



Preparing for the Launch of **Benefits 24/7**

for State Agency &
Higher Ed Employers

PEBB

Outreach & Training

Larry Cade & Debbie Krumpols

January 9, 2024

Washington State
Health Care Authority

Agenda

- 1 Logging In
- 2 BA Multiple Employer Access
- 3 Prior to “Go Live” Date
- 4 On/After “Go Live” Date
- 5 Other Important Information
- 6 BA & Employee Resources
- 7 Troubleshoot Employee Login Issues
- 8 Questions

“Benefits 24/7”

Goes “live”
January 16, 2024



Will replace
PEBB My Account



Pay1 Access

Employers that currently key into/have access Pay1

- Last day to access Pay1
 - **Friday, January 12, 2024 – 6:00pm**
 - “Temporary pause” in benefits administration capabilities
 - Employees will not make new elections during the transition

Pay1 will continue as part of “insurance system”

- Accessible by HCA staff only

Logging In

as a BA

Logging In

Chrome web browser is “preferred”

Link to “Live” Environment

- benefits247.hca.wa.gov/auth



Logging In (cont'd)

Benefits 24/7

Benefits 24/7 Login

Log in to Benefits 24/7 to manage benefits for yourself and your dependents, attest to premium surcharges, and more.

If you need help accessing Benefits 24/7, including resetting your security questions and answers:

- Visit the [Help with Benefits 24/7](#) webpage.
- Employees: Contact your payroll or benefits office.
- Retirees and continuation coverage subscribers: Contact us through HCA Support.

Tip: Use the preferred browser, Google Chrome, for best results.

Subscriber / Benefits administrator login

Use this log in option if you are a subscriber or a benefits administrator whose agency does not use Active Directory.

You will be redirected to the SecureAccess Washington log in page first to access Benefits 24/7.

[Log in to Benefits 24/7](#)

HCA admin / PEBB benefits administrator

Use this log in option if you are an HCA admin or a PEBB benefits administrator whose agency uses Active Directory.

[Log in here](#)

Logging In (cont'd)

SAW Access – Benefits 24/7 “Live” Environment

Already registered
for SAW account
attached to your work email

Continue to use
same SAW username/password
to log into
Benefits 24/7

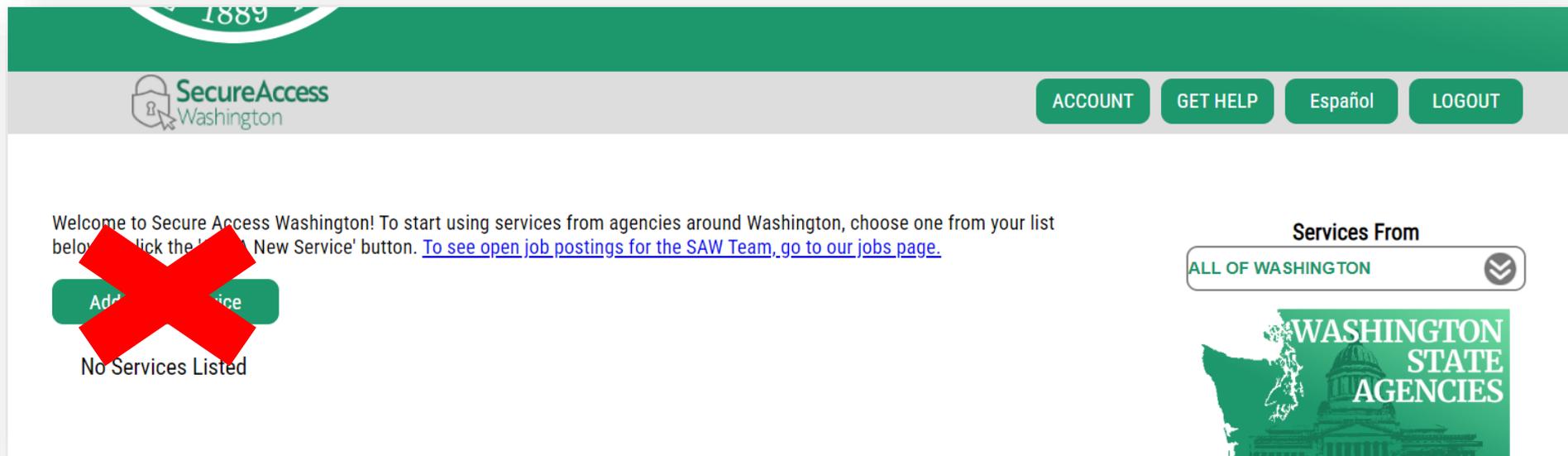
Not Registered
for SAW account
attached to your work email

Sign-up for SAW account
through the Benefits 24/7 app,
and use your work email

Logging In (cont'd)

Creating a SAW account with your work email

- Log-in to Benefits 24/7 from login page



Benefits 24/7 training environment still available to BAs for testing/training purposes

Multiple Employer Access

BAs with Multiple Employer Access

Benefits 24/7

HCA Support PEBB Home About HCA Contact PEBB Sign Out

Admin Dashboard Dependent Verification SOE Verification Subscribers Access Reports Profile History

Select Organization

PEBB - DEPT OF ECOLOGY

DEPT OF ECOLOGY Administrative Dashboard

Welcome, Debbie Krumpots!

BAs with Multiple Employer Access (cont'd)

The screenshot shows the 'Benefits 24/7' web application interface. At the top, there is a navigation bar with links for 'HCA Support', 'PEBB Home', 'About HCA', 'Contact PEBB', and 'Sign Out'. Below this is a purple navigation menu with items: 'Admin Dashboard', 'Dependent Verification', 'SOE Verification', 'Subscribers', 'Access', 'Reports', 'Profile', and 'History'. The 'Subscribers' item is highlighted with a blue arrow pointing to a dropdown menu. The dropdown menu is titled 'Select Organization' and contains a list of organizations. The organization 'PEBB - SOUTH PUGET SOUND COMMUNITY COLLEGE' is highlighted in blue. Below the dropdown menu, there is a search bar with the text 'Search, view, add or update subscribers'.

Benefits 24/7

HCA Support PEBB Home About HCA Contact PEBB Sign Out

Admin Dashboard Dependent Verification SOE Verification Subscribers Access Reports Profile History

Select Organization

- PEBB - DEPT OF ECOLOGY
- PEBB - OLYMPIC MEDICAL CTR
- PEBB - WESTERN WA UNIV FACULTY/STAFF BENEFITS
- PEBB - MASON COUNTY
- PEBB - WASHINGTON STATE UNIVERSITY
- PEBB - SOUTH PUGET SOUND COMMUNITY COLLEGE**
- PEBB - PIERCE COUNTY
- PEBB - DEPT OF ECOLOGY
- PEBB - HEALTH CARE AUTHORITY
- PEBB - THURSTON COUNTY ATTN: HUMAN RESOURCES
- PEBB - YAKIMA COUNTY
- PEBB - THE EVERGREEN STATE COLLEGE
- PEBB - SKAGIT VALLEY COLLEGE
- SEBB - BATTLE GROUND SCHOOL DISTRICT 119
- PEBB - LAKE WHATCOM WATER AND SEWER DISTRICT

Search, view, add or update subscribers

BAs with Multiple Employer Access (cont'd)

The screenshot shows the 'Benefits 24/7' administrative interface. At the top, there is a navigation bar with links for 'HCA Support', 'PEBB Home', 'About HCA', 'Contact PEBB', and 'Sign Out'. Below this is a purple menu bar with options: 'Admin Dashboard', 'Dependent Verification', 'SOE Verification', 'Subscribers', 'Access', 'Reports', 'Profile', and 'History'. A 'Select Organization' dropdown menu is set to 'PEBB - SOUTH PUGET SOUND COMMUNITY COLLEGE'. The main content area is titled 'SOUTH PUGET SOUND COMMUNITY COLLEGE Administrative Dashboard' and includes a welcome message for 'Debbie Krumpel'. Two primary action cards are visible: 'Manage subscribers' (with a description: 'Search, view, add or update subscribers') and 'Manage access'.

Prior to “Go Live” Date

January 16, 2024

Request BA "Admin" Access

The image shows a screenshot of a web portal with two overlapping views. The background view shows a breadcrumb trail: Home > Support > All Categories. A search bar is at the top right. On the left, a 'Categories' list includes: All Categories (For public and school employees), For public and school retirees/continuation coverage, For providers, and For public and school benefits administrators only (highlighted with a yellow box). The foreground view shows a breadcrumb trail: Home > Support > All Categories > For public and school benefits administrators only. A search bar is at the top right. A 'Categories' list on the left includes: All Categories (For public and school employees), For public and school retirees/continuation coverage, For providers, and For public and school benefits administrators only (highlighted with a blue box). The main content area is titled 'For public and school benefits administrators only' and contains three cards: 'Benefits 24/7 Security Designation' (highlighted with a yellow box), 'Benefits administrator inquiry', and 'View Details' buttons.

Benefits 24/7 Security Designation

Please provide authorization to those individuals within your organization for access to Benefits 24/7 at launch May 8th, 2023. This application is utilized for reporting and maintaining eligibility

* Are you a PEBB or SEPB organization?

PEBB

* Select your organization

ADAMS COUNTY

* HCA Code

900 B38

* Designated benefit administrators

Add Remove All

Actions	First and last name	Email address	Access level	Add or remove
 	Deborah Krumpols	deborah.krumpols@hca.wa.gov	Admin	Add

Submit

Can also request "Edit" or "Read" access

Remove BA "Admin" Access

The image shows a two-step process for navigating to a specific page in a web application. The first step, indicated by a purple circle with the number '1', shows the 'All Categories' page with a yellow box highlighting the 'For public and school benefits administrators only' category. The second step, indicated by a purple circle with the number '2', shows the 'For public and school benefits administrators only' page with a yellow box highlighting the 'Benefits 24/7 Security Designation' card. The breadcrumb trail in the second step is 'Home > Support > All Categories > For public and school benefits administrators only'.

Home > Support > All Categories

Categories

- All Categories
- For public and school employees
- For public and school retirees/continuation coverage
- For providers
- For public and school benefits administrators only**

General

Use this for inquiries with Health Care

View Details

Apple H

Submit your pharmacy c

View Details

DPT ent

Register a D business en

View Details

Hospital eligibilit

Contracted to communicate client's hospital presumptive eligibility.

Account

Search

Home > Support > All Categories > For public and school benefits administrators only

Categories

- All Categories
- For public and school employees
- For public and school retirees/continuation coverage
- For providers
- For public and school benefits administrators only**

For public and school benefits administrators only

Benefits 24/7 Security Designation

Please provide authorization to those individuals within your organization for access to Benefits

View Details

Benefits administrator inquiry

For public and school benefits administrator general questions.

View Details

Benefits 24/7 Security Designation

Benefits 24/7 Security Designation

Please provide authorization to those individuals within your organization for access to Benefits 24/7 at launch May 8th, 2023. This application is utilized for reporting and maintaining eligibility

* Are you a PEBB or SEBB Organization?

PEBB

* Select your organization

ADAMS COUNTY

* HCA Code

900 B38

* Designated benefit administrators

Add

Remove All

Actions	First and last name	Email address	Access level	Add or remove
No data to display				

Submit

Required information

Designated benefit administrators

Add Row ✕

* First and last name

* Email address

* Access level ?

- None --
- Admin
- Edit
- Read only

* Add or remove

- None --
- Add
- Remove



“Go Live” Date

January 16, 2024

Can't Get Logged in on "Go Live" Date

1

Are you using the correct button to log in?

2

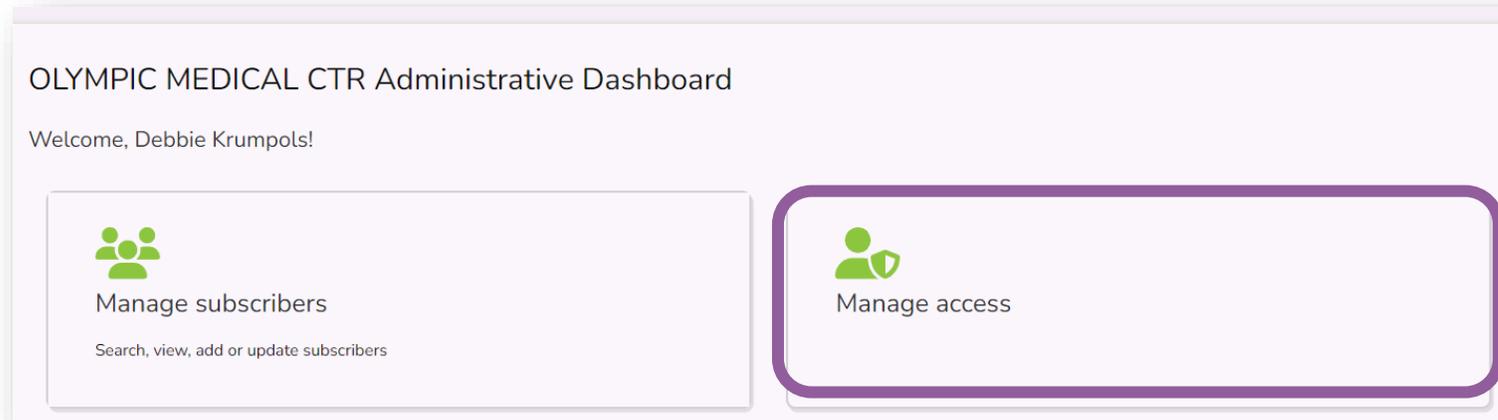
Are you using your SAW account that is registered with your **work email**? (does not apply to most state agency BAs)

