



Washington State Health Care Authority

*Public Employees Benefits Board*

P.O. Box 42684 • Olympia, Washington 98504-2684  
360-412-4200 • FAX 360-923-2608 • TTY 360-923-2701 • [www.pebb.hca.wa.gov](http://www.pebb.hca.wa.gov)

Dear Personnel, Payroll and Benefits Office Staff,

The Health Care Authority (HCA) needs your help with processing pending Long-Term Disability (LTD) coverage for your employees. Employees often have their insurance in a pending status because:

- Agencies have not forwarded LTD forms to the carrier for their review or approval when required.
- Agencies have not keyed the insurance properly.

You received a *Pending Information Report by Agency, Report #HRISDB5498-ROI* for employees on information needed or missing. **Your prompt response will ensure that your employees are enrolled appropriately in their requested coverage.**

**What support does HCA offer?**

Select this link for [step-by-step instructions](#) to help you know what to do with the enclosed report. In addition, the [PERSPAY website](#) offers detailed instructions on processing LTD insurance.

If you have questions or concerns, please call us at 1-800-700-1555.

Sincerely,

PEBB Outreach & Training

Enclosures