PEBB Employer Education Session

Navia Employer Portal

Hosted by Sally Lindsley and Christy Gates
from Navia Benefit Solutions

What’s changing?

The PEBB benefits administrators, who currently work with Navia on FSA/DCAP administration, will gain limited access to Navia’s employer web portal starting July 23, 2024.

Through this portal, you will securely upload member forms to enroll, change status, or terminate coverage.

Effective July 23, 2024 all payroll files and signed forms must be submitted through the Navia Employer Portal.

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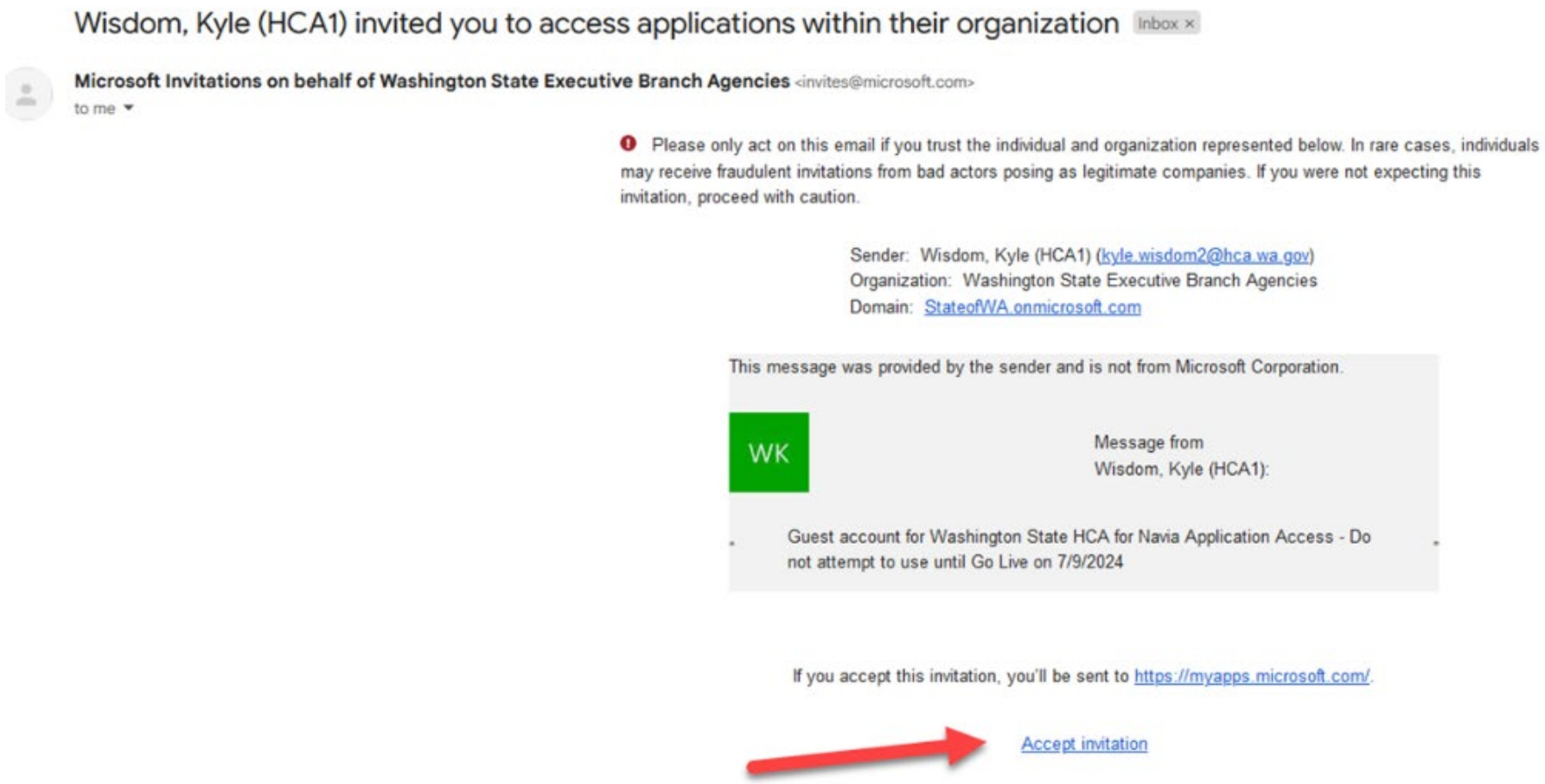
Azure Guest User Registration

What to do when you receive your guest account invitation:

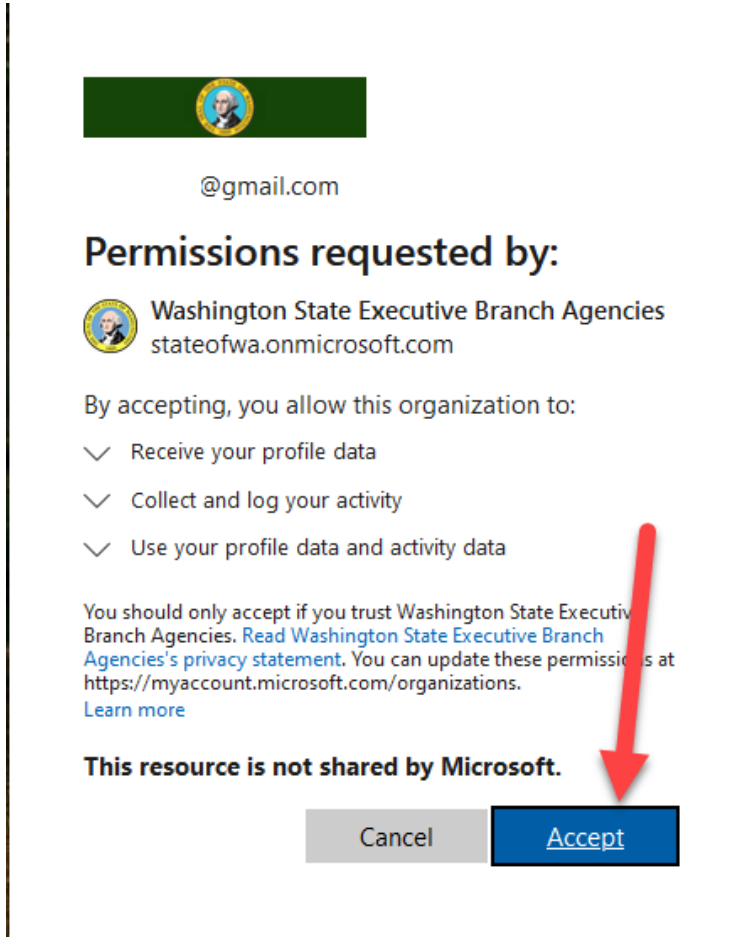
1. Each guest user will receive an email like this to accept the guest invite



Azure Guest User Registration

2. When the guest user clicks on “Accept invitation” they will need to log-in to their account or create one (i.e. request a code to be sent to email and then enter code)

This email notification will be sent on the July 19th or 22nd.



