

How to get started using **Benefits 24/7**

Benefits 24/7 is the online enrollment system for the School Employees Benefits Board (SEBB) Program. SEBB subscribers can use Benefits 24/7 on a computer or mobile device to enroll in or manage their benefits.

What can I do in Benefits 24/7?

Use Benefits 24/7 during open enrollment and throughout the year to:

- Choose health plans when you're newly eligible, including employees waiving medical
- Select medical, dental, and vision plans during open enrollment
- Enroll dependents in 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 supplemental life and accidental death and dismemberment (AD&D) insurance, a flexible spending arrangement (FSA), or the Dependent Care Assistance Program (DCAP) (employee subscribers only)
- Manage long-term disability (LTD) insurance elections
- Submit special open enrollment requests
- Attest to premium surcharges
- View and print your statement of insurance
- Request to enroll in PEBB retiree coverage or SEBB Continuation Coverage when applicable
- Sign up to receive emails from the SEBB Program

Good to know!

Google Chrome is the preferred browser for Benefits 24/7, but Edge, Firefox, and Safari will also work. For more information, check out the *Help with Benefits 24/7* webpage at benefits247.hca.wa.gov.

How to set up your account

If you used SecureAccess Washington (SAW) to log in to SEBB My Account, you can use that login for Benefits 24/7. Otherwise, you might need to create a new login for Benefits 24/7 using SAW. SAW is the state's secure single-sign-on portal and will keep your sensitive information secure. If you already have a SAW account, you don't need to create a new one.

- 1 Visit benefits247.hca.wa.gov and click on the green **Log in to Benefits 24/7** button. You'll be directed to 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, a username, and password.
- 3 Check the box to indicate 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, then close the *Account Activated!* browser window that opens. Return to your original window. Follow the instructions on the screen to finish creating your account.
- 5 You will be redirected back to Benefits 24/7. 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. You'll be directed to the Benefits 24/7 dashboard.

What if I need help?

Visit the *Help with Benefits 24/7* webpage at benefits247.hca.wa.gov for FAQs and troubleshooting tips. If you need further help with Benefits 24/7, contact:

- **Employees:** Your payroll or benefits office.
- **SEBB Continuation Coverage subscribers:** The SEBB Program. You can send a secure message through HCA Support at support.hca.wa.gov or call 1-800-200-1004 (TRS: 711).