3

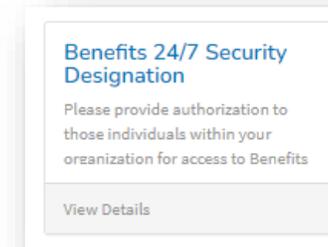
Have you checked with your "security designee" to see if you were added to Benefits 24/7?

BA Access

From “Manage Access” tile:



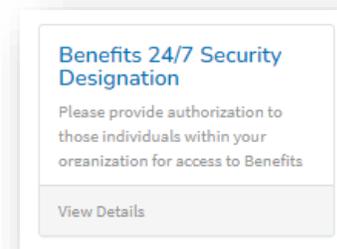
- ✓ Verify BA names/emails/access level are there and correct
- ✓ For missing BAs who need “admin” access –
 - Submit request via HCA Support



BA Access (cont'd)

From “Manage Access” tile:

- ✓ BA with “admin” access can:
 - Add BAs and give them “edit” or “read” access
 - Remove access for BAs with “edit” or “read” access
 - Remove “inactive” BAs
- ✓ Remove BAs with “admin” access who are no longer employed/in BA role
 - Submit request via HCA Support



Update Employer Contacts

From “Organization profile” tile:

- Will be blank once “go live”

Notes:

Emp Grp Rate Surcharge - Yes

Contacts

+ Add contact

+ Test Contact

Benefit Specialist

Submit changes

Clear changes

Update Employer Contacts (cont'd)

May be different than a “BA”

- Benefit Specialist
- Insurance/Billing
- LTD
- Payroll
- Other

Enter:

- Name, work email, phone

Contacts + Add contact

Test Contact Benefit Specialist

First name*
Test

Middle initial

Last name*
Contact

Email address*
test@gmail.com

Phone*
3601234567

Fax
Phone Number

Address same as organization physical address

Mailing Address line 1*
PO Box 123

Mailing Address line 2*
Unit #, Suite #

City*
Shelton

State/Province*
WA

Zip code*
98584

Contact types:
 Benefit Specialist Insurance/Billing LTD Other Payroll Superintendent

[Remove contact](#)

Submit changes Clear changes

After “Go Live” Date

SOE & Dependent Verification Tiles

Log into Benefits 24/7 **regularly:**

- Verify special enrollment event verifications
- Verify dependent verification requests

DEPT OF ECOLOGY Administrative Dashboard
Welcome, DEBORAH KRUMPOLS!

The dashboard features several tiles:

- Manage subscribers:** Search, view, add or update subscribers.
- Manage access:** Tile for managing access.
- Organization profile:** Tile for organization profile.
- Dependent Verification:** You have 10 verification request(s). This tile is highlighted with a purple border.
- Special Enrollment Event Verification:** You have 0 special enrollment event request(s). This tile is highlighted with a purple border.
- Reports:** Tile for reports.

Other Information

UW and WSU Employees

“Limited access” in Benefits 24/7

- To enroll in:
 - PEBB Retiree Insurance
 - Continuation coverage
 - Unpaid leave
 - COBRA
- Make enrollments/changes in *WorkDay*

PEBB Rules in Benefits 24/7

Benefits 24/7 is new - Rules & Policies have **not changed**

- Newly eligible
 - Make elections within 31-day eligibility window
- SOE event
 - Submit changes within 60 days of qualifying event
- Dependent verification required
 - Can be uploaded, but doesn't have to be

PEBB Billing Processes

Will not change

- Accounting manuals have been updated to include how “Benefits 24/7” entries will impact billings
 - Located on PEBB BA website

Language Updates & Codes

Eligibility Worksheets

- No changes from a “rules” perspective
 - “Pay1” replaced with “Benefits 24/7”
 - “Benefits 24/7” & reference to paper forms

Keep Salary Info Updated

Important

- This data determines employee-paid LTD premiums
 - HRMS should do this automatically
 - Non-HRMS employers – be sure to update manually

Does not apply to higher-ed employers

Resources

Benefits Administrators

HCA Support

The screenshot shows a web page with a breadcrumb trail: Home > Support > All Categories > For public and school benefits administrators only. A search bar is located in the top right corner. On the left, a 'Categories' sidebar lists: All Categories (with a sub-link for public and school employees), For public and school retirees/continuation coverage, For providers, and For public and school benefits administrators only (highlighted with a purple box). The main content area is titled 'For public and school benefits administrators only' and contains two cards. The first card is 'Benefits 24/7 Security Designation' with a 'View Details' button. The second card is 'Benefits administrator inquiry' with a 'View Details' button (highlighted with a purple box).

Home > Support > All Categories > For public and school benefits administrators only

Search

Categories

- All Categories
 - For public and school employees
- For public and school retirees/continuation coverage
- For providers
- For public and school benefits administrators only**

For public and school benefits administrators only

Benefits 24/7 Security Designation
Please provide authorization to those individuals within your organization for access to Benefits
View Details

Benefits administrator inquiry
For public and school benefits administrator general questions.
View Details

Benefits Administrators (cont'd)

Benefits administrator inquiry

For public and school benefits administrator general questions.

[Find tools for PEBB benefits administrators](#)
[Find tools for SEBB benefits administrators](#)

* Please indicate which program your inquiry is related to
 PEBB SEBB

* What does your inquiry relate to?
Benefits 24/7 online enrollment system

Details

Please include full SSN, first and last name of subscriber or dependents, dates, etc. ✖

Submit

Required information
Details

Benefits Administrators (cont'd)

PEBB BA Website

- “Administrative tools & resources”
 - “Administering PEBB in Benefits 24/7”

Outreach & Training

- For emergent issues
- 800.700.1555

From PEBB BA Website (cont'd)

Benefits 24/7 Manuals & Resources

- “Forms and publications”
- “Administrative tools & resources”

Instructional Videos

- “Training resources”
 - “Training materials & recordings”
 - “Benefits 24/7”

GovDelivery

- Receive notices and updates via email

PEBB BA Training

Home > Support > All Categories > Benefits administrator inquiry

Search

Benefits administrator inquiry

For public and school benefits administrator general questions.

[Find tools for PEBB benefits administrators](#)

[Find tools for SEBB benefits administrators](#)

*Please indicate which program your inquiry is related to

PEBB SEBB

What does your inquiry relate to:

Training request

Please include full SSN, first and last name of subscriber or dependents, dates, etc. ✖

Would like training on these features of the Benefits 24/7 application:
xxxx, xxxx, xxxx - Good dates/times - Feb 8, 10-noon; Feb 12, 1-3pm, Feb 15, 1-3pm
Prefer training in-person - thank you

Submit

Submit requests via HCA Support Portal

hca.wa.gov/pebb-benefits-administrators

“Post Launch” Webinar

Tuesday, January 30, 2024

- 10-11:30am
- PEBB BA website – “Training Schedule” page

Employees

Benefits Administrators
main point of contact

PEBB Employee Website

- “Public employees”
 - “Help with Benefits 24/7”
 - “About Benefits 24/7”

For Your Benefit Newsletter

- Sent out May 26
- Info in February 2024 issue

Quick Start Guide

- Sent out June 5, 2023
- Again after the “launch”

Enrollment Guides

- Are updated and available for BAs to order
- Includes “How to Use Benefits 24/7”

Troubleshoot Login Issues

for employees

Logging In as Employee/Subscriber

SAW Access – Benefits 24/7 “Live” Environment

Already registered
for SAW account
attached to personal email

Continue to use
same SAW username/password
to log into
Benefits 24/7

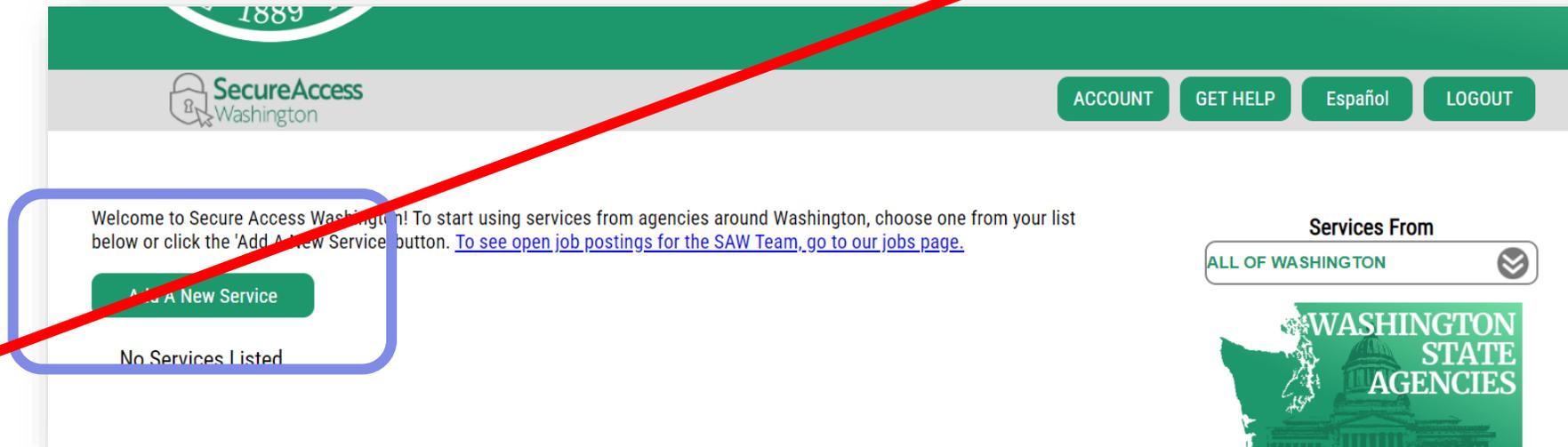
Not Registered
for SAW account
attached to personal email

Sign-up for SAW account
through the Benefits 24/7 app,
and use personal email

Logging In as Employee/Subscriber (cont'd)

