

How to use 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 PEBB Program benefits.

Note: Pierce County, Washington State University, and University of Washington employees will continue to use Workday to manage their PEBB benefits.

What can I do in Benefits 24/7?

- Choose health plans when newly eligible, including waiving PEBB medical
- Request to enroll in retiree coverage or continuation coverage
- Defer retiree insurance coverage
- Select medical and dental plans during open enrollment (if your employer offers dental 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 (if your employer offers these benefits):
 - Supplemental life and accidental death and dismemberment (AD&D) insurance
 - Medical Flexible Spending Arrangement (FSA), Limited Purpose FSA, or Dependent Care Assistance Program (DCAP)
- Manage long-term disability (LTD) insurance elections
- 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

⚠ 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 for external users and will keep your sensitive information secure.



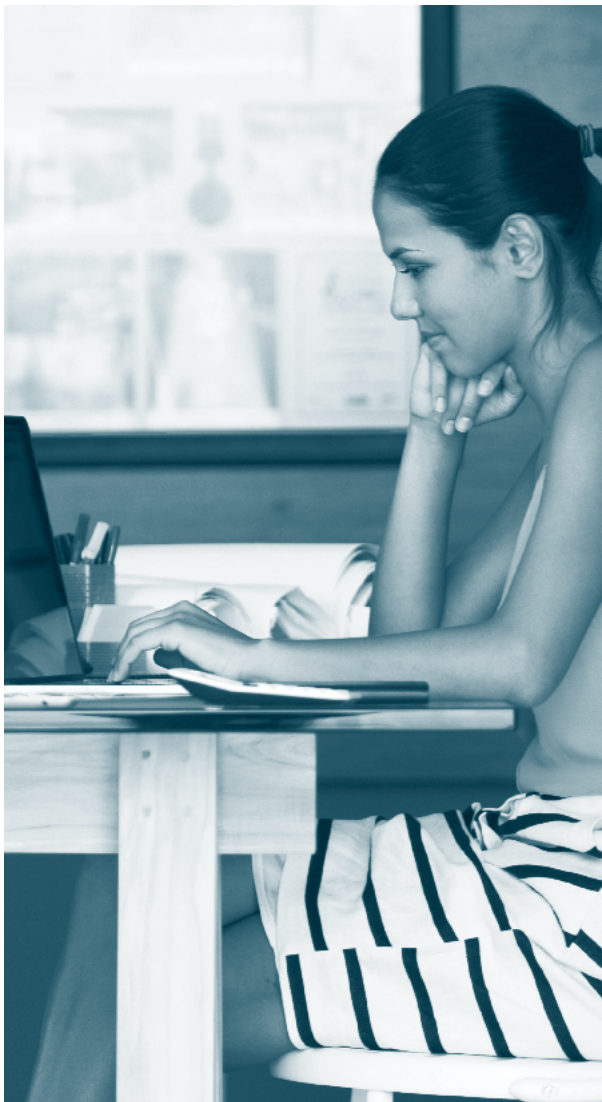
- 1** Visit benefits247.hca.wa.gov and click on the green **Login to Benefits 24/7** button. You'll be directed to SecureAccess Washington (SAW).
- 2** Click **Sign up** to create a SAW account. (If you already have a SAW account, enter your username and password, and skip to step 5.) Enter your name, 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 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.
- 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. Like your username and password, be sure to save these in a safe place where you can find them. You'll be directed to the Benefits 24/7 dashboard.

How to enroll in Benefits 24/7

Once you log in to Benefits 24/7 as a newly eligible subscriber or during open enrollment, the step-by-step tool at the top of the webpage will guide you through the enrollment process. The steps are:

- 1 **Add your dependents.** Enter your dependents' information. If you are not adding dependents, skip to step 3.



- 2 **Verify your dependents.** You must provide proof of your dependents' eligibility.

Upload documents from your computer or mobile device to verify your dependents' eligibility. Your documents must be verified and approved before your dependents are enrolled under your coverage. Acceptable documents (like a birth or marriage certificate, or recent tax return) and file types (PDF, JPEG, JPG, or PNG) are listed in Benefits 24/7.

If you are unable to upload documents online, you can submit paper documents to your payroll or benefits office.

Please make sure to keep the documents you submit. Receiving approval for verifying your dependents does not mean your dependents are enrolled. You must select the same plans for your dependents as yourself.

- 3 **Select your plans.** When you're ready, select your plans in Benefits 24/7 by checking the box next to the medical and dental plans you want for you and any dependents you want to enroll.

You can waive PEBB medical coverage if:

- You have another employer-based group medical coverage, TRICARE, or Medicare; or
- You have School Employees Benefits Board (SEBB) medical, vision, and dental coverage.

You cannot enroll in both PEBB and SEBB health plans.

- 4 **Attest to the premium surcharges.** Answer a series of questions to determine whether you'll be charged the monthly \$25-per-account tobacco use premium surcharge or the monthly \$50 spouse or state-registered domestic partner coverage premium surcharge.

- 5 **Supplemental benefits.** Choose your supplemental benefits (for employees eligible for these benefits). You can change your coverage level or decline employee-paid LTD insurance. Learn about your life and AD&D insurance options, FSAs, DCAP, health savings accounts, and the SmartHealth wellness program at hca.wa.gov/pebb-employee.

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 your payroll or benefits office.