

HCA Support Guide for SEBB benefits administrators (BAs)

**Accessing the secure
messaging system and
submitting a request**

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Accessing the HCA Support secure messaging system

Follow these steps to access and use HCA Support.

Step 1: Find HCA Support


- a. Visit support.hca.wa.gov.




- b. Selecting the link to HCA Support will direct you to the secure messaging system.

- c. Select the **Public inquiry** login link. **Do not** select the “Agency to agency inquiry” link. SEBB BAs will receive an error message if they select the Agency to agency inquiry link.

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.


Public inquiry


Agency to agency inquiry

I am a resident of Washington State and do not currently work for a state agency. I am making a request on behalf of myself or someone else.
[View login instructions](#)

I am a(n):

- Active employee of a Washington State agency that uses WaTech's Office 365 managed services.
- PEBB benefits administrator and I am making a request related to my work with HCA.

Note: If you are a SEBB benefits administrator or your agency does not use WaTech's Office 365 managed service, please use the public login.

[View login instructions](#)

You will be directed to the SecureAccess Washington (SAW) portal login.

BAs should use the same SAW account that they use to access SEBB My Account (SMA).

- d. If you already have a SAW account proceed to [step 2](#).

Note: Username and password information may already be displayed on the screen.

- e. If you do not already have a SAW account, you will need to sign up for an account, skip to [step 3](#).

 **WELCOME**
to your login for Washington state.

SecureAccess Washington [SIGN UP](#) [GET HELP](#) [TIPS ON](#)

LOGIN

USERNAME:
PASSWORD:
[SUBMIT](#)

[Forgot your username?](#) [Forgot your password?](#)

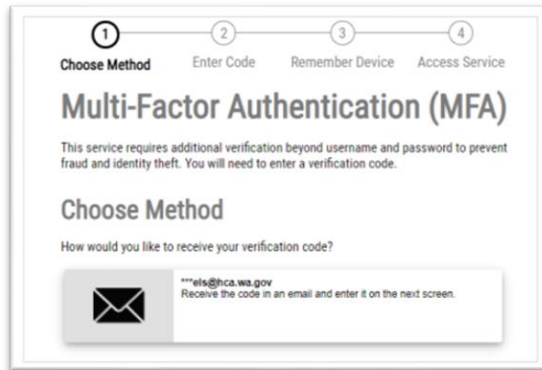
Tweets by @SecureAccessWA

SecureAccess Washington @SecureAccessWA
Due to scheduled maintenance on SecureAccess Washington, users may not be able to log in between 5:30-6:15 a.m. on Tuesday, April 18.

SecureAccess Washington @SecureAccessWA
Due to scheduled maintenance on SecureAccess Washington, users may not be able to log in between 5:30-6:15 a.m. on Tuesday, April 18.

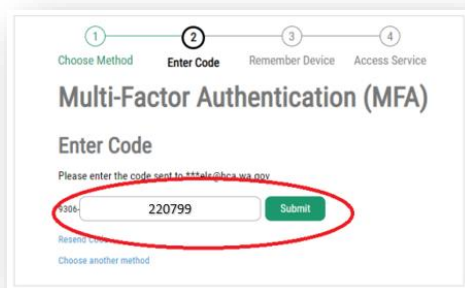
Step 2: Log into your SAW account

- a. If your username/password is already displayed, then select the submit button. If not, enter your username and password and select the submit button.
- b. You will be prompted to select your Multi-Factor Authentication (MFA) method. Select the method by which you wish to receive your verification code.



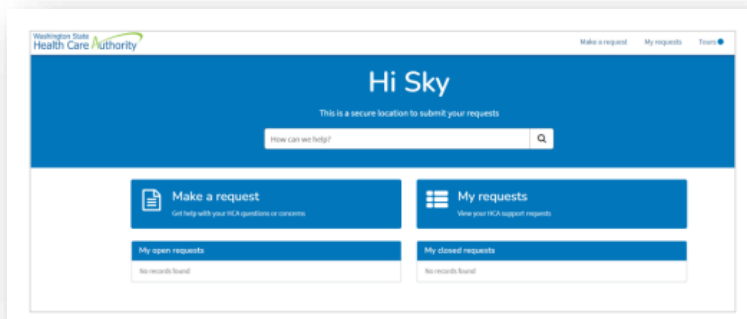
The screenshot shows the 'Multi-Factor Authentication (MFA)' interface. At the top, there are four numbered steps: 1. Choose Method, 2. Enter Code, 3. Remember Device, and 4. Access Service. The current step is 'Choose Method'. Below the title, it says: 'This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.' Under 'Choose Method', it asks 'How would you like to receive your verification code?'. There is a selection box with an envelope icon (email) and a text box containing '***e1s@hca.wa.gov'. Below the text box, it says 'Receive the code in an email and enter it on the next screen.'

- c. After receiving the code, enter it into the code field and select the submit button. SAW will authenticate your access to the messaging system.



The screenshot shows the 'Multi-Factor Authentication (MFA)' interface at the 'Enter Code' step. It says 'Please enter the code sent to ***e1s@hca.wa.gov'. There is a text input field containing '220799' and a green 'Submit' button. A red oval highlights the input field and the 'Submit' button. Below the input field, there are links for 'Resend code' and 'Choose another method'.

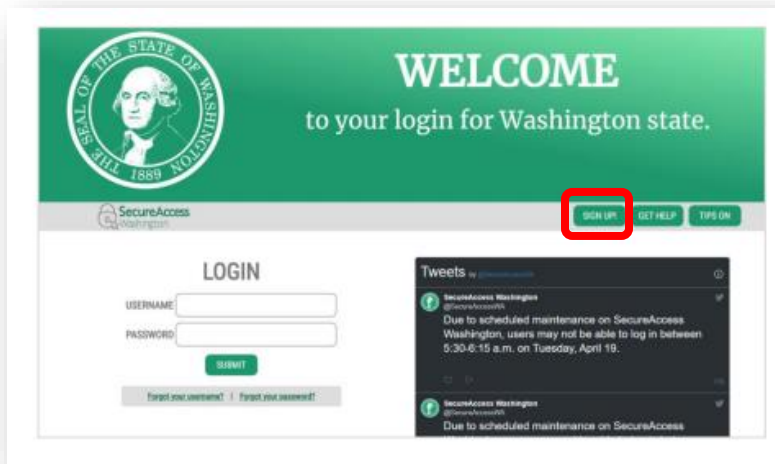
- d. Once your access has been authenticated, you will be redirected to HCA Support.
- e. Skip to the “[Using the HCA Support secure messaging system](#)” section to learn how to submit and view requests.



The screenshot shows the 'Hi Sky' dashboard for the Washington State Health Care Authority. The header includes the logo and navigation links: 'Make a request', 'My requests', and 'Tools'. The main content area has a search bar and four buttons: 'Make a request' (with a document icon), 'My requests' (with a list icon), 'My open requests' (with a list icon), and 'My closed requests' (with a list icon). Below each button, it says 'No records found'.

Step 3: Register for a SAW account (if needed)

- a. From the SAW portal login page, select the **SIGN UP!** button.



- b. Enter the required fields and then select the **Create my account** button. We recommend using your work email address in the Primary Email field.

TIP: Adding a mobile phone number will give you the option of receiving your authentication code via email or phone.

Username and Password

Username
jonnybappleseed

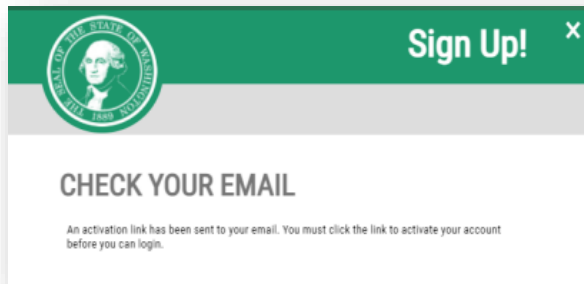
Password

Confirm Password

☐ I'm not a robot

[Privacy Policy](#) **Create my account**

- c. If your account was successfully created, a message will display prompting you to check the email account you used. The email will include an activation link which will activate your new account.



- d. Open your email and select the link to activate your account. This action will take you to the SAW login portal in a **new tab** on your browser.
- e. Close out the “old” tab in your browser.
- f. Enter your username and password and select the **SUBMIT** button.

WELCOME
to your login for Washington state.

SecureAccess

LOGIN

USERNAME
PASSWORD

SUBMIT

Tweets by @SecureAccessWA

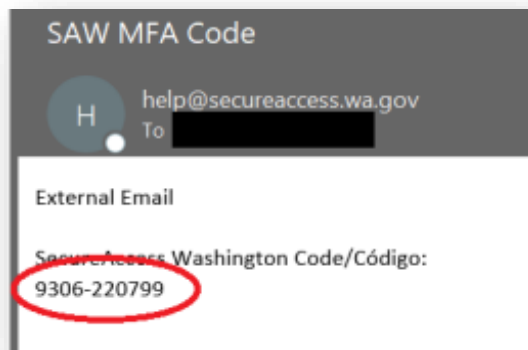
SecureAccess Washington
Due to scheduled maintenance on SecureAccess Washington, users may not be able to log in between 5:30-6:15 a.m. on Tuesday, April 19.

- g. You will be prompted to select the method by which you will receive your verification code.

- h. Select your method

The screenshot shows the 'Choose Method' step of the MFA process. At the top, a progress bar indicates four steps: 1. Choose Method (active), 2. Enter Code, 3. Remember Device, and 4. Access Service. Below the progress bar, the title 'Multi-Factor Authentication (MFA)' is displayed, followed by a brief explanation: 'This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.' The main heading is 'Choose Method', with the question 'How would you like to receive your verification code?'. A selection box with an envelope icon is highlighted, indicating the email method. To the right, the email address '***els@hca.wa.gov' is shown, with the instruction 'Receive the code in an email and enter it on the next screen.'

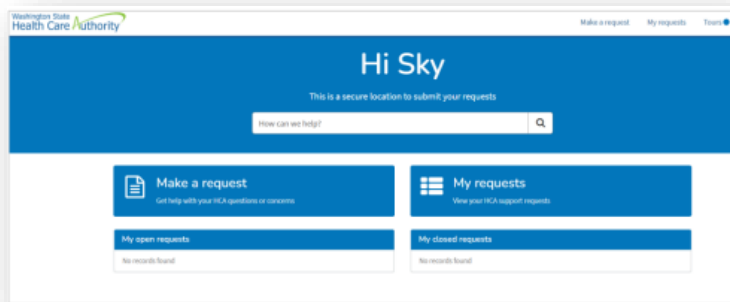
- i. A unique code will be sent to you via the method you selected. Below is an example of receiving the code via email.



- j. Copy the verification code you received and enter it into the SAW website. You only need to enter the numbers that come after the dash (-), the first set of numbers will already display in SAW.
- k. Select the “Submit” button.

The screenshot shows the 'Enter Code' step of the MFA process. At the top, the progress bar indicates the second step, 'Enter Code', is active. The title 'Multi-Factor Authentication (MFA)' is displayed, followed by the heading 'Enter Code'. Below this, the instruction 'Please enter the code sent to ***els@hca.wa.gov' is shown. A text input field contains the code '9306-220799', with the first part '9306-' pre-filled. A green 'Submit' button is located to the right of the input field. Below the input field, there are links for 'Resend Code' and 'Choose another method'.

- l. Once you have been successfully authenticated you will be redirected to HCA Support.



Note: After activating your account (and randomly thereafter), the following screen appear with three options:

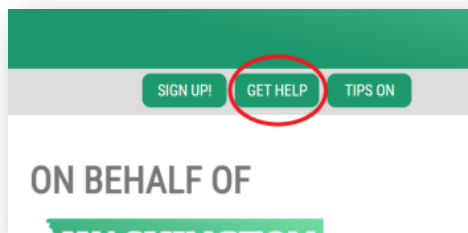
- You can review/update your SAW profile information.
- You can “Add An Authenticator,” which allows you to add options on how you can receive your verification code, such as an additional email address or a mobile phone number.
- Or you can skip these options by selecting the “Not Right Now” button.



m. After responding to this screen, continue with the login process.

Having trouble setting up your SAW account?

If you are having difficulties creating or logging in to your SAW account, please use the Get Help button.



Using the HCA Support secure messaging system

Follow these steps to make and review requests as a benefits administrator (BA) in HCA Support.

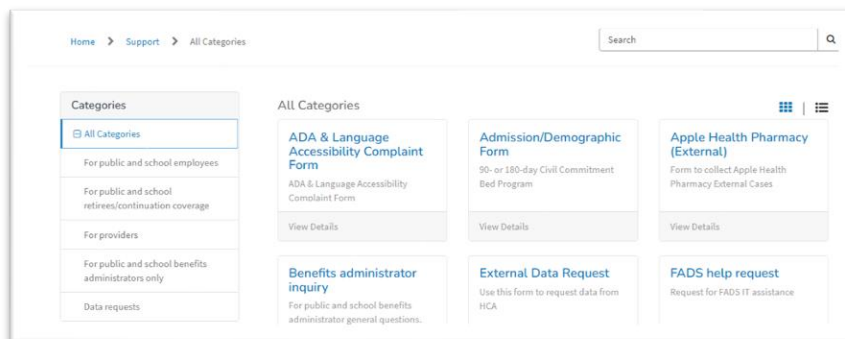
Make a request (get help)

- a. From the HCA Support system, select the “Make a request” button.

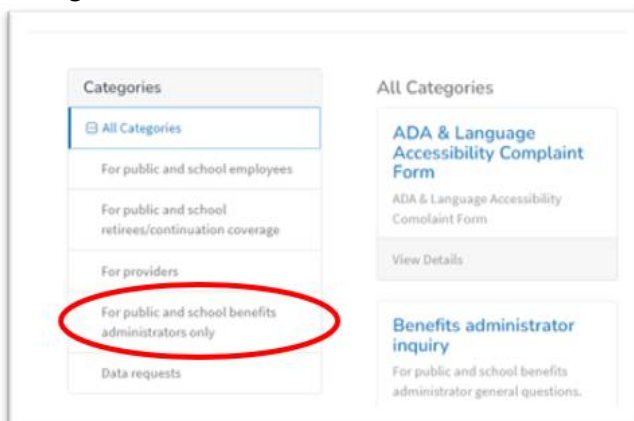


A page will display all the category topics that can be used to submit a request to HCA.

It is very important that you select the correct category. Selecting the wrong category will result in a delay of your request getting assigned to the appropriate unit at HCA for a response.



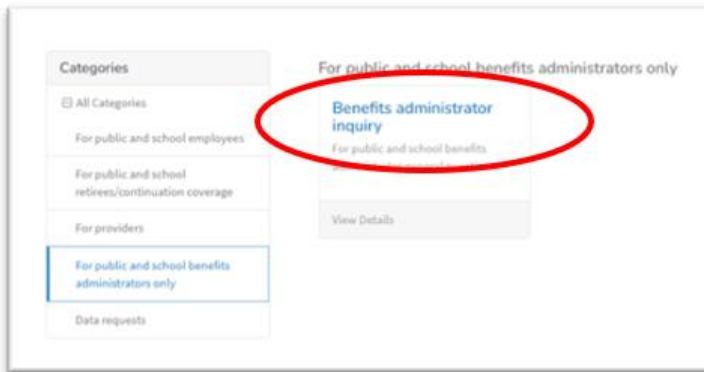
- b. To ensure that the Outreach & Training (O&T) Unit receives your request, select the “For public and school benefits administrators” link from the table on the left-hand side of the screen titled “Categories”.



- c. You will see the form in HCA Support that has been designed specifically for benefits administrators.

Note: The same form will be used by both SEBB BAs and PEBB BAs.

d. Select the link titled “Benefits administrator inquiry”.



e. The inquiry form will display. Included on the form is a link to the SEBB BA website.

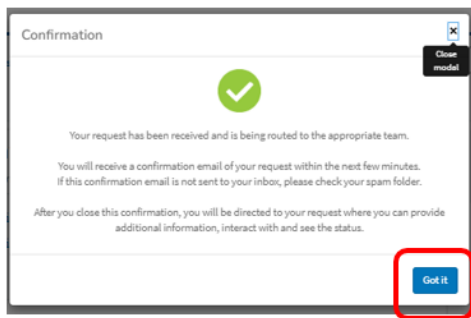
f. Complete the following actions:

- Select the radio button next to SEBB. (Required information)
- Select the topic your inquiry relates to from the drop-down menu. (Required information)
- Tell us the details of your inquiry. (Required information)
- Select the “Upload” button to add any attachments (if needed). Up to 5 attachments can be uploaded initially (more can be added later).
- Select the “Submit” button.

A screenshot of the 'Benefits administrator inquiry' form. The form is titled 'Benefits administrator inquiry' and has a subtitle 'For public and school benefits administrator general questions.' There is a 'Submit' button in the top right corner. The form contains several sections: 'Find tools for PEBB benefits administrators', 'Find tools for SEBB benefits administrators', a radio button selection for 'PEBB' or 'SEBB' (with 'SEBB' selected), an 'Eligibility' dropdown menu, a text input field for 'Please include full SSN, first and last name of subscriber or dependents, dates, etc.', a checkbox for 'Did I fill out the A1 worksheet correctly?', and an 'Attachment' section with an 'Upload' button and a 'Delete' button. The 'Submit' button, the 'SEBB' radio button, the 'Eligibility' dropdown, the 'Did I fill out the A1 worksheet correctly?' checkbox, and the 'Attachment' section are all highlighted with red boxes.

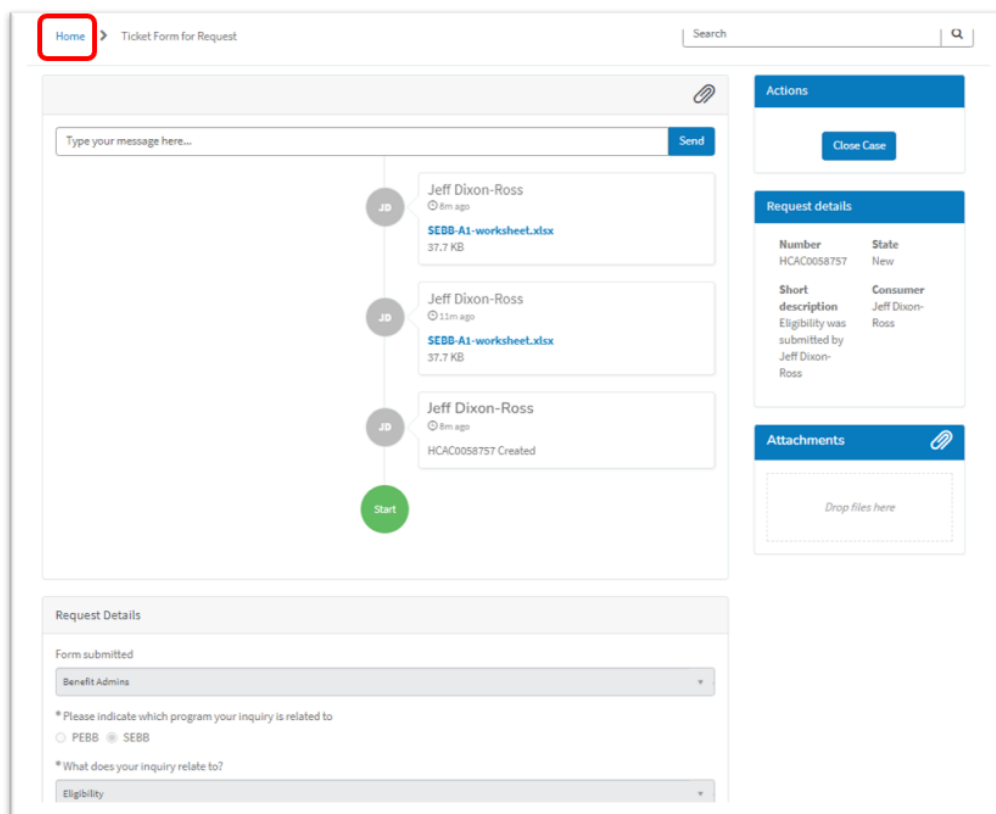
g. A message will display telling you that a confirmation email will be sent to you shortly.

h. Select the “Got it” button to close the confirmation message.



i. The details of your request will display. No further action is required.

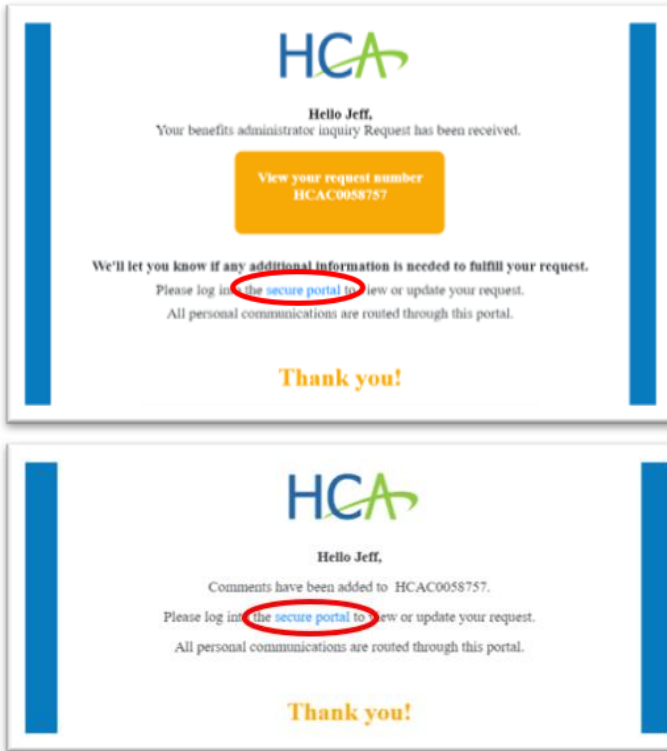
j. Select the “Home” link to return to the HCA Support landing page, or close out of the browser tab.



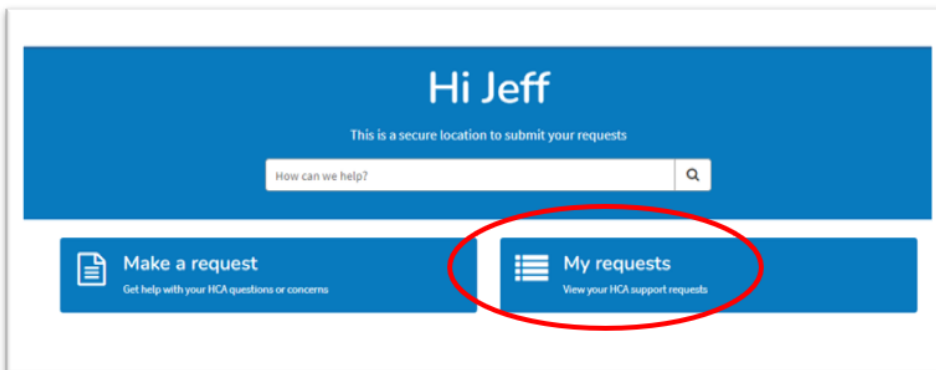
View and reply to submitted requests

- a. You will receive email notifications from HCA ServiceNow regarding the status of your requests, which will include a link to the “secure portal” where you can view your requests. Select the “secure portal” link.

Examples of email notifications:

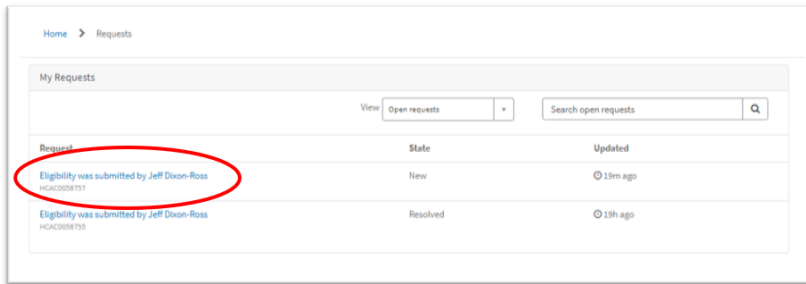


- b. From the HCA Support system, select the “My request” button.

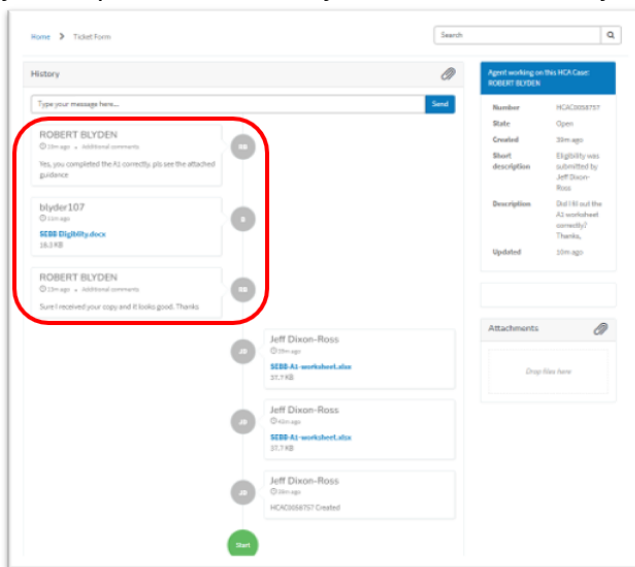


- c. A list of your requests will display.

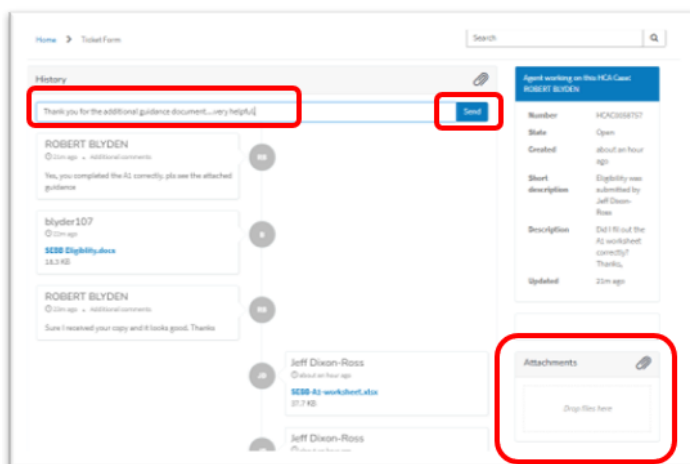
d. Select the link associated with the request you want to review.



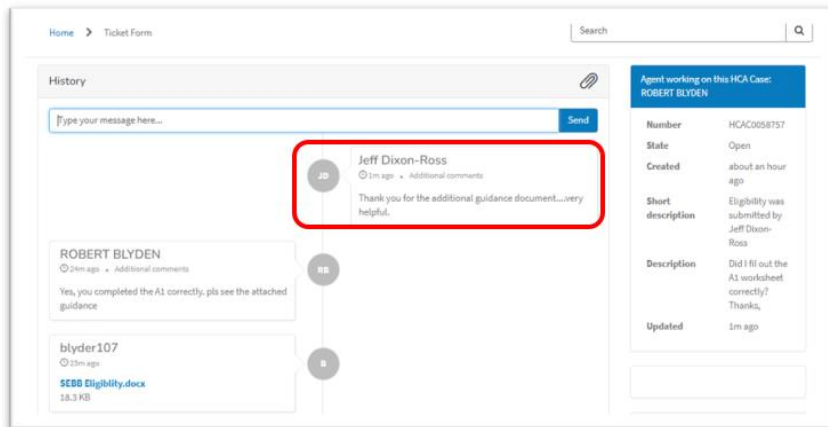
e. The details of your request will display, including comments from the staff member who is working your request, as well as any attachments that may have been added.



- f. If you need to reply to a response:
- Type your message in the text box.
 - Add additional attachments (if needed)
 - Select the “Send” button.



g. The details of your message will update immediately.



h. Select the “Home” link to return to the HCA Support landing page, or close out of the browser tab.

Note: All requests will stay open until they have been closed. Once a request has been resolved, it will close in 10 calendar days, after which any further action will require that a new request be submitted.