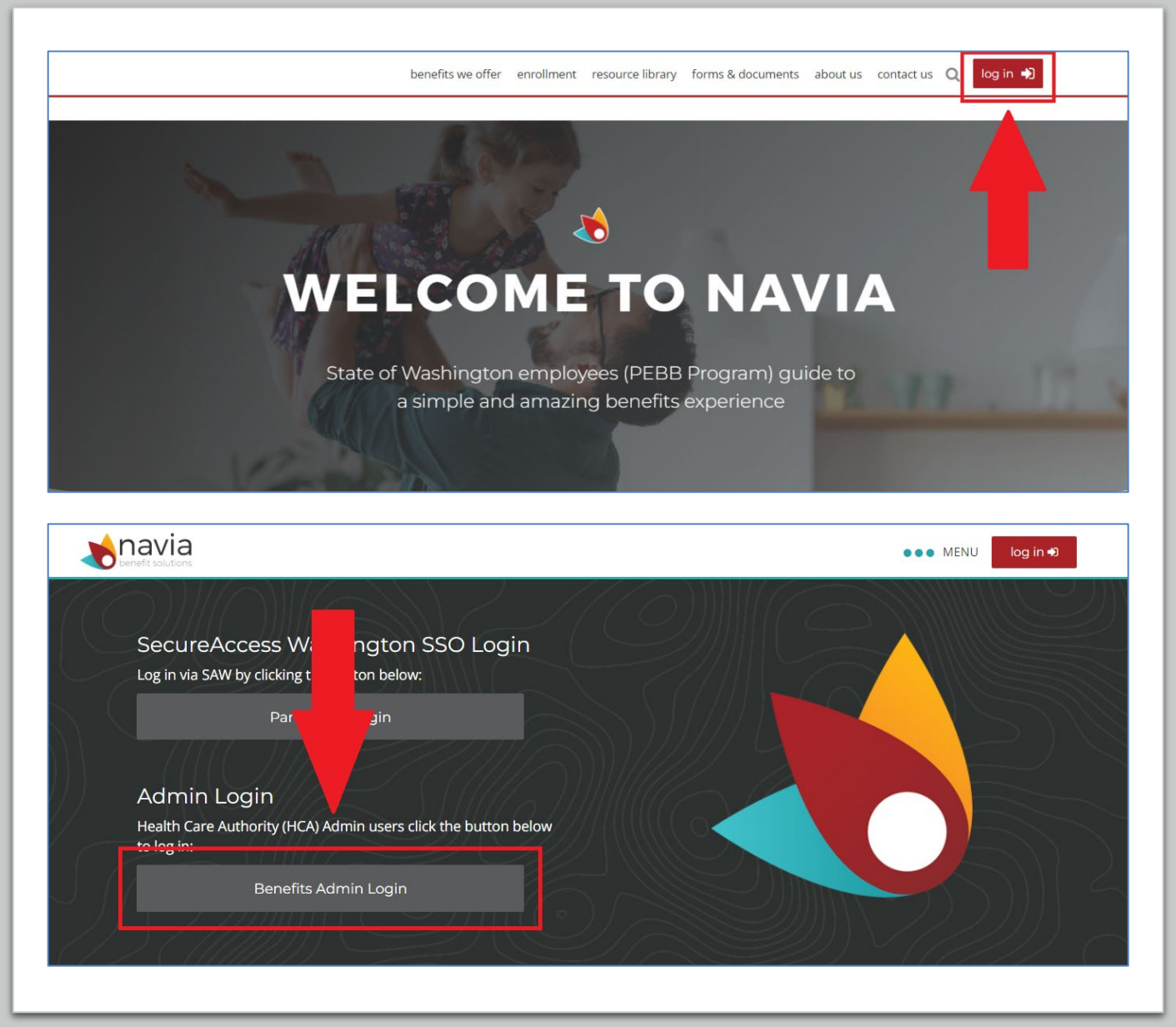
Registration

To register on the Navia Employer Portal, you must have user access enabled both at Navia and in Azure.

User access has already been enabled as part of the initial go live group.

To begin the registration process, visit pebb.naviabenefits.com and click the Log In button in the upper right corner.

On the next page, click on the Benefits Admin Login button.



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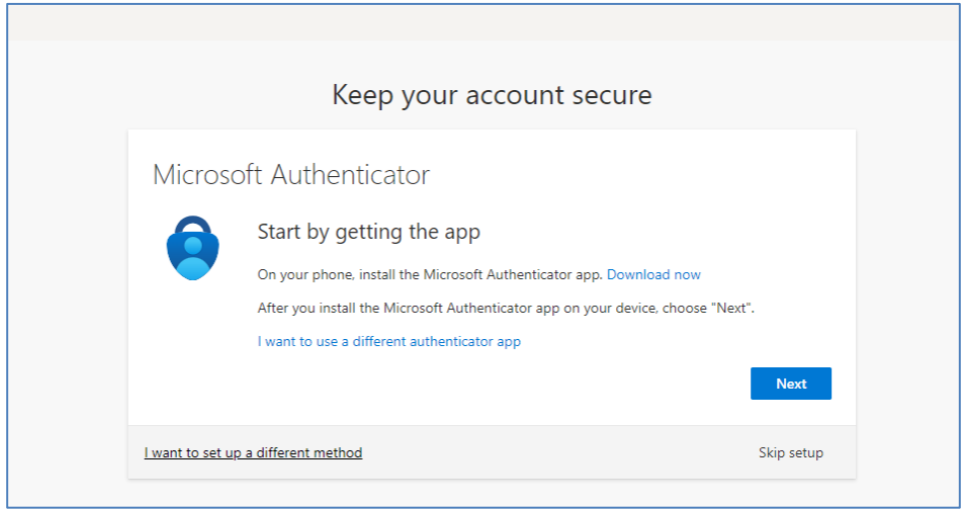
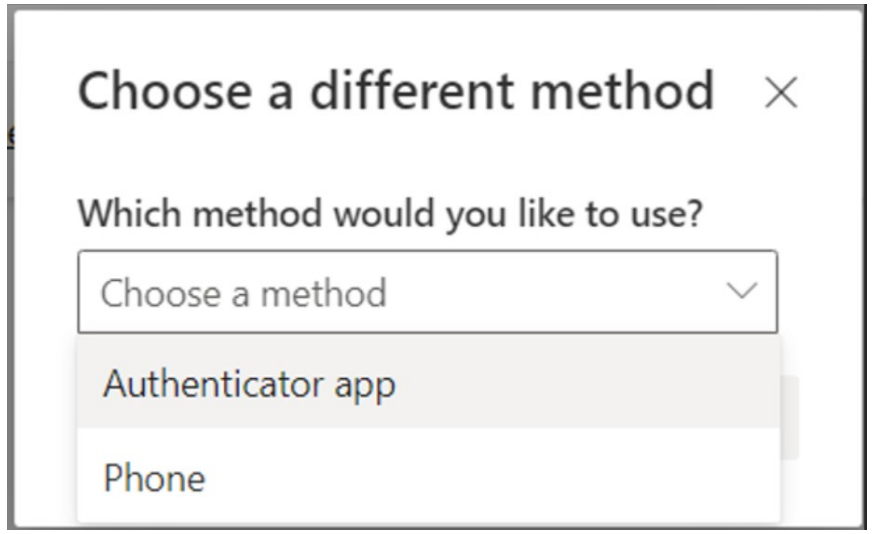
Registration

After clicking on the Benefits Admin Login button, you may be prompted to enter your username (email address) and password that was created with the guest invite link from HCA.

You will then be prompted to set up Multifactor Authentication (MFA) on your first login.

Follow the prompts to set up the preferred MFA method; Microsoft Authenticator is recommended. However, the options in the second screenshot are available to you if you click the I want to set up a different method at the bottom.

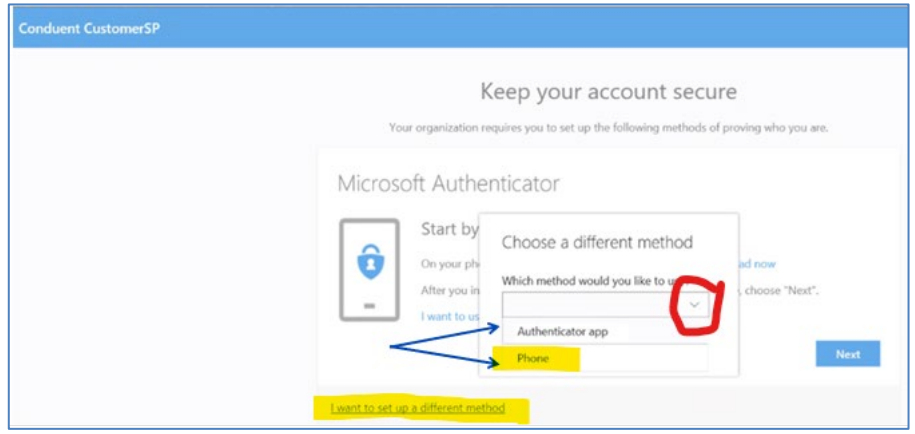


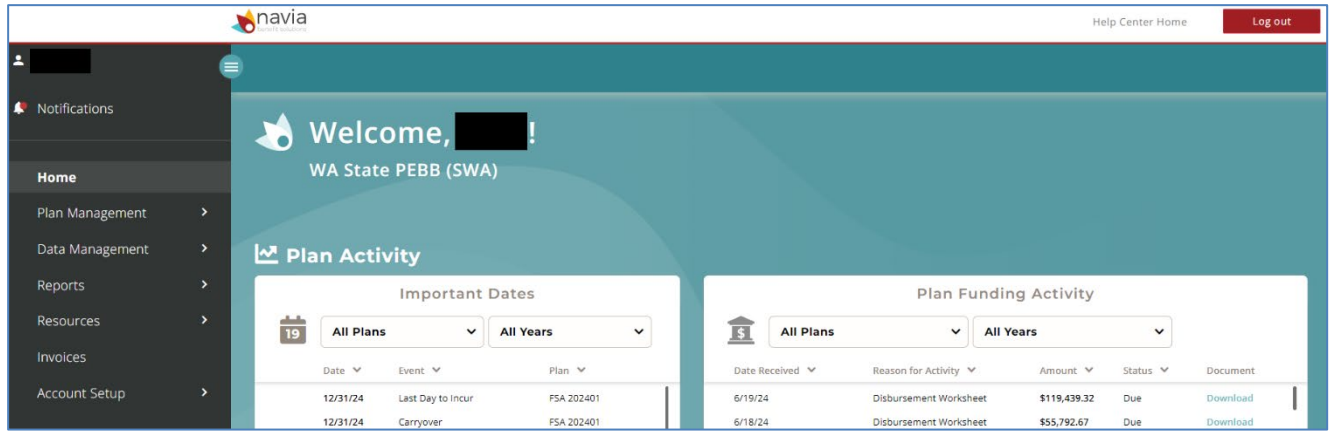


Registration

Click **Next** and follow the wizard to finish setting up MFA.

After completing MFA, you will be logged into the PEBB Employer Portal Home page.





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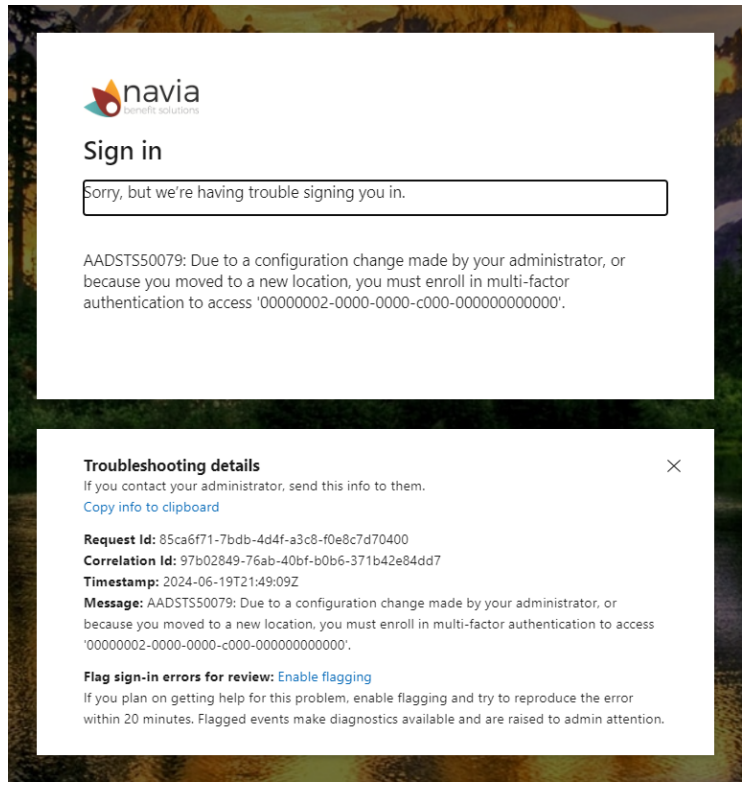
Registration Troubleshooting

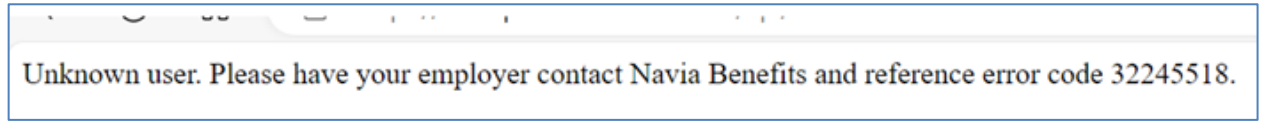
MFA/Azure error – Contact O&T for assistance through HCA Support (select the Benefits Administrator inquiry tile) or call 1-800-700-1555.

Navia error – Contact Navia for assistance at ESTeam4@naviabenefits.com

MFA/Azure error:



Navia error:



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Form Submission

The Navia employer portal will now serve as a secure repository for submitting employee FSA/DCAP forms to enroll, change, or end enrollment.

Moving to this secure, online platform ensures successful form submission. No need to worry about failed/incomplete faxes - leading to member's enrollments not being entered timely.

Employers should use the portal for all forms submissions both during annual open enrollment and throughout the plan year.

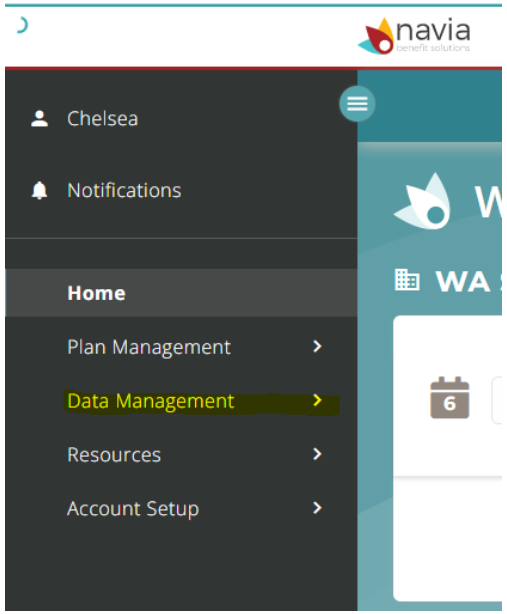
Employers no longer need to email, fax, or mail employee's forms to Navia.

There will be **no change** to the process by which these forms are completed, collected, or signed. The only change is how you send the forms to Navia.