Creating a SAW account with their personal email

- Log-in to Benefits 24/7 from login page

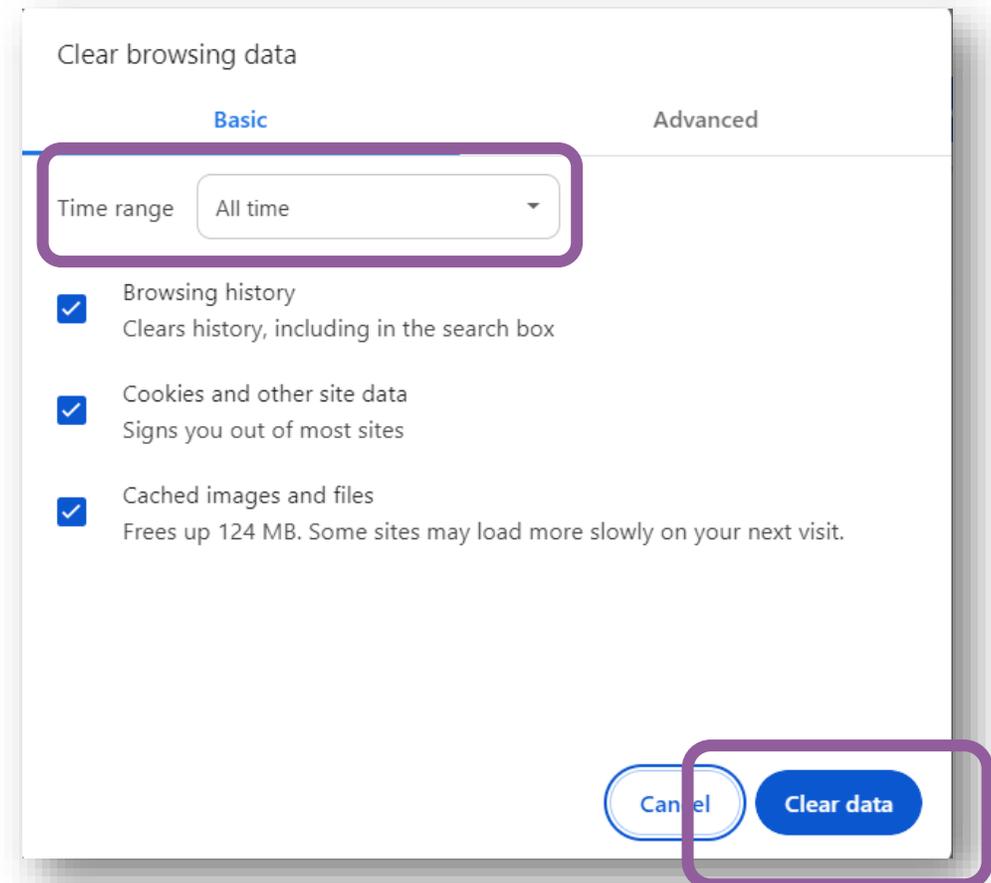


Some BAs will have two Benefits 24/7 logins

Troubleshoot Employee Login Issues

1

Clear browsing history in Google Chrome

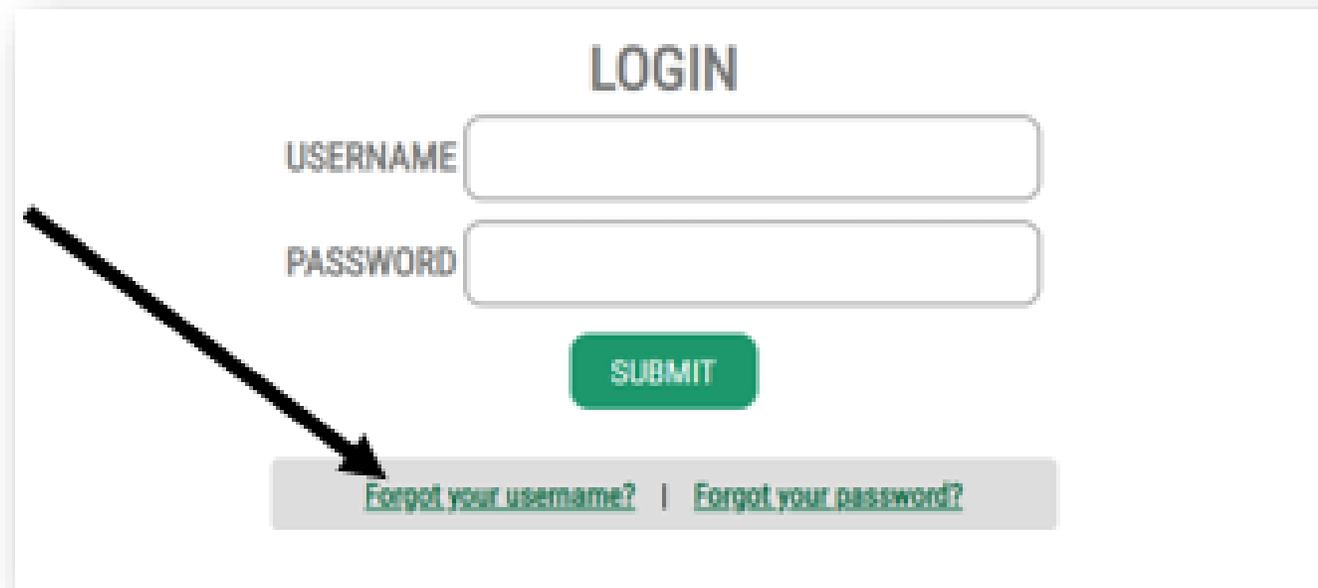


Troubleshoot Employee Login Issues (cont'd)

2

Employee forgot SAW username

- Log-in to Benefits 24/7 from login page
- Click on “forgot username”



The screenshot shows a login form with the following elements:

- LOGIN** (Title)
- USERNAME** (Label) and an input field
- PASSWORD** (Label) and an input field
- SUBMIT** (Green button)
- [Forgot your username?](#) | [Forgot your password?](#) (Link bar at the bottom)

