



SEBB Benefits 24/7 Post Go Live

School Employees Benefits
Outreach & Training
January 26, 2024.

Washington State
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

Agenda

- 1 General Information
- 2 Benefits 24/7 Login
- 3 Benefit Admin changes
- 4 Retiree/Continuation Coverage
- 5 Troubleshooting Benefits 24/7 Access
- 6 Employee Resources
- 7 Benefits Admin Resources
- 8 Reminders, Tips & Resources



General Information

Important information

Encourage employees
to log into their
accounts now.

Review Manage
access information
(Add/Remove)

Review Dependent
Verification (DV)
request and Special
Open Enrollment
(SOE) Events request.
(Approve/Deny)

Ensure employees
complete SOE
process.
(Draft Format)

Review billing files
and verify available
reports

Update employee
addresses/info in
eligibility tab

Improvements for SEBB Organizations

How 1st day of school
is reported

Dual enrollment
resolved in real-time
with shared database

Subscriber enrollment
history visible to
benefit administrators

Continuation/retiree
coverage applications
initiated within
Benefits 24/7

Visibility of wellness
program participants

Removed FSA/DCAP
tile due to use of
Navia's employer
portal

Reduced ability to
incorrectly report
locally eligible for BAs

Improved wizard
functionality

What's not changing!

Access through
Secure Access
Washington (SAW) for
both benefit
administrators and
subscribers

Reports

Data depot for ad hoc
delivery

HCA support request
channel

Billing file format and
date

Eligibility file upload

Dependent and SOE
verification functions

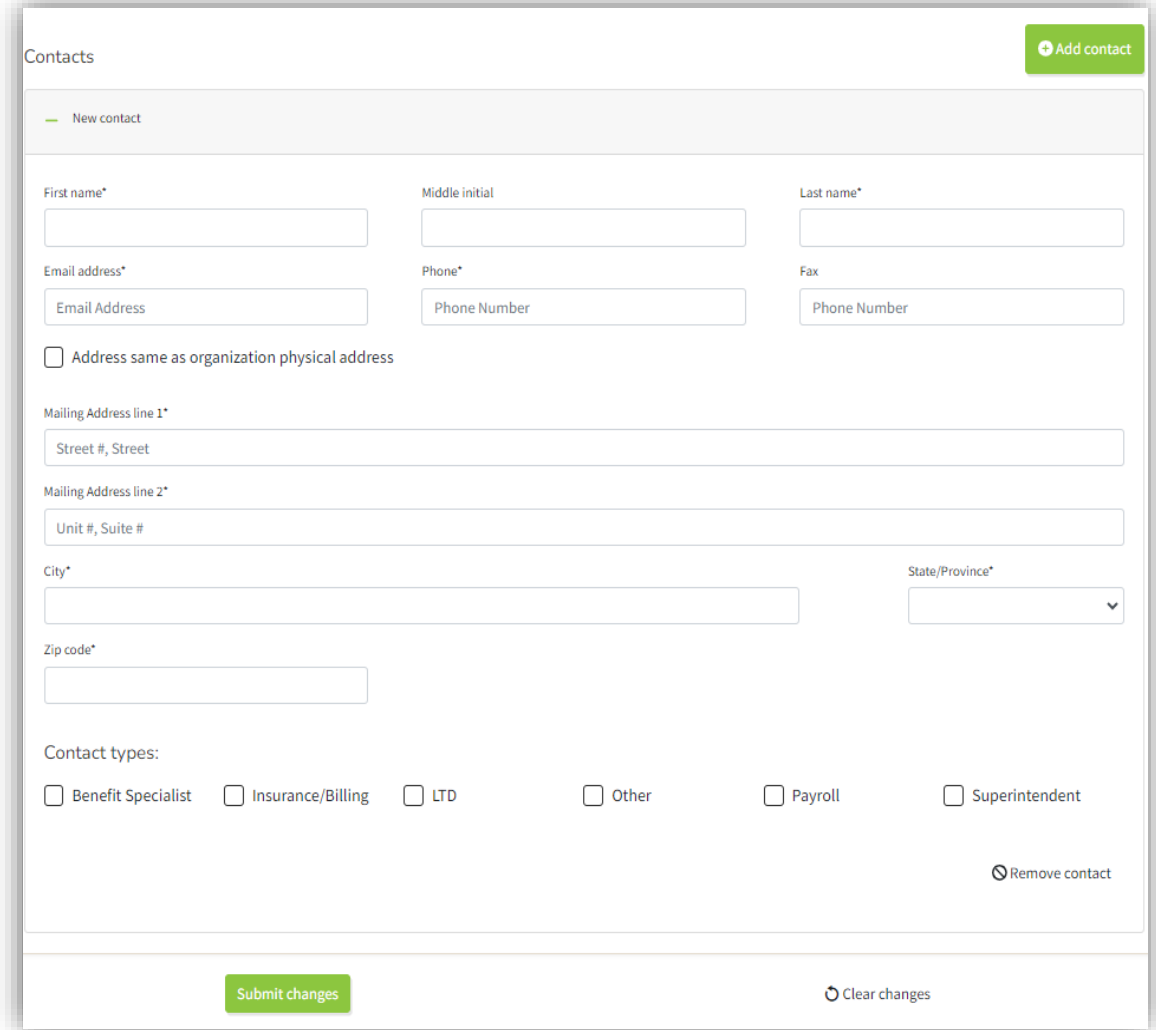
Helping employees
access Benefits 24/7

Organization profile

Update SEBB Org contacts

- Add/Remove contacts
- Multiple roles can be assigned
 - Benefit Specialist
 - Insurance/Billing
 - **LTD**
 - **Other**
 - Payroll
 - Superintendent
- Include email & phone number

Used by HCA staff to contact SEBB organizations
benefits247.hca.wa.gov/auth



The screenshot shows a web form titled 'Contacts' with a green '+ Add contact' button in the top right corner. Below the title is a grey bar with a green minus icon and the text 'New contact'. The form contains several input fields: 'First name*' (text), 'Middle initial' (text), 'Last name*' (text), 'Email address*' (text with placeholder 'Email Address'), 'Phone*' (text with placeholder 'Phone Number'), and 'Fax' (text with placeholder 'Phone Number'). There is a checkbox labeled 'Address same as organization physical address'. Below these are two text fields for 'Mailing Address line 1*' (placeholder 'Street #, Street') and 'Mailing Address line 2*' (placeholder 'Unit #, Suite #'). There is a 'City*' text field and a 'State/Province*' dropdown menu. A 'Zip code*' text field is also present. Under the heading 'Contact types:', there are six checkboxes: 'Benefit Specialist', 'Insurance/Billing', 'LTD', 'Other', 'Payroll', and 'Superintendent'. A 'Remove contact' link with a trash icon is located at the bottom right of the form area. At the very bottom of the form, there are two buttons: 'Submit changes' (green) and 'Clear changes' (grey).

Managing Subscribers

Adding new subscriber- First Day of School

- Removed first day of school field in organization profile
- Only displays with a date of eligibility in the month of September.
- If checked, coverage is effective the same day

TUMWATER SCHOOL DISTRICT 033

Manage Subscribers

Use this section to perform the following actions for subscribers (employees):

- Review your subscriber's current account information and coverage selections.
- View and/or print your subscriber's Statement of Insurance.
- Review your subscriber's enrollment, dependents and benefit elections.

Search by: First Name, Last Name, Last 4 SSN, Full SSN

First name	Middle name	Last name	SSN	Birth date	Member type	Employer name
No records available.						
0 - 0 of 0 items						

Add subscriber

SSN*
021-42-0230

Date of Eligibility*
09/01/2022

☒ Subscriber's first day of work is on or before the first day of school

If a subscriber is entered with a date of eligibility in the month of September, a checkbox will display to attest if subscriber is eligible on or before the first day of school.



Benefits 24/7 Login

Accessing Benefits 24/7

Log into Benefits 24/7:

- Benefits Admin webpage
 - hca.wa.gov/sebb-benefits-administrators
- Employees webpage
 - hca.wa.gov/employee-retiree-benefits/school-employees

benefits24/7.hca.wa.gov

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links: "Free or low-cost health care", "Employee & retiree benefits", "Billