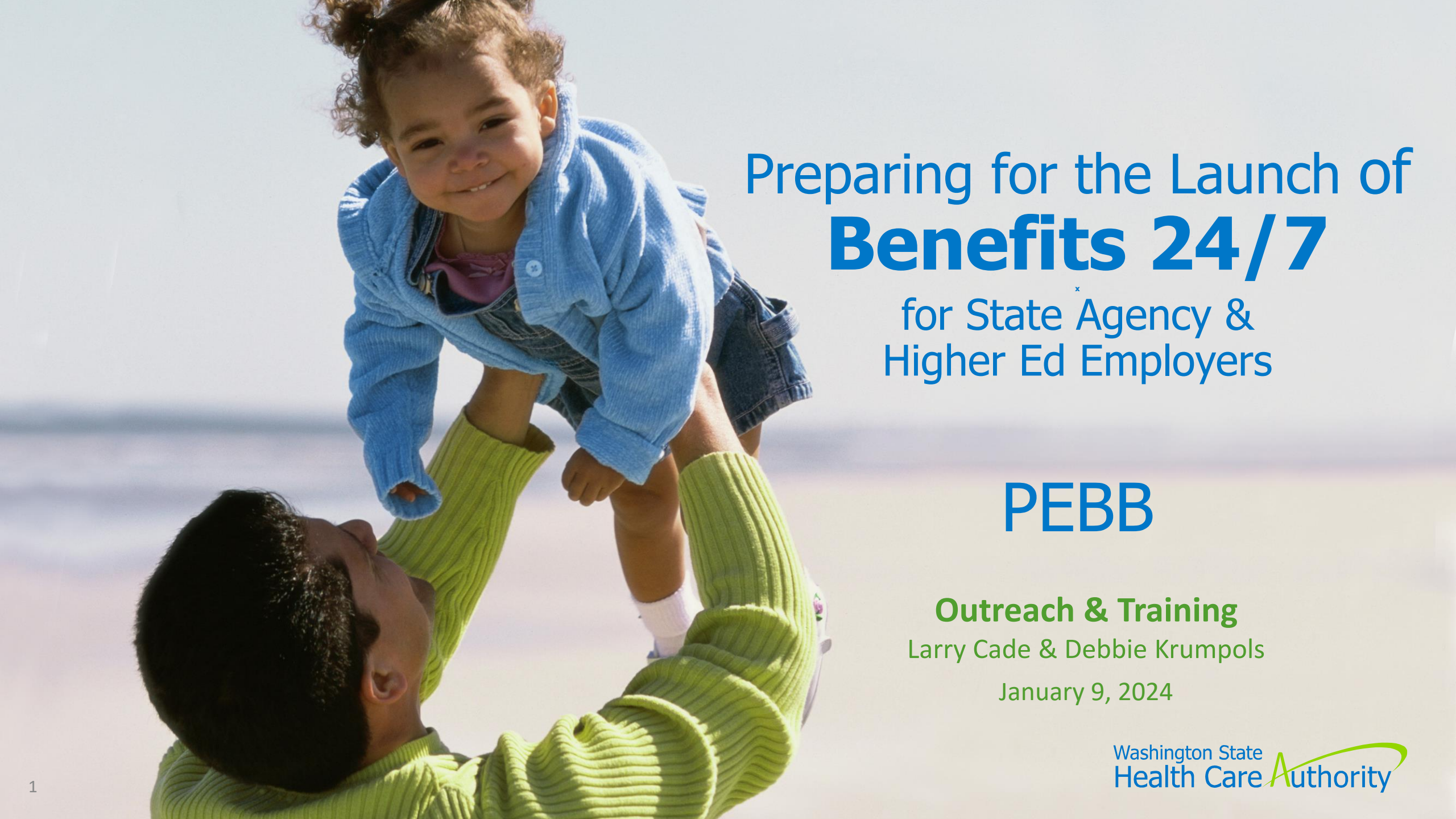

Preparing for the Launch of **Benefits 24/7** for State Agency & Higher Ed Employers

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

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"Benefits 24/7"

Goes "live"
January 16, 2024

Will replace
PEBB My Account

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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

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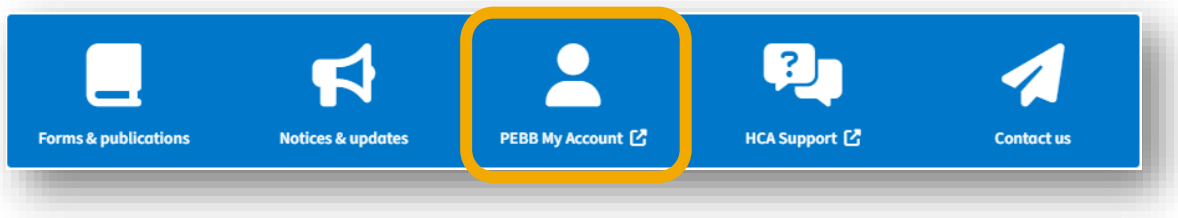
Logging In

Chrome web browser is “preferred”

Link to “Live” Environment

- benefits247.hca.wa.gov/auth



Benefits 24/7

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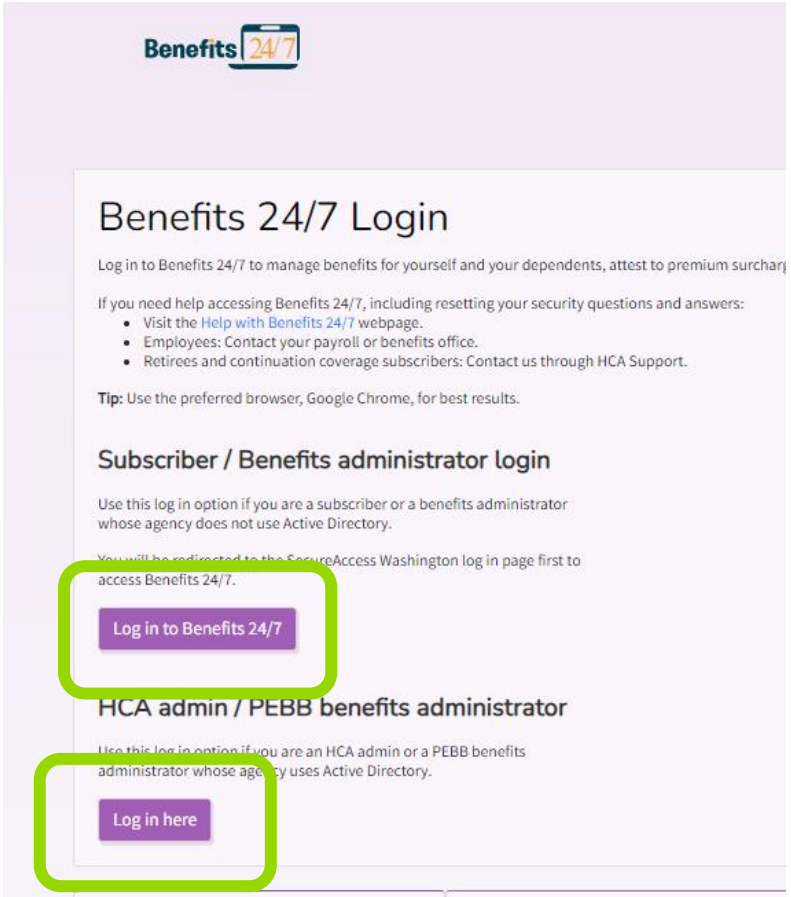
Logging In (cont'd)



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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

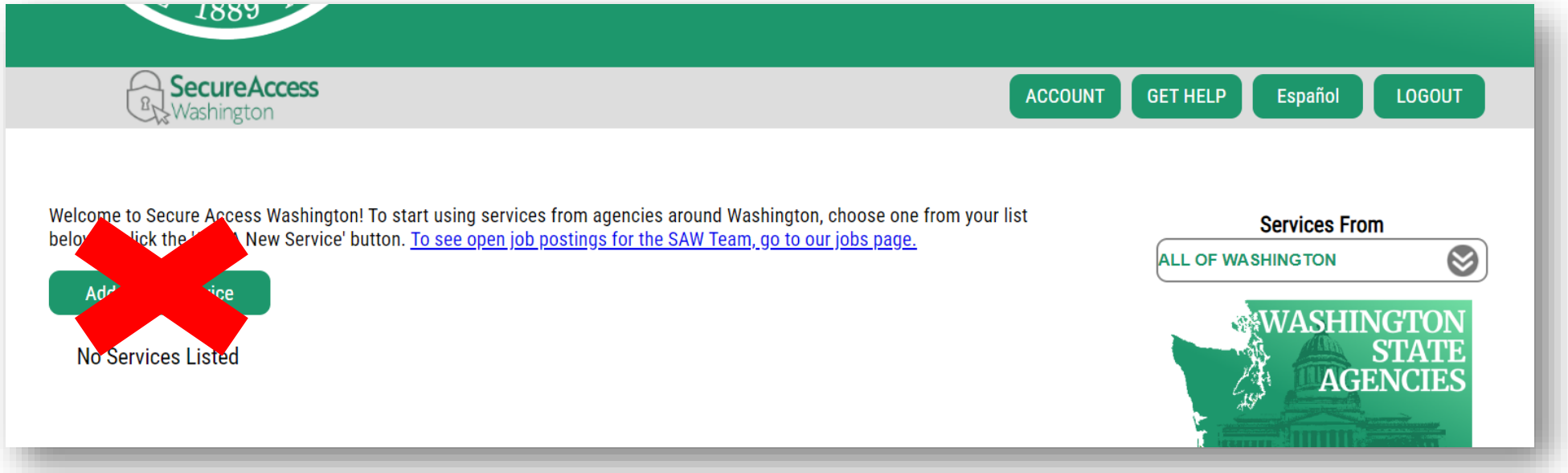
Not Registered
for SAW account
attached to your work email

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

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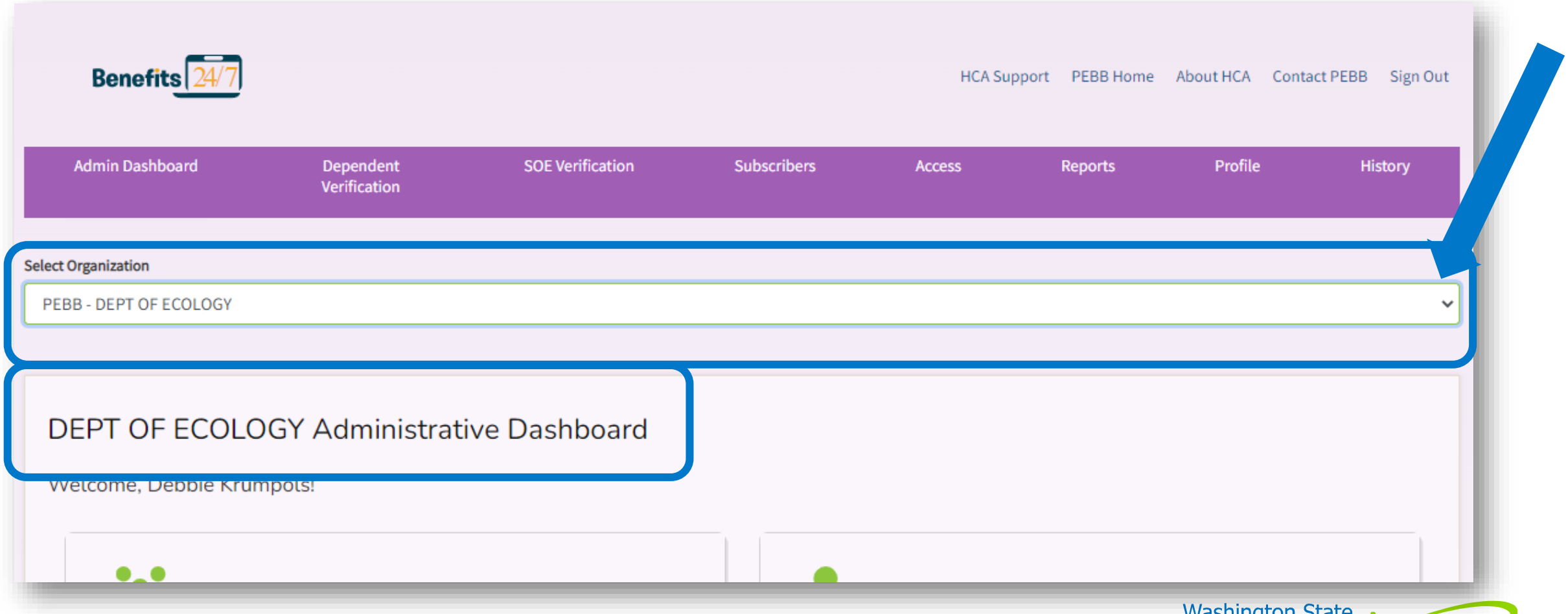
Multiple Employer Access

BAs with Multiple Employer Access



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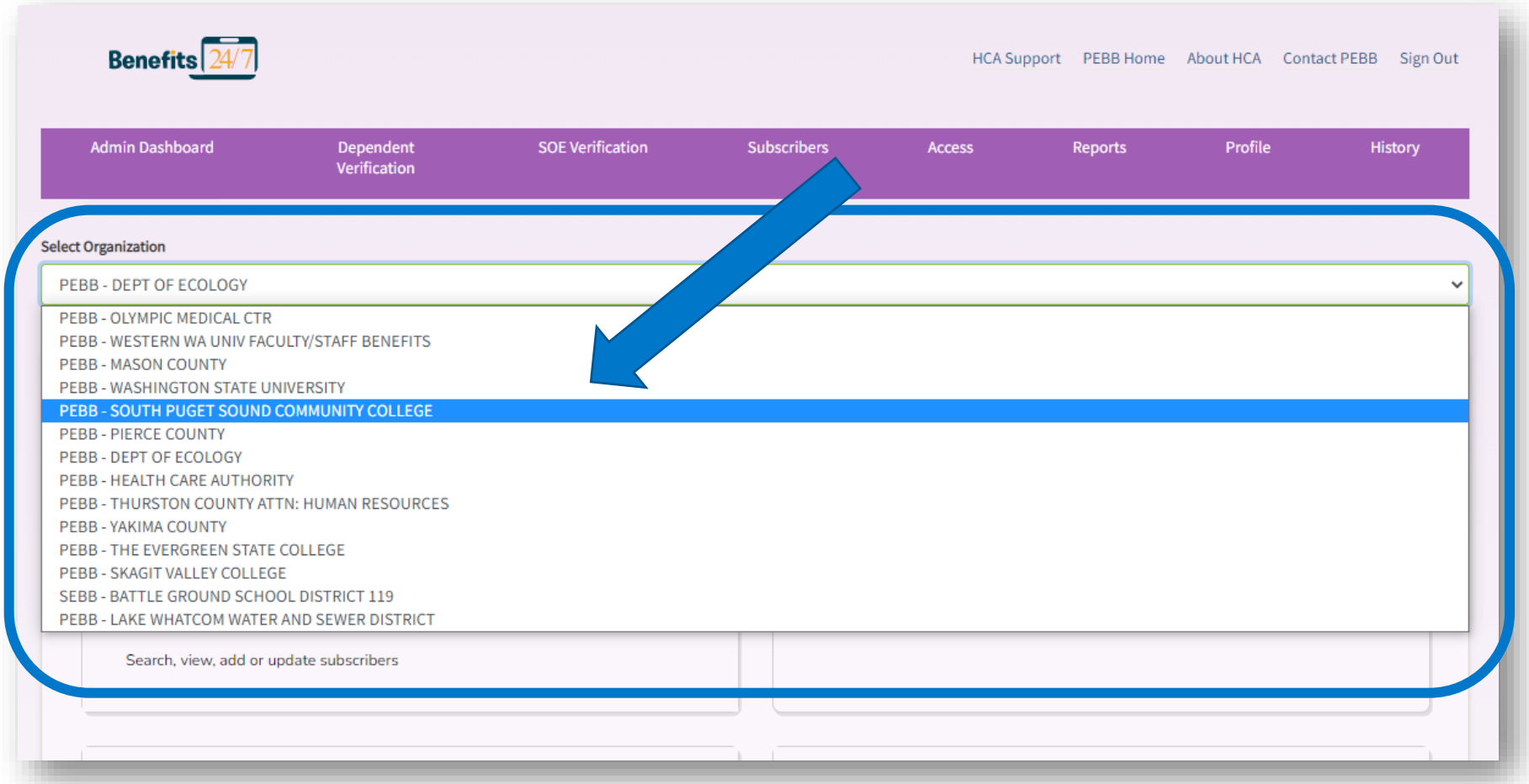
BAs with Multiple Employer Access (cont'd)



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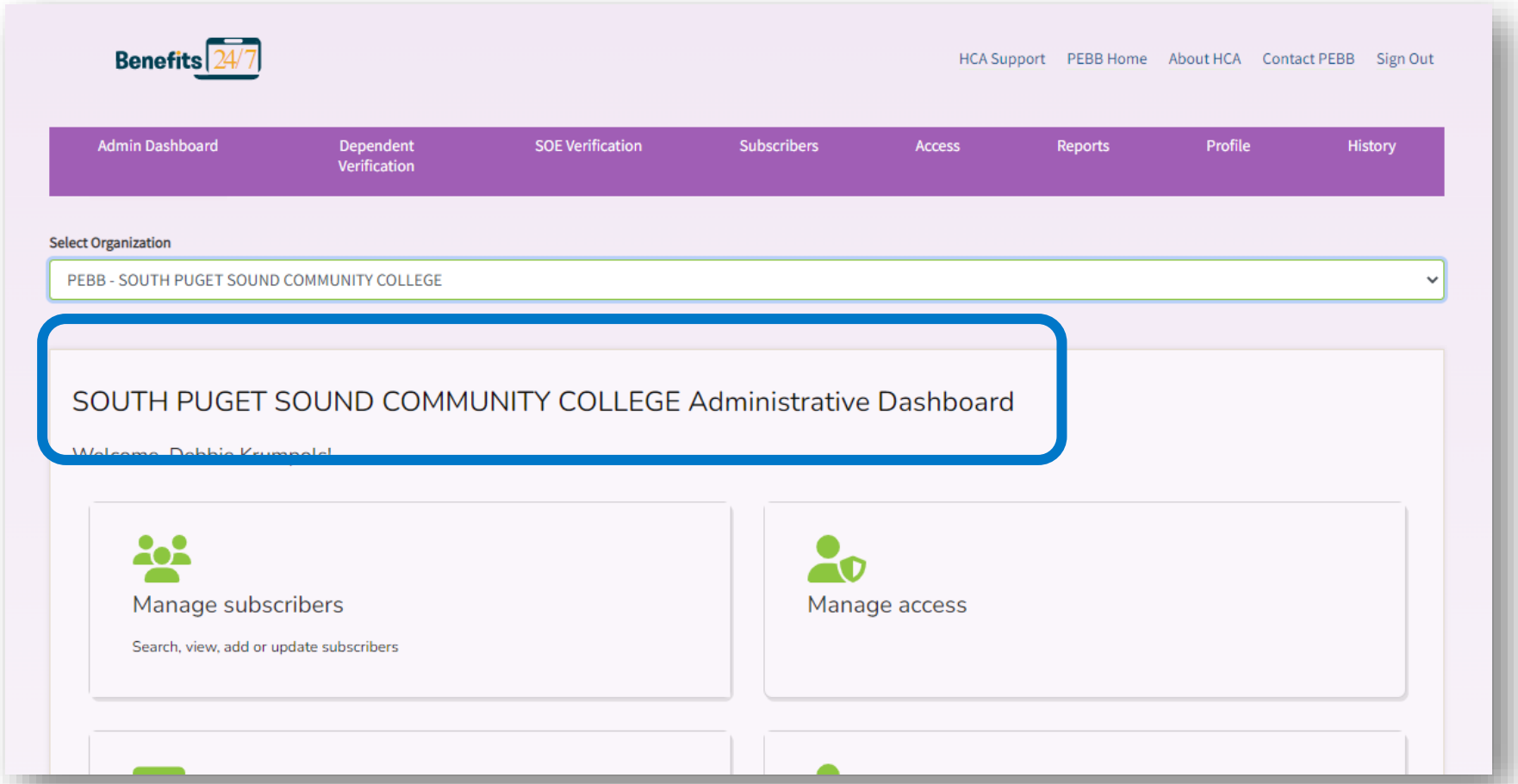
BAs with Multiple Employer Access (cont'd)



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Prior to "Go Live" Date

January 16, 2024

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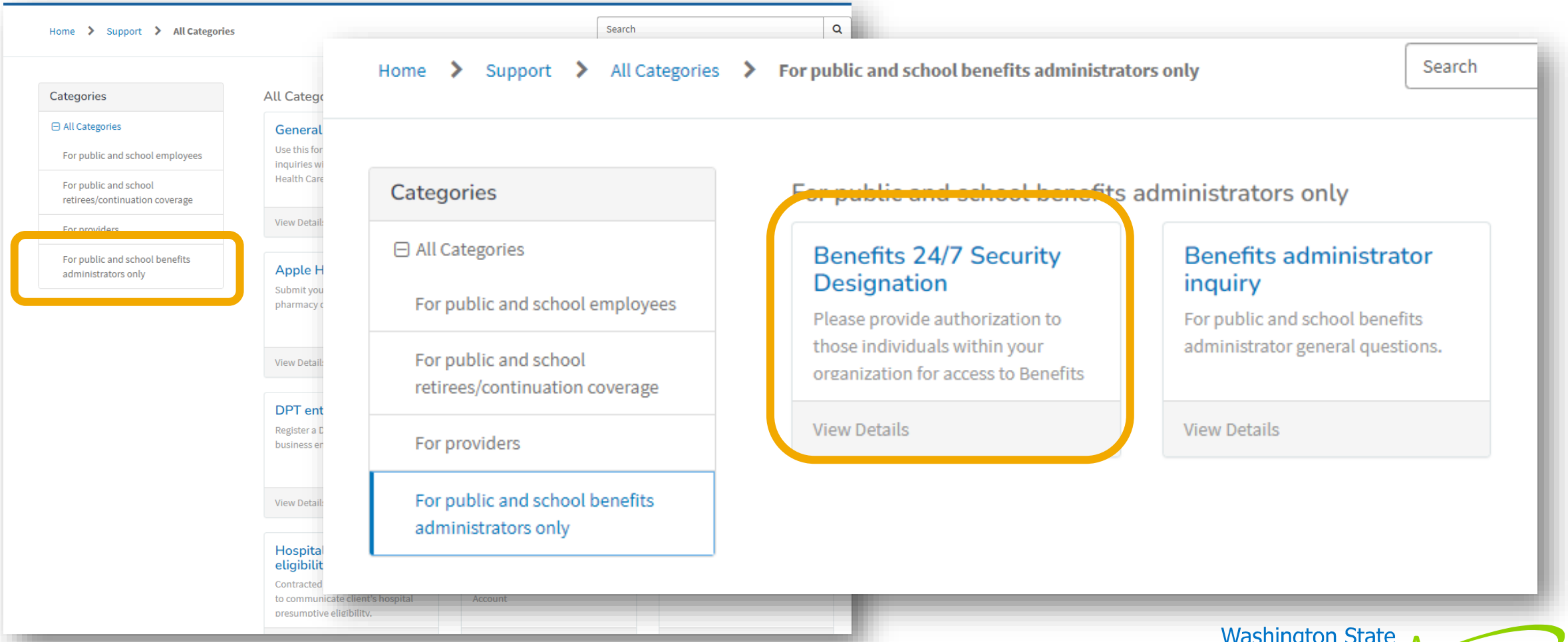
Request BA "Admin" Access



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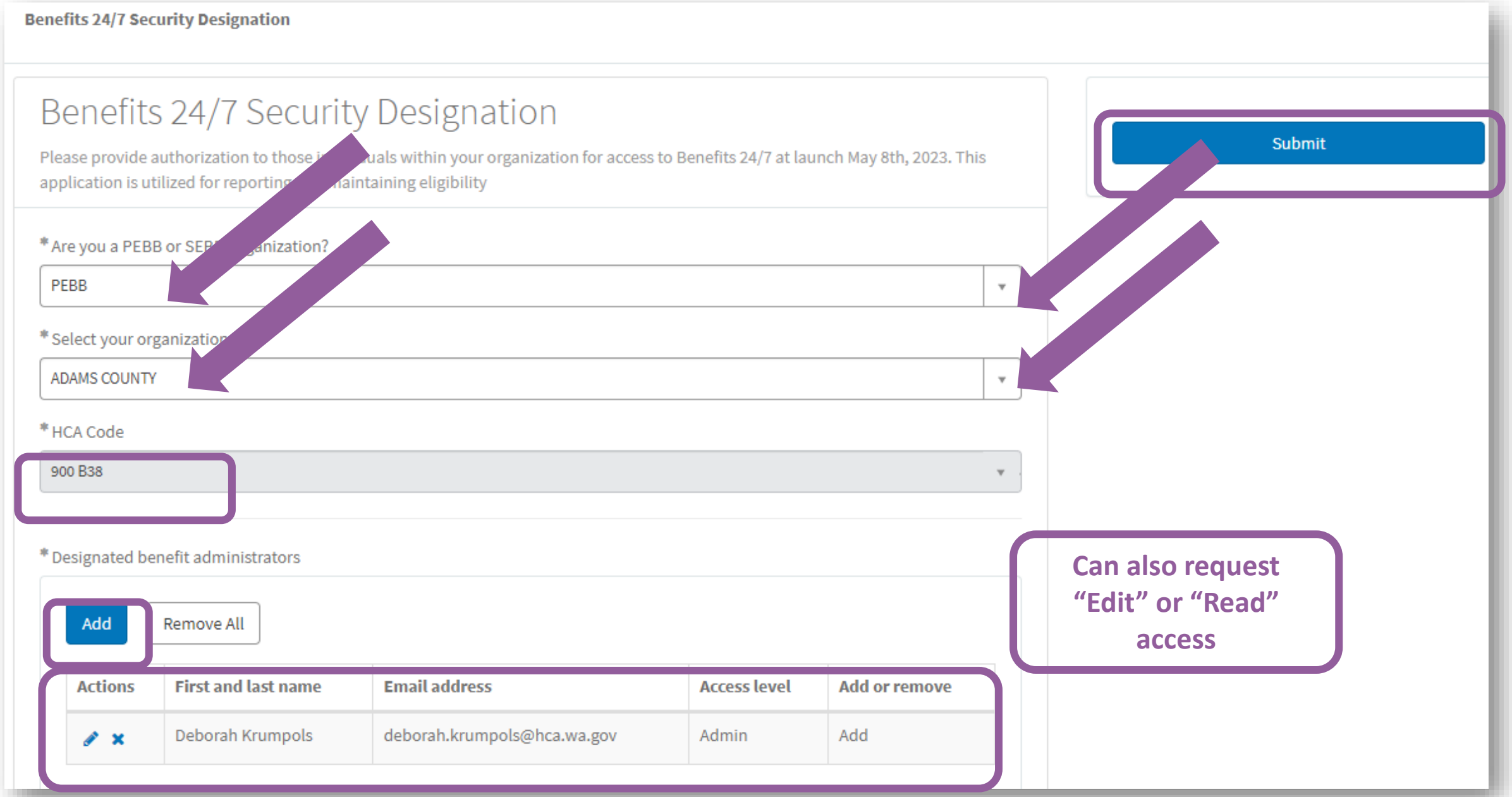

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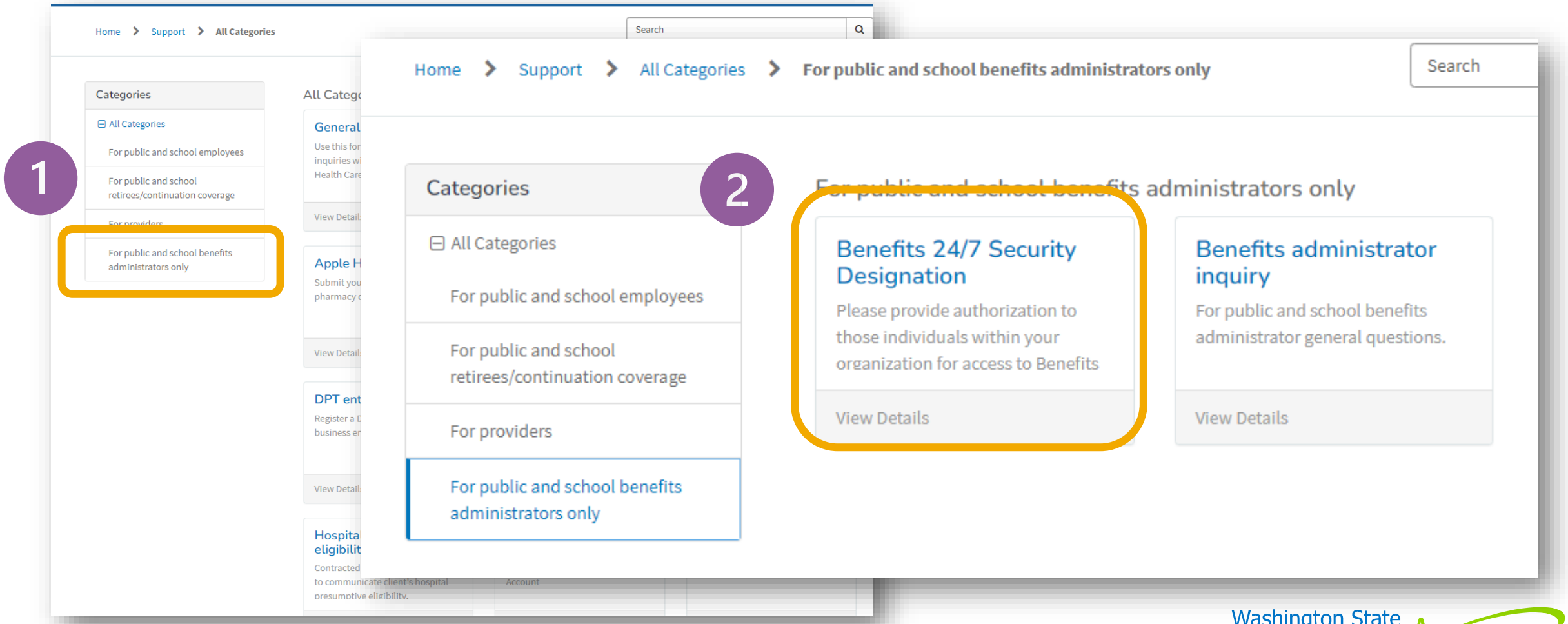
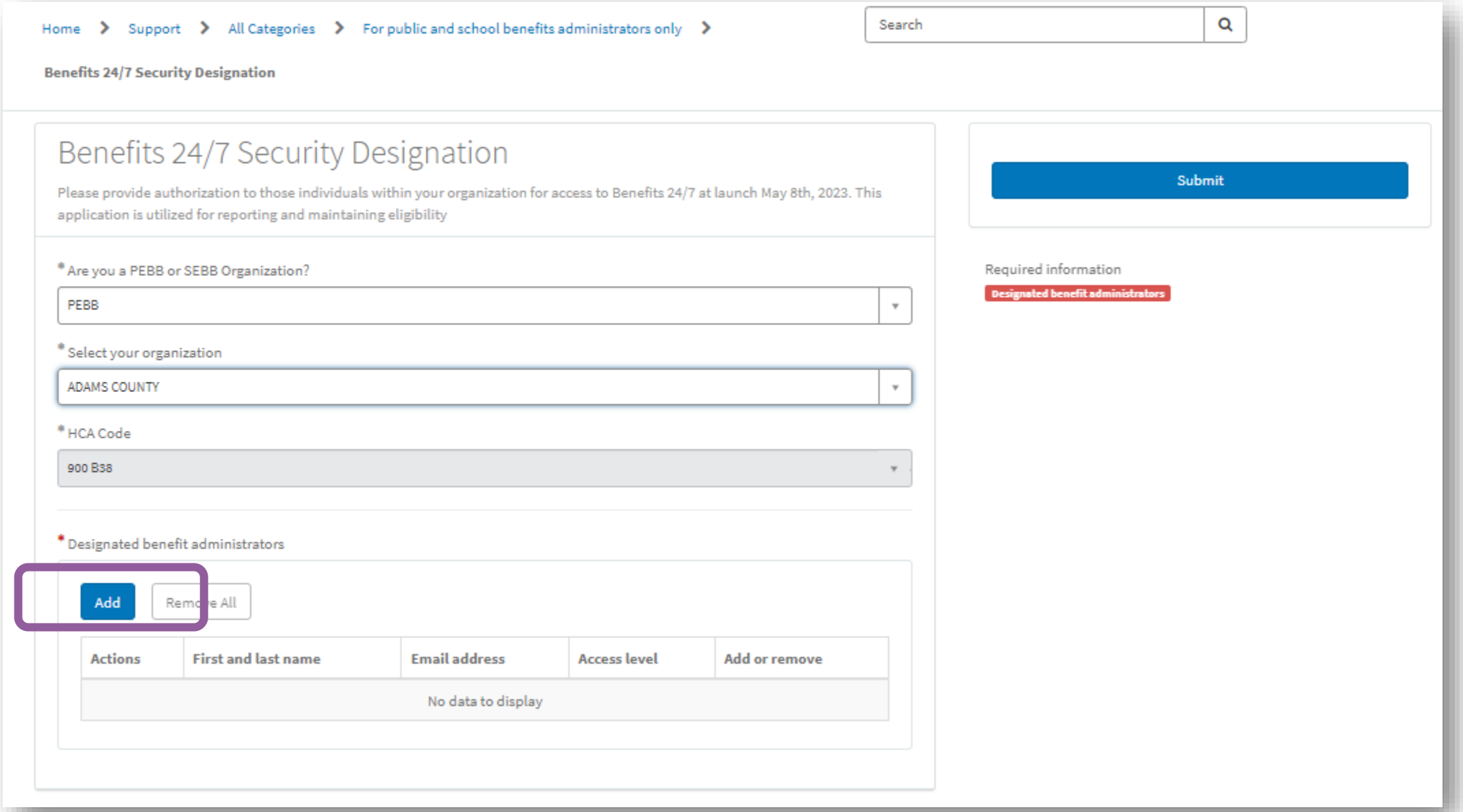
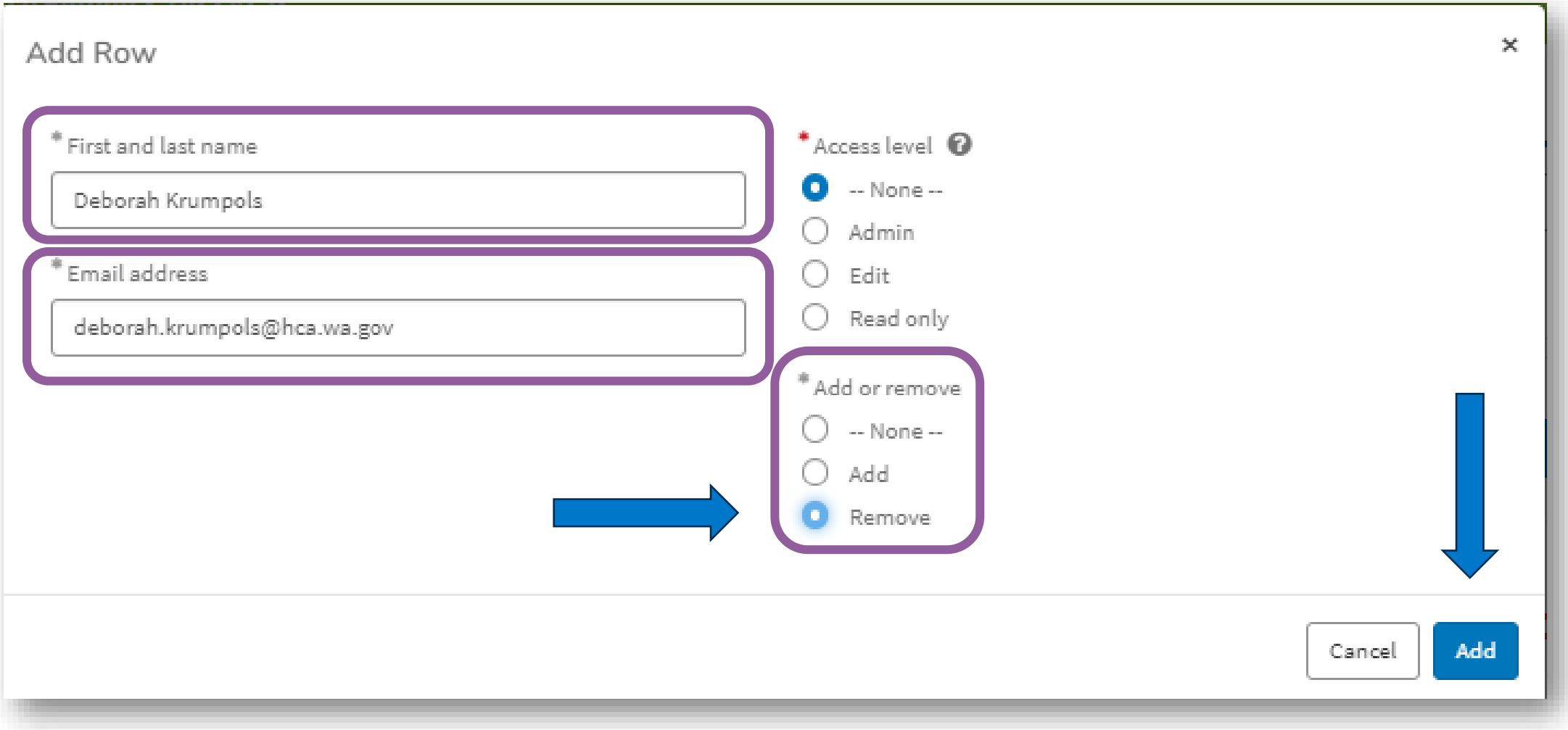
Remove BA "Admin" Access



Washington State Health Care Authority



Washington State Health Care Authority



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"Go Live" Date

January 16, 2024

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

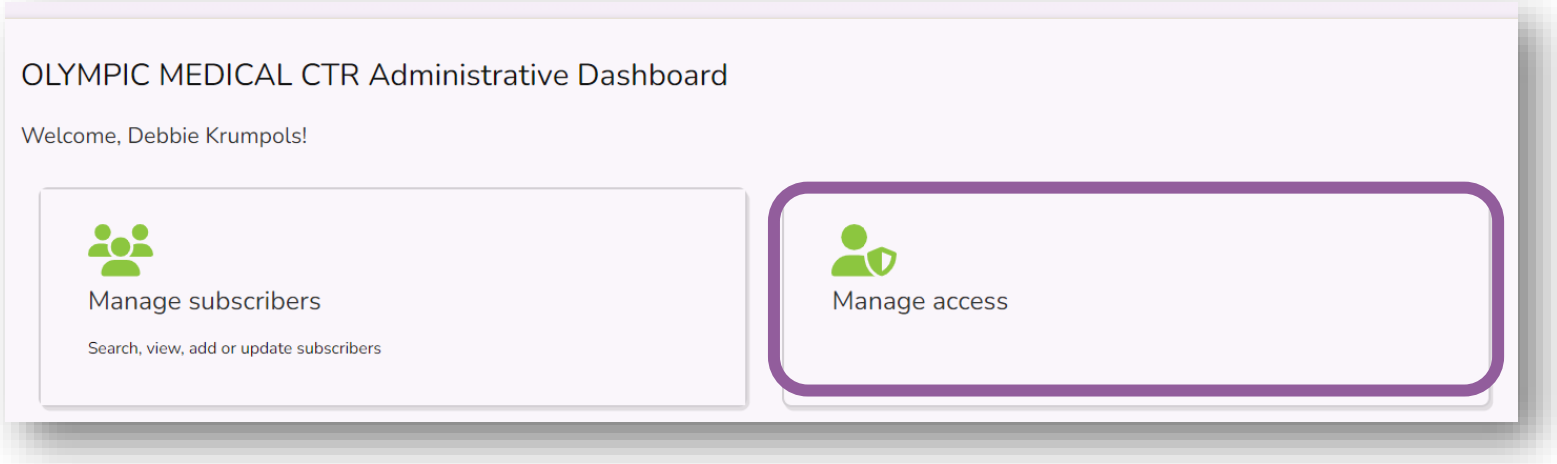
1. Are you using the correct button to log in?

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

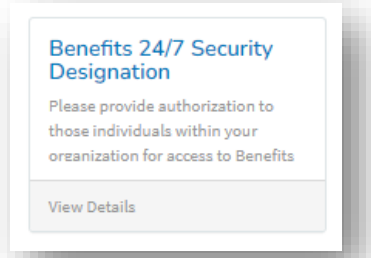
3. Have you checked with your "security designee" to see if you were added to Benefits 24/7?

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



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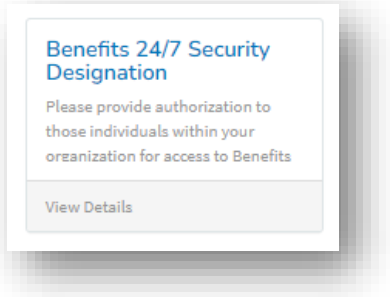
BA Access (cont'd)

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



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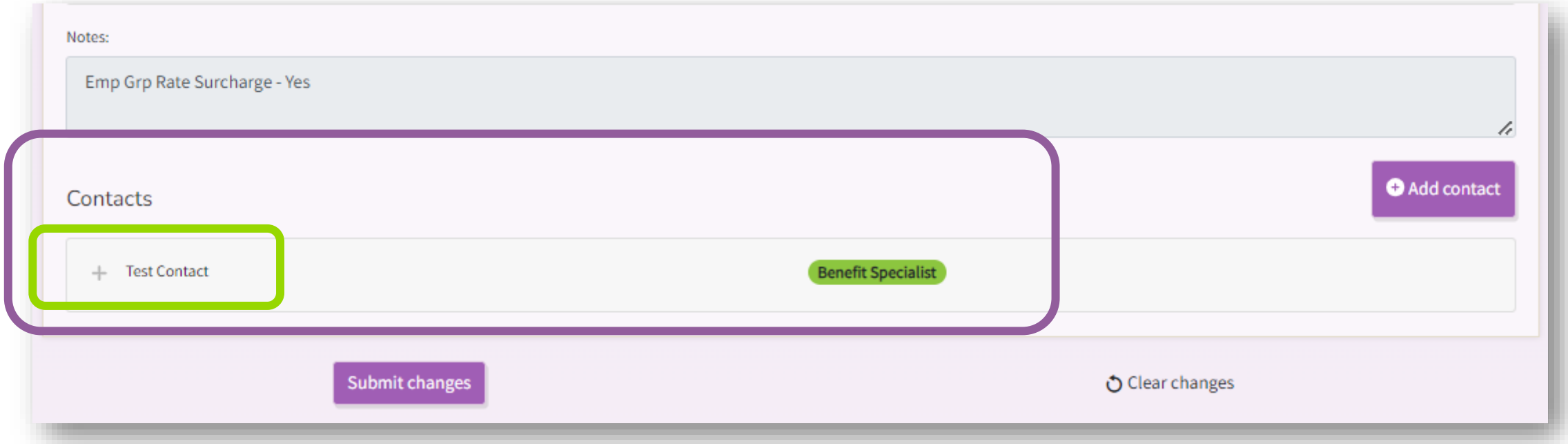
Update Employer Contacts

From "Organization profile" tile:

- Will be blank once "go live"



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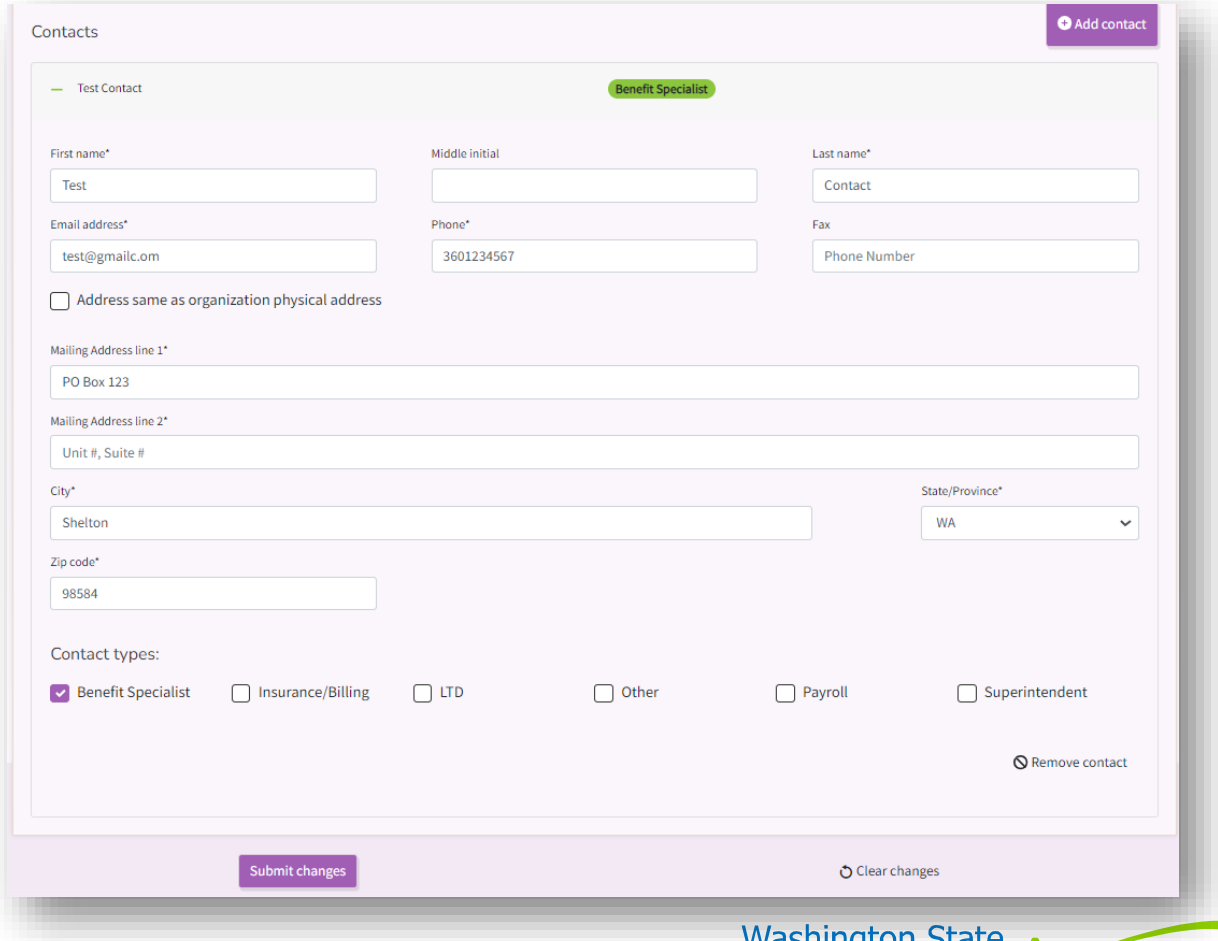
Update Employer Contacts (cont'd)

May be different than a "BA"

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

Enter:

- Name, work email, phone



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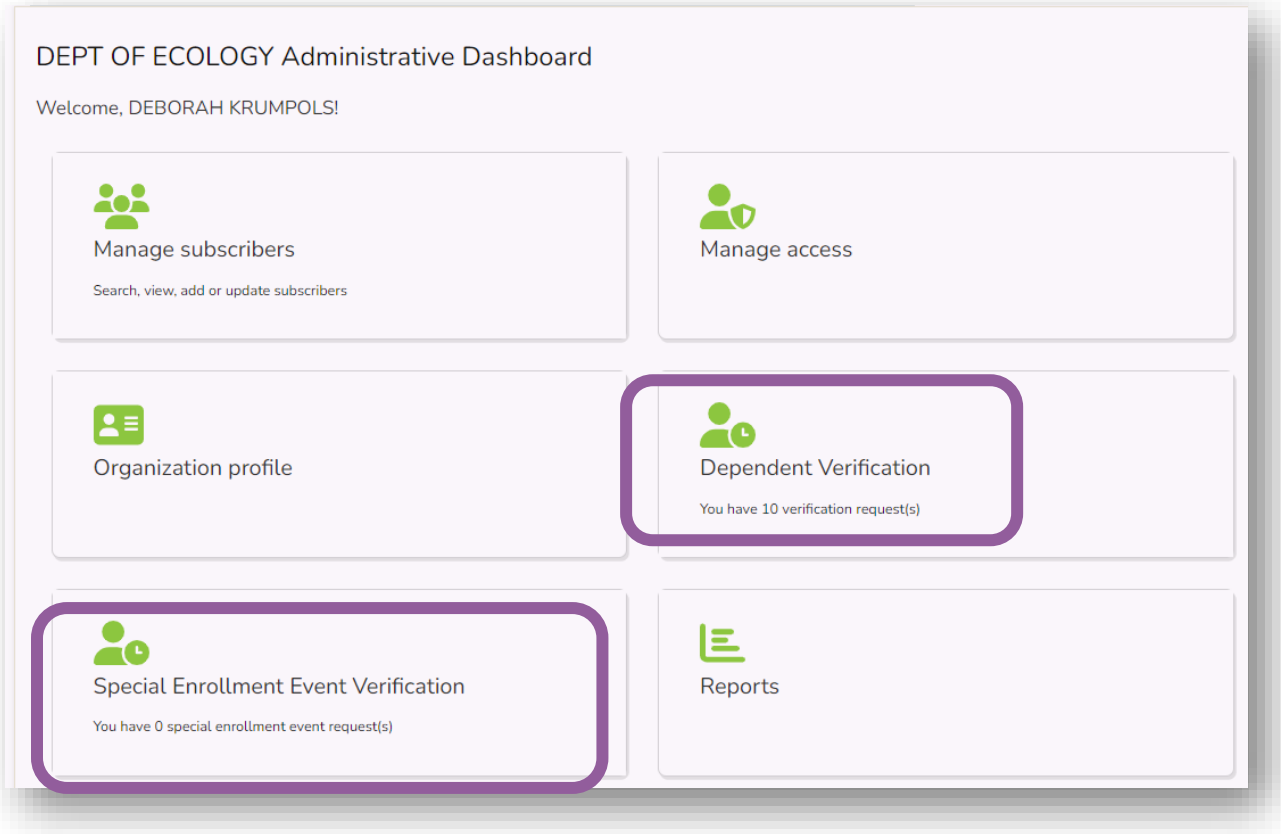
After "Go Live" Date

SOE & Dependent Verification Tiles

Log into Benefits 24/7 regulary:

- Verify special enrollment event verifications
- Verify dependent verification requests



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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

hca.wa.gov/pebb-benefits-admins/administrative-tools-and-resources/accounting

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

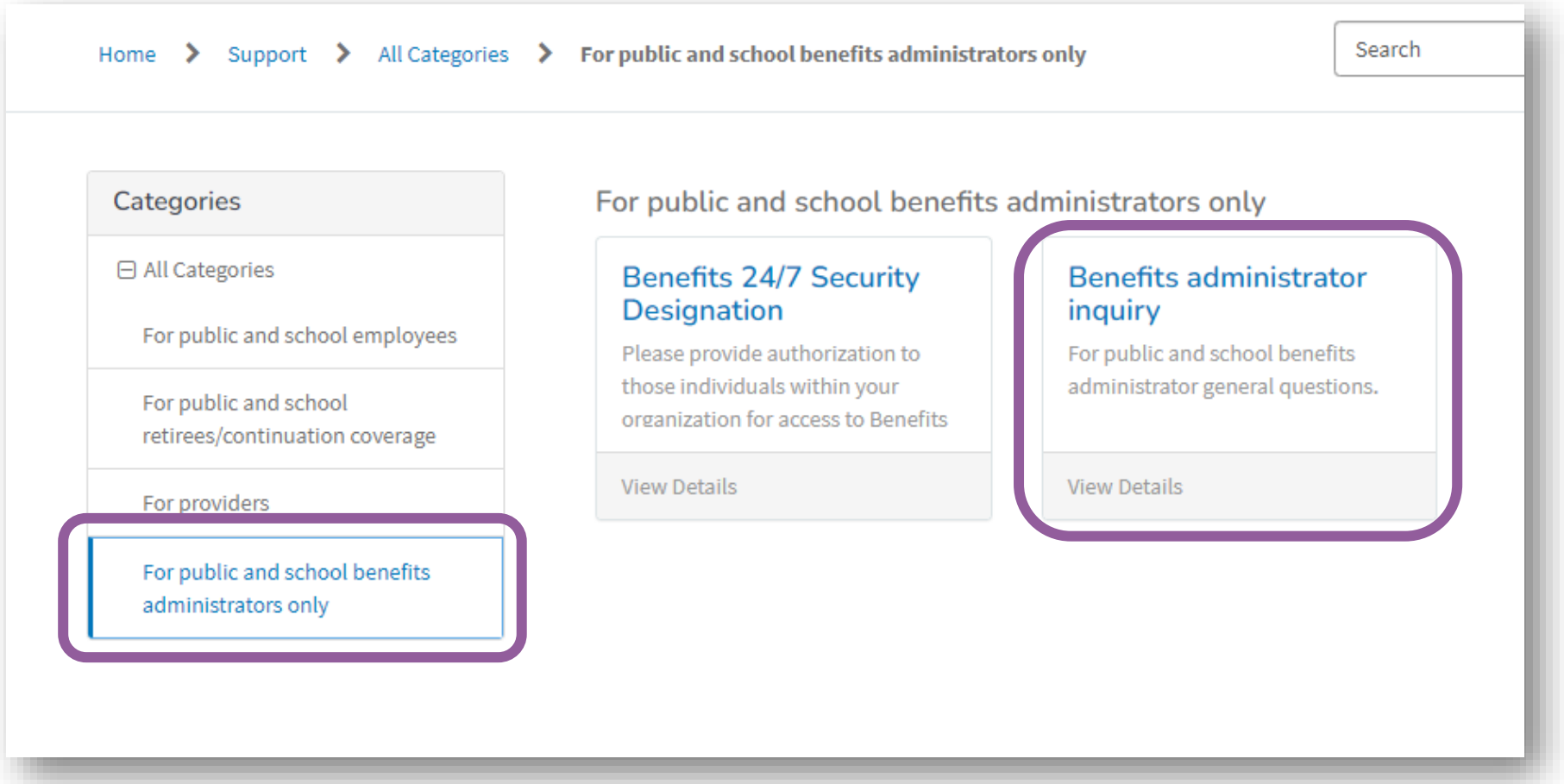
- This data determines employee-paid LTD premiums
  - HRMS should do this automatically
  - Non-HRMS employers – be sure to update manually

Does not apply to higher-ed employers

Resources

Benefits Administrators

HCA Support



support.hca.wa.gov/hcasupport

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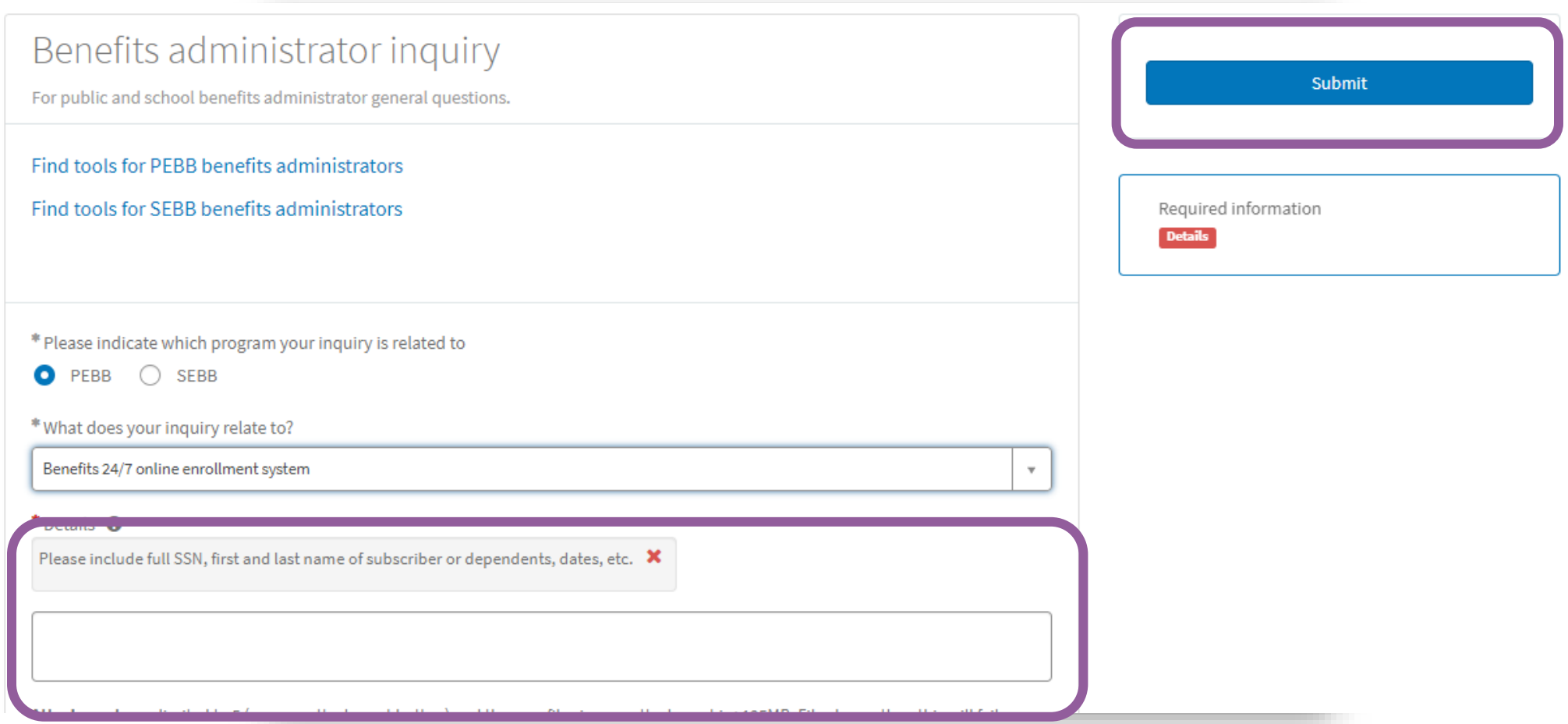
Benefits Administrators (cont'd)



support.hca.wa.gov/hcasupport

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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

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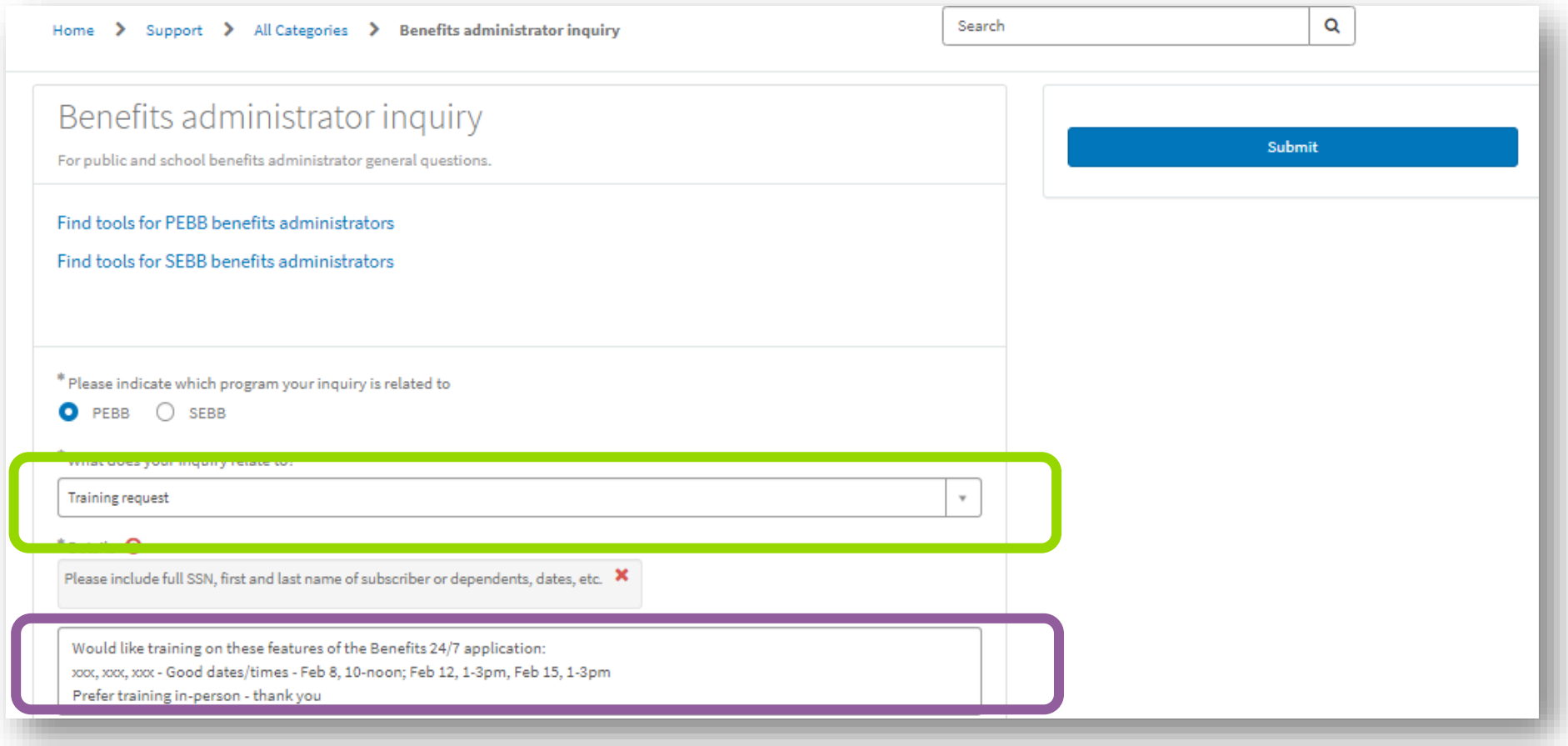
PEBB BA Training



Submit requests via HCA Support Portal

hca.wa.gov/pebb-benefits-administrators

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“Post Launch” Webinar

Tuesday, January 30, 2024

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

hca.wa.gov/pebb-benefits-admins/training-and-resources/training-schedule

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"

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Troubleshoot Login Issues

for employees

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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

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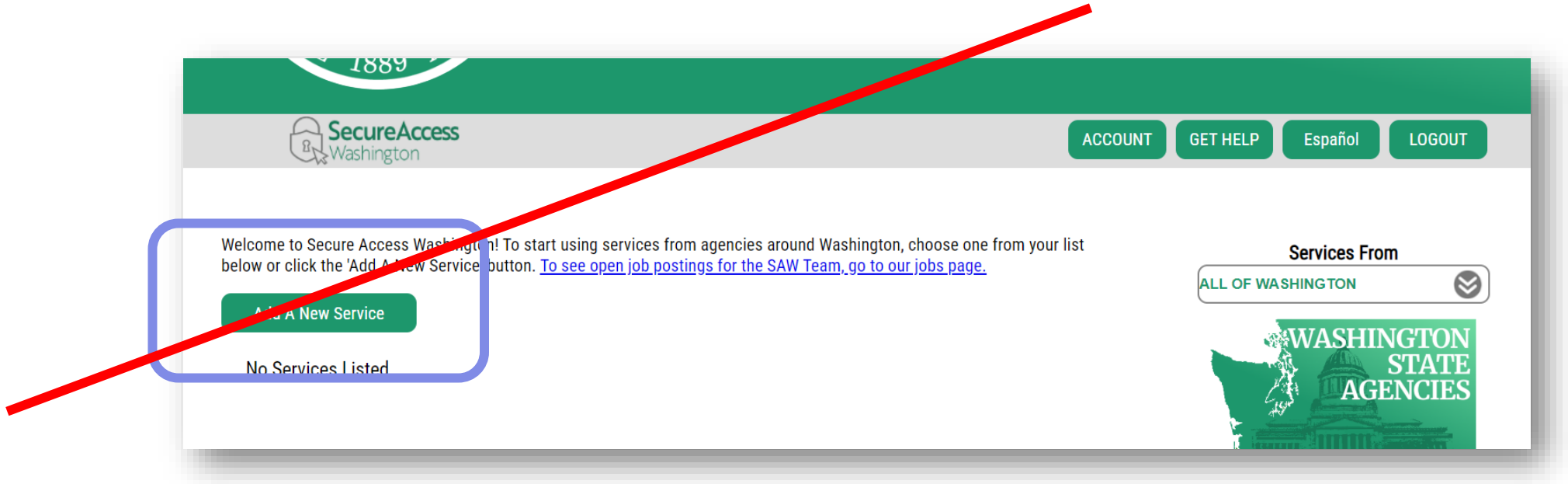
Logging In as Employee/Subscriber (cont'd)

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

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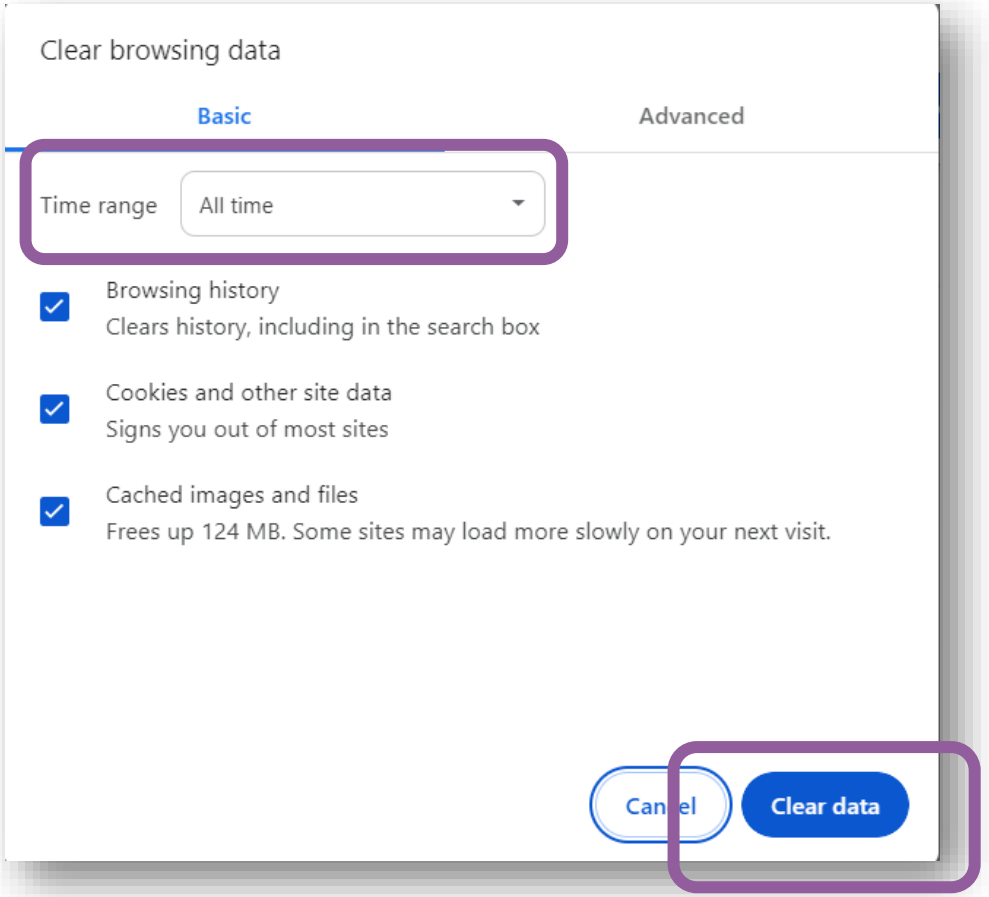
Troubleshoot Employee Login Issues

1

Clear browsing history in Google Chrome



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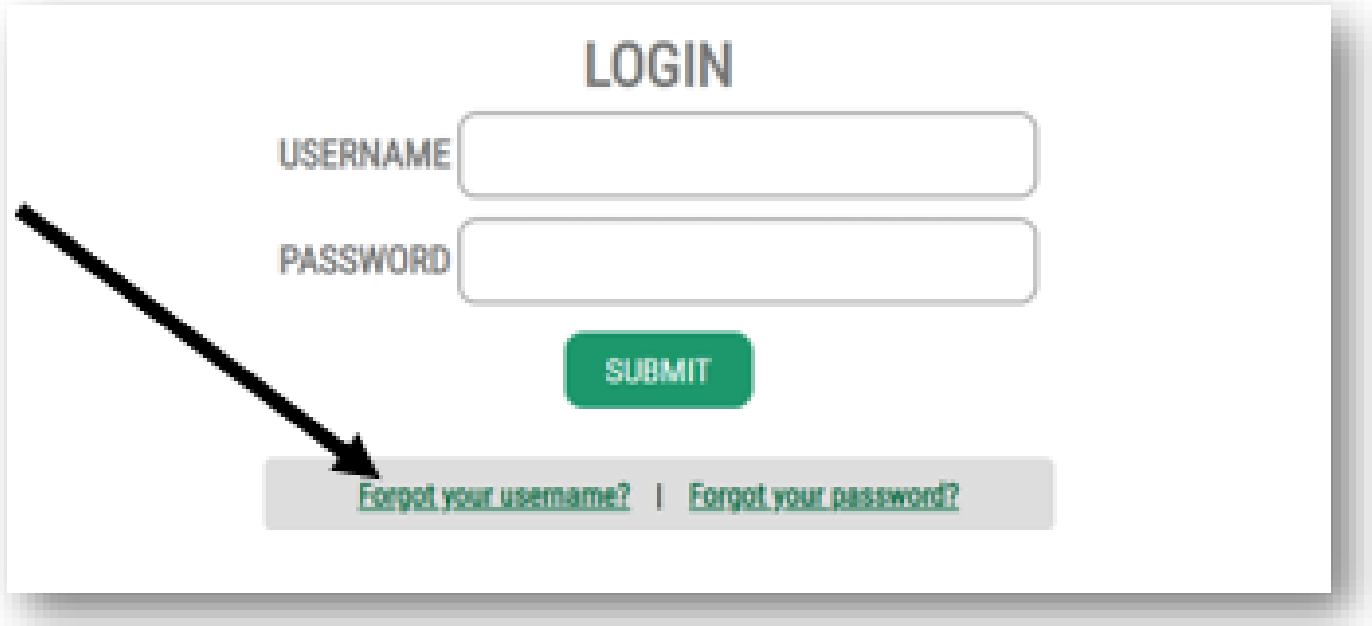
Troubleshoot Employee Login Issues (cont'd)

2

Employee forgot SAW username

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



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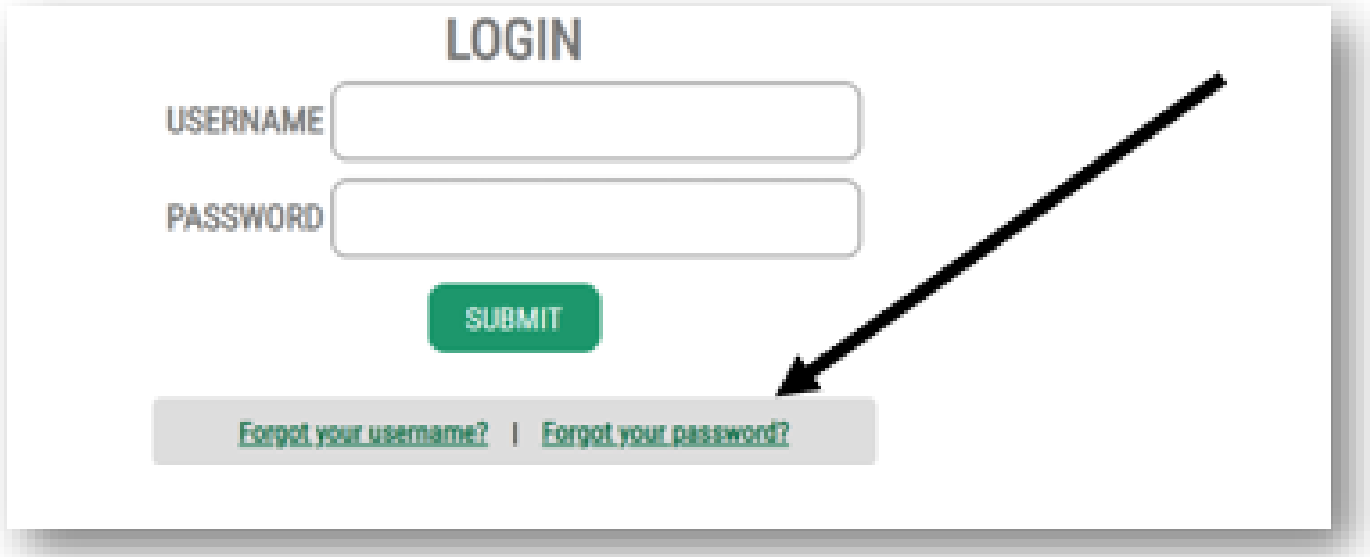
Troubleshoot Employee Login Issues (cont'd)

3

Employee forgot SAW password

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



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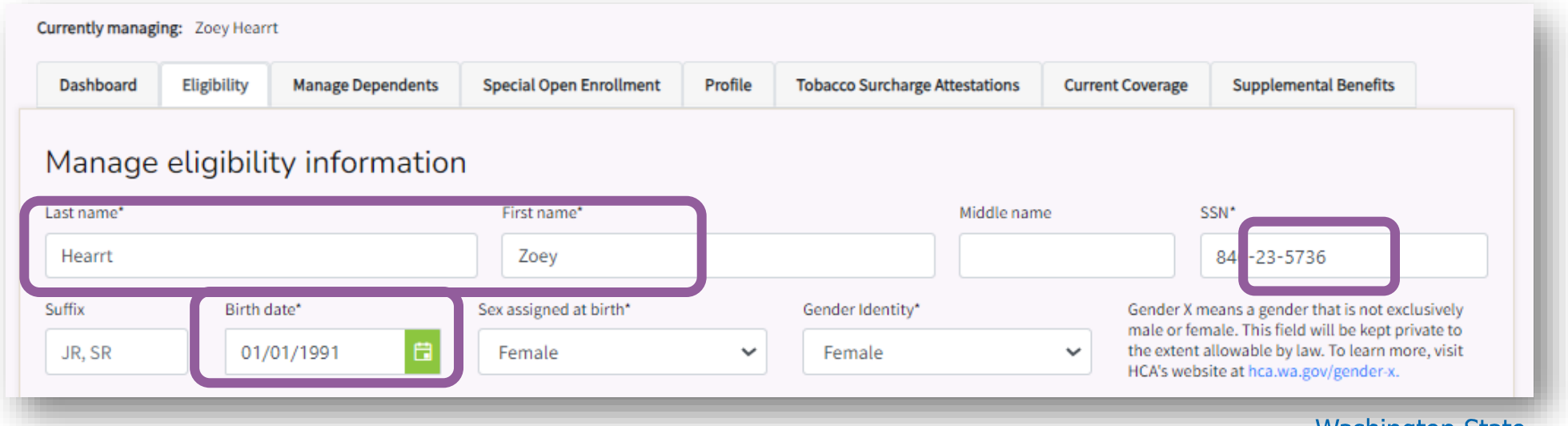
Troubleshoot Employee Login Issues (cont'd)

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



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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

PEBB Benefits 24/7 Manual, Chapter 2, pages 13-15
hca.wa.gov/assets/perspay/pebb-b247-chapter-2.pdf

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Questions

Thank You