Upload Instructions

How to securely upload both payroll contribution reports and employee forms on the Employer portal-

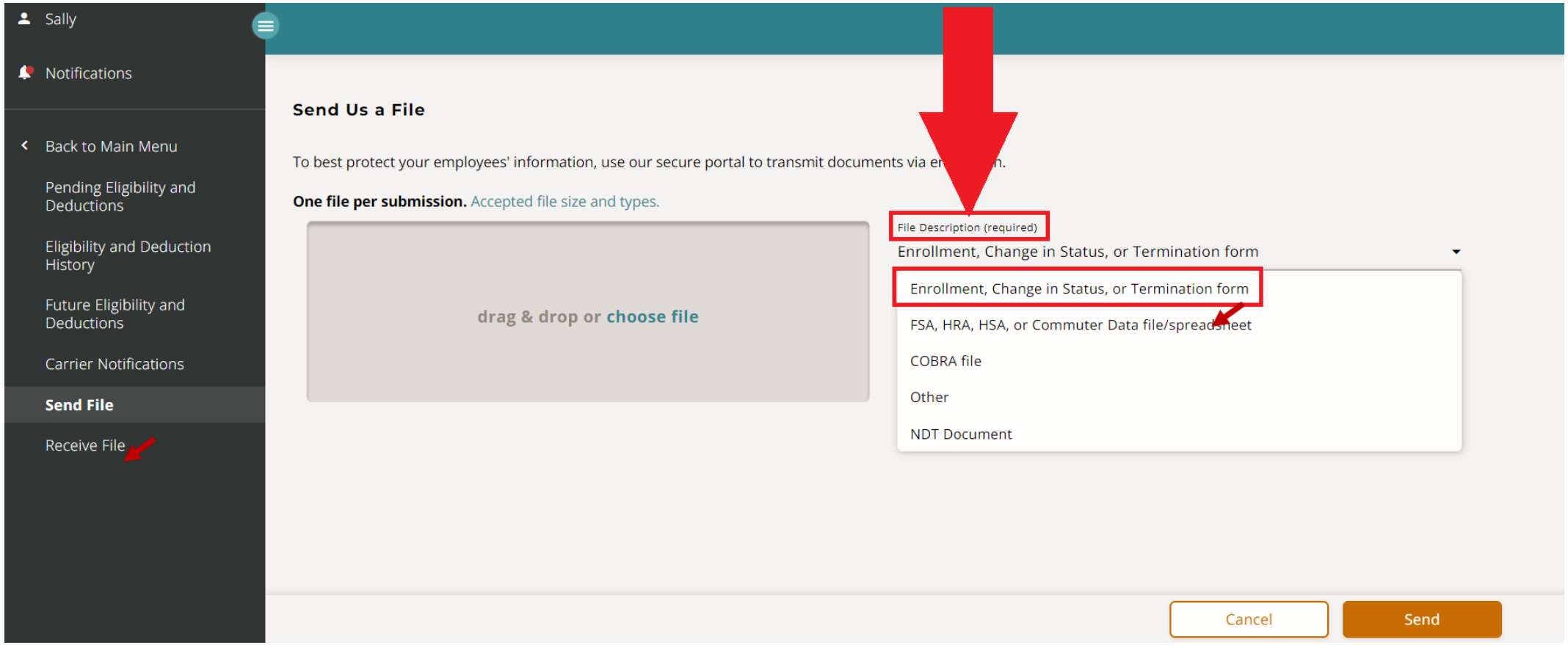
1. Once logged in, click on Data Management located in the menu on the left-hand side of the page and select Send File.



2. Add your file or document to the Drag and Drop File Here section of the page or use the Find File on Computer button to browse for it.

Upload Instructions

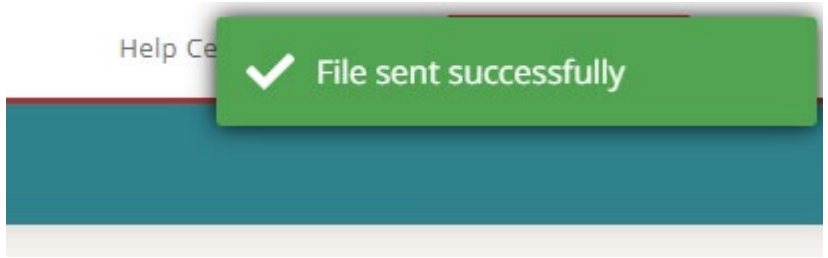
3. In the File Description field, select Enrollment Change in Status, or Termination form from the dropdown menu. (Leave the File Recipient file blank. Notes is optional.)

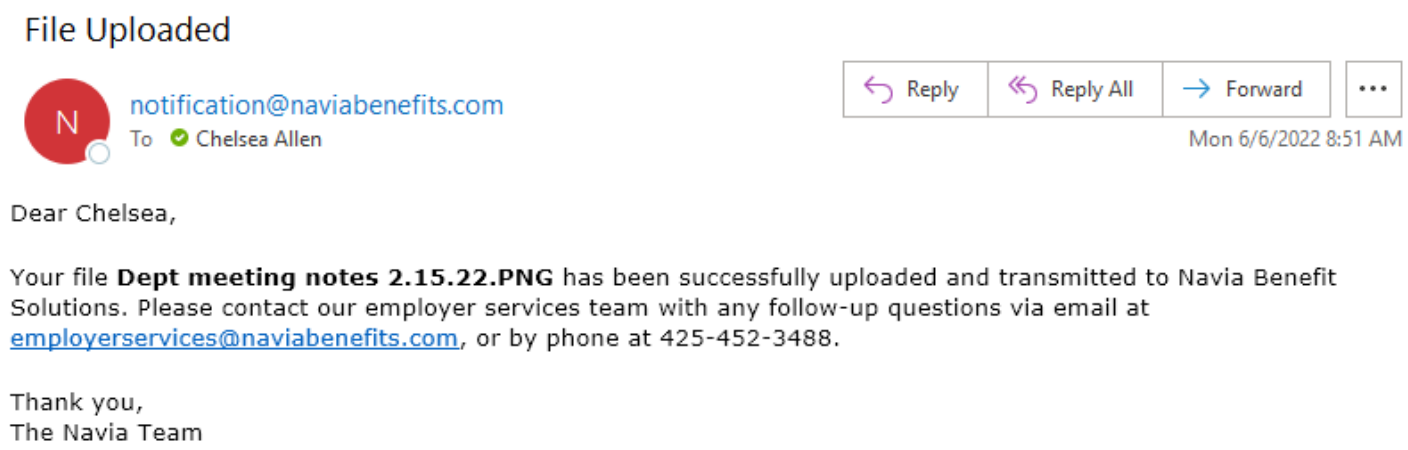


Upload Instructions

4. Click Send to upload the file directly to the Navia system for processing.

5. Once your file/form is successfully sent, you will see a green message appear in the upper right corner of the portal and you will receive a confirmation email from notification@naviabenefits.com





Employer Portal FAQ

When will registration go live?

- July 9th, 2024.

Can you have more than one user per employer?

- Yes, but we request no more than three.

How do I set up access for a new user or remove access?

- Reach out to both Navia and HCA to have a user added or removed. For Navia, please email ESTeam4@NaviaBenefits.com. For HCA, please send a secure message through HCA Support or call 1-800-700-1555

Can you send multiple forms at the same time?

- You can attach multiple files at once up to the maximum file size allowed (10 MB).

Will employees still be able to enroll on Navia website during open enrollment?

- Yes.

What are the other file types in the drop menu on the Send a File page?

- They are file types used by non-PEBB employers. The only file type PEBB will use when uploading files is “Enrollment, Change in Status or Termination forms”.

Will the PEBB billing still be handled by HCA?

- Yes. Navia and HCA will be in communication for employee enrollments, changes and terminations so HCA knows what to bill for.

Can BAs see employees’ basic enrollment information in the portal?

- No. This is being looked at for a future enhancement but is not currently available.

Navia Contact Info

Your dedicated team of Account Managers are available to help you Monday through Friday between 7 a.m. and 5 p.m. PST.

(425) 452-3488 ESTeam4@naviabenefits.com

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