

PEBB Error Correction Guidelines

Reference for error correction: [WAC 182-08-187](#) and [PEBB Policy 11-3](#)

Most likely, if the event occurred more than 90 days ago and is one of the following:

What errors apply?

- Failure to timely notify an employee of their eligibility for public employee benefits board (PEBB) benefits and the employer contribution as described in WAC 182-12-113(2);
- Failure to enroll the employee and their dependents in PEBB insurance coverage as elected by the employee, if the elections were timely;
- Failure to enroll an employee and their dependents in PEBB insurance coverage as described in WAC 182-08-197 (1)(b); (Default enrollment)
- Failure to accurately reflect an employee's premium surcharge attestation on the employee's account;
- Enrolling an employee or their dependent in PEBB insurance coverage when they are not eligible as described in WAC 182-12-114 or 182-12-260
- Providing incorrect information regarding PEBB benefits to the employee that they relied upon.

How do PEBB organizations correct enrollment errors?

- Draft a correction/recourse notice that will eventually be sent to the employee. The draft notice must be approved by the HCA/ PEBB Program prior to sending to the employee. Send the draft notice via FUZE (secure email) to the PEBB Outreach and Training (O&T) unit.
- The notice must describe the error, how it will be corrected and recourse options available to the employee. Reminder that all corrections/recourse decisions are subject to approval by the HCA/PEBB Program. (template/sample letters available on PersPay's [Quick Reference page](#))
- Once approved, the notice can be sent to the employee which allows the employee to request their own recourse.
- The employee has 31 days to review and return the Enrollment/Correction notice, requested recourse and all required documents to their employer.
- Employers send the signed copy of the correction/enrollment notice and documents received; back to PEBB O&T **using the same FUZE incident number**. (If the employee fails to return notice and required documents, this also needs to be reported)
- The correction noted and enrollment completed: retroactively by PEBB O&T or by the employer if enrollment if prospective, at the direction of PEBB O&T.

What recourse is available for the employee?

- Retroactive enrollment in a PEBB health plan
- Reimbursement of claims paid
- Reimbursement of amounts paid by the employee or dependent for medical/dental premiums;
- Other legal remedy received or offered
- Other recourse, upon approval by the authority