associated with selecting the Public inquiry link on the next page.

Public inquiry

a. Benefits administrators (BAs) who work for a **PEBB employer group** (such as a city, county, or water district) as well as an **Institution of Higher Education**, and those who work for a state agency which doesn't use the state government network (SGN) will need to select the "Public inquiry" link. By selecting Public inquiry, you will be directed to sign in through a Secure Access Washington (SAW) account.



- b. If you already have a SAW account proceed to step 2.
 Note: Username and password information may already be displayed on the screen.
- Note. Osername and password mornation may already be displayed on the screen.
- c. If you do not already have a SAW account, you will need to sign up for an account, skip to step 3.

	WELCOME to your login for Washington state
SecureAccess	BON LAN CET HELP T
LOGIN	Tweets _{in an an}
USERNAME PASSWORD USERNAME	Improvementations management Date to scheducked maintenance on SecureAccess Washington, users may not be able to log in between S:30-6:15 a.m. on Tuesday, April 19.
forget your unemanie? 1 forget your an	Becanic cases Machineses Discussions and Contraction and Cont

Step 2: Log into your SAW Account

- a. If your username/password is already displayed, then select the submit button. If not, enter your username and password and select the submit button.
- b. You will be prompted to select your Multi-Factor Authentication (MFA) method. Select the method by which you wish to receive your verification code.



c. After receiving the code, enter it into the code field and select the submit button. SAW will authenticate your access to the messaging system.

Multi	-Factor Au	thenticatio	on (MFA)
-			
Enter (Code		
Please enter	the code sent to ***els@	hea wa nov	
	220799	Submit)
9306-			

- d. Once your access has been authenticated, you will be redirected to HCA Support.
- e. Skip to the "Using the HCA Support secure messaging system" section to learn how to submit and view requests.

Step 3: Register for a SAW account (if needed)

a. From the SAW portal login page, select the **SIGN UP!** button.

to yo	wellcoivie
LOGIN	Schur Gtriefe Theo
	this sector to the sector of the sector
forget your unertiened 1 forget your ansavered?	Securéces Matingue Convolutent Due to scheduled maintenance on SecureAccess

b. Enter the required fields and then select the **Create my account** button. We recommend using your work email address in the Primary Email field.

1899	
Sign Up For An Acco	ount
Fill in the following form to sign up for an accoun check here.	it. If you are not sure if you already have an account,
Personal Information	
First Name	
Last Name	
Primary Email	
	1. (O. 11. 1)
Contact Information For S	ecurity (Optional)
access to your account. You can add or edit addi settings.	security codes and reduce the chance of rosing tional contact information later in your SAW account
Additional Email Address (Optional)	
Mobile Phone Number (Optional)	
L J	

TIP: Adding a mobile phone number will give you the option of receiving your authentication code via email or phone.

username anu Passw	Ju	
Usemame		
jonnybappleseed		
Password		
Confirm Password		
Im not a robot	ali Toma	
Privacy Policy Create my account	0	

c. If your account was successfully created, a message will display prompting you to check the email account you used. The email will include an activation link which will activate your new account.

	Sign Up! ×
CHECK YOUR EMAIL	

- d. Open your email and select the link to activate your account. This action will take you to the SAW login portal in a **new tab** on your browser.
- e. Close out the "old" tab in your browser.
- f. Enter your username and password and select the **SUBMIT** button.

	to your login for Washington state.
SecureAccess	SOUR OTHER 19
LOGIN	Tweets
USERNAME PASSWORD	Technology Balance (Comparison) Due to scheduled maintenance on SecureAccess Washington, users may not be able to tog in between 5:30-8:15 a.m. on Tuesday, April 19.
Exercit your, unwersamed 1 Forget, your, a	etered:

g. You will be prompted to select the method by which you will receive your verification code. HCA Support Guide for PEBB BAs July 2023

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h. Select your method



i. A unique code will be sent to you via the method you selected. Below is an example of receiving the code via email.