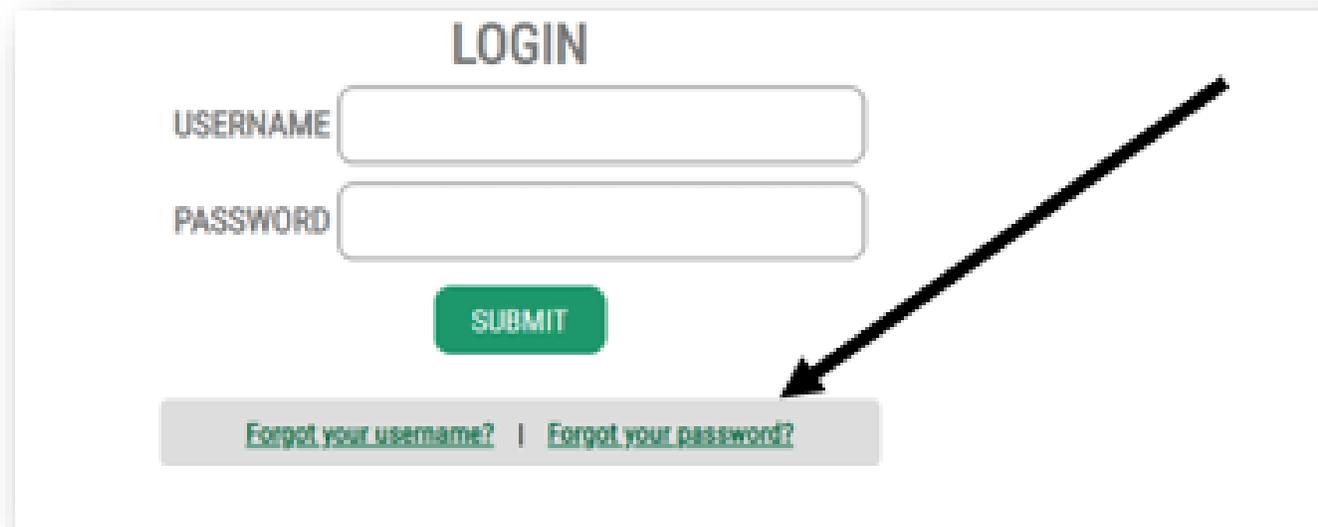
A black arrow points from the left side of the form to the "Forgot your username?" link.

Troubleshoot Employee Login Issues (cont'd)

3

Employee forgot SAW password

- Log-in to Benefits 24/7 from login page
- Enter username
- Click on “forgot password”



The screenshot shows a login form titled "LOGIN". It contains two input fields: "USERNAME" and "PASSWORD". Below the fields is a green "SUBMIT" button. At the bottom of the form, there is a link for "Forgot your password?". A black arrow points to this link.

Troubleshoot Employee Login Issues (cont'd)

4

Ensure subscriber's information entered correctly in **Benefits 24/7** (under "eligibility" tab)

- Last name, date of birth and last four digits of their SSN
- No spaces in their first or last name

Currently managing: Zoey Hearrt

Dashboard Eligibility Manage Dependents Special Open Enrollment Profile Tobacco Surcharge Attestations Current Coverage Supplemental Benefits

Manage eligibility information

Last name*	First name*	Middle name	SSN*
Hearrt	Zoey		84-23-5736
Suffix	Birth date*	Sex assigned at birth*	Gender Identity*
JR, SR	01/01/1991	Female	Female

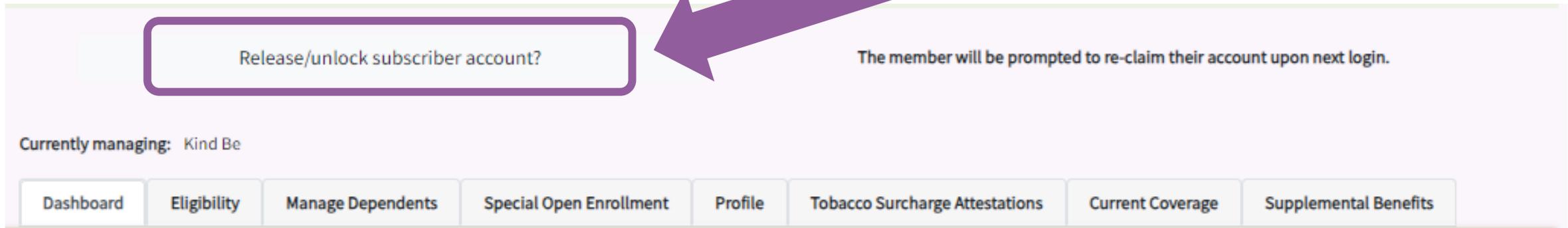
Gender X means a gender that is not exclusively male or female. This field will be kept private to the extent allowable by law. To learn more, visit HCA's website at hca.wa.gov/gender-x.

Troubleshoot Employee Login Issues (cont'd)

5

Employee forgot security question answers

- BA release/unlock employee's B24/7 account
- Employee selects new security questions upon next B24/7 login



Release/unlock subscriber account?

The member will be prompted to re-claim their account upon next login.

Currently managing: Kind Be

Dashboard Eligibility Manage Dependents Special Open Enrollment Profile Tobacco Surcharge Attestations Current Coverage Supplemental Benefits

Questions



Thank You