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



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

Note: Pierce County, Washington State University, and University of Washington employees will continue to use Workday to 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 newly eligible, including employees waiving medical
- Request to enroll in retiree coverage or continuation coverage
- Defer retiree insurance coverage
- Select medical, dental, and vision plans during open enrollment (some employers do not offer dental or vision coverage)
- 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). Employees only. Some employers do not offer these benefits
- Manage long-term disability (LTD) insurance elections (employees and continuation coverage)
- Submit special open enrollment requests
- Attest to premium surcharges
- View and print your statement of insurance
- Sign up to receive emails from the PEBB 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

A You might 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.

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