SAW MFA Code	
H help@secureaccess.wa.gov To	
External Email	- 1
SecureAccess Washington Code/Código: 9306-220799	

- j. Copy the verification code you received and enter it into the SAW website. You only need to enter the numbers that come after the dash (-), the first set of numbers will already display in SAW.
- k. Select the "Submit" button.

GHOOSE MELIO	Enter Code	Remember Devic	e Access Servic
Multi-F	actor Aut	henticati	on (MFA
	2		
Enter Co	de		
Please enter the	code sent to ***elc@hc	a wa nov	
9306-	220799	Submit	>

l. Once you have been successfully authenticated you will be redirected to HCA Support.

H This is a secure los	i Sky ration to submit your requests	
How can we help?	٩	
Get bulg with your INCA questions or concerns	Vew your IRA support requests	
My open requests	My closed requests	

Note: After activating your account (and randomly thereafter), the following screen appear with three options:

- You can review/update your SAW profile information.
- You can "Add An Authenticator," which allows you to add options on how you can receive your verification code, such as an additional email address or a mobile phone number.
- Or you can skip these options by selecting the "Not Right Now" button.



m. After responding to this screen, continue with the login process.

Having trouble setting up your SAW account?

If you are having difficulties creating or logging in to your SAW account, please use the Get Help button.

SIGN UP! GET HELP TIPS ON	
ON BEHALF OF	

Using the HCA Support secure messaging system

Follow these steps to make and review requests as a benefits administrator (BA) in HCA Support.

Make a request (get help)

a. From the HCA Support system, select the "Make a request" button.



A page will display all the category topics that can be used to submit a request to HCA.

It is very important that you select the correct category. Selecting the wrong category will result in a delay of your request getting assigned to the appropriate unit at HCA for a response.

Home > Support > All Categories		Search	
Categories	All Categories		
All Categories	ADA & Language	Admission/Demographic	Apple Health Pharmac
For public and school employees	Form	90- or 180-day Civil Commitment	Form to collect Apple Health
For public and school retirees/continuation coverage	ADA & Language Accessibility Complaint Form	Bed Program	Pharmacy External Cases
For providers	View Details	View Details	View Details
For public and school benefits administrators only	Benefits administrator inquiry	External Data Request	FADS help request
Data requests	For public and school benefits	HCA	

b. To ensure that the Outreach & Training (O&T) Unit receives your request, select the "For public and school benefits administrators" link from the table on the left-hand side of the screen titled "Categories".

Categories	All Categories
All Categories	ADA & Language
For public and school employees	Accessibility Complaint Form
For public and school retirees/continuation coverage	ADA & Language Accessibility Complaint Form
For providers	View Details
For public and school benefits administrators only	Benefits administrator inquiry
Data requests	For public and school benefits

c. You will see the form in HCA Support that has been designed specifically for benefits administrators.

Note: The same form will be used by both PEBB BAs and SEBB BAs.

d. Select the link titled "Benefits administrator inquiry".



- e. The inquiry form will display. Included on the form is a link to the PEBB BA website.
- f. Complete the following actions:
 - Select the radio button next to PEBB. (Required information)
 - Select the topic your inquiry relates to from the drop-down menu. (Required information)
 - Tell us the details of your inquiry. (Required information)
 - Select the "Upload" button to add any attachments (if needed). Up to 5 attachments can be uploaded initially (more can be added later).
 - Select the "Submit" button.

Home > Support > All Categories > Benefits administrator inquiry	Search	٩
Benefits administrator inquiry For public and school benefits administrator general questions.		Submit
Find tools for PEBB benefits administrators Find tools for SEBB benefits administrators		
Prices up ficate which program your inquiry is related to P FEB 9 SEB8		
Eightly	·	
Piease include full SSN, first and last name of subscriber or dependents, dates, etc.	×	
Did Hi out the A1 worksheet correctly? Thanks,		
Attachments are limited to 5 (one per attachment button) and the max file size per attachment is : 125MD. Files larger than this will full. Allowable File Types (DOC, XLS, PDF, TXT, CSV, JPG, 04F, 06D, RTF, DOCX, PPTX, XLSX, PNG, MP4)		
Attachment SEBe-A1-worksheet.stsx @ Updeel Attachment @ Updeel		

g. A message will display telling you that a confirmation email will be sent to you shortly.

h. Select the "Got it" button to close the confirmation message.



- i. The details of your request will display. No further action is required.
- j. Select the "Home" link to return to the HCA Support landing page, or close out of the browser tab.

		Ø	Actions
Type your message here		Send	Close Case
	Jeff Dixon-Ross © 8m apo		Request details
	SEBB-A1-worksheet.xlsx 37.7 KB		Number State HCAC0058757 New
	JD Jeff Dixon-Ross © 11m ago SEBB-A1-worksheet.xtsx 37.7 KB		Short Consumer description Jeff Dixon- Eligibility was Ross submitted by Jeff Dixon- Ross Ross
	JD Jeff Dixon-Ross © 8m ago HCAC0058757 Created		Attachments
	Start		Drop files here
Request Details			
orm submitted			
Benefit Admins		Ψ	
Please indicate which program your inquiry is related to			
What does your inquiry relate to?			

View and reply to submitted requests

a. You will receive email notifications from HCA ServiceNow regarding the status of your requests, which will include a link to the "secure portal" where you can view your requests. Select the "secure portal" link.

Examples of email notifications:



b. From the HCA Support portal, select the "My request" button.



c. A list of your requests will display.

d. Select the link associated with the request you want to review.

My Requests			
	View Open requests *	Search open requests	Q
Request	State	Updated	
Eligibility was submitted by Jeff Dixon-Ross	New	Ø 19m ago	
Eligibility was submitted by Jeff Dixon-Ross	Resolved	⊙ 19h ago	

e. The details of your request will display, including comments from the staff member who is working your request, as well as any attachments that may have been added.

History		Ø	Agent working on t ROBERT BLYDEN	
Type your message here		Send	Number	HCAC0058757
			State	Open
© 31m app a diditional comments			Created	32m.ago
Yes, you completed the A1 correctly, pis see the attached guidance	-		Short description	Eligibility was submitted by Jeff Dixon- Ross
blyder107 ©iimago	0		Description	Dal Hi out the At worksheet correctly?
16.3 KB			Updated	10m-ago
ROBERT BLYDEN Ø13mapo + Additional commento	0			
Sure I received your copy and it looks good. Thanks				
	Jeff Dixon-Ross		Attachments	Ø
	SEDE-A1-searchabert_alax 37.7 KB		Drop A	les here
	Jeff Dixon-Ross Ordinage			
	SEDD-Al-worksheet.abx 37.7 KB			
	Jo Jeff Dixon-Ross © Jim-ago			
	HCAC0058757 Created			

- f. If you need to reply to a response:
 - Type your message in the text box.
 - Add additional attachments (if needed)
 - Select the "Send" button.

istory		Agent working PORENT BUYOR	en Bha HCA Cased N
Thank you for the additional guidance document	end .	Seed	HCACIN58757
		State	Open
© 200 age + Additional comments	0	Greated	about an hour ago
You, you completed the A1 connectly, pla see the attached guidance		Short description	Eligibility was submitted by Jaff Disor- Ross
blyder107 © Illmagn SEDD Eligibilityadocx 14.3 HB	0	Description	Did I fill out the At worksheet correctly? Thanks,
ROBERT BLYDEN © 2011 ap. • Additional connects. Sure I received your capy and it looks good. Thereis	0	Updahod	21m ago
	Control And An Andrew Age State And An Andrew Age State Age worksheet, also 37,748	Attachment	s 🥒

g. The details of your message will update immediately.



h. Select the "Home" link to return to the HCA Support landing page, or close out of the browser tab.

Note: All requests will stay open until they have been closed. Once a request has been resolved, it will close in 10 calendar days, after which any further action will require that a new request be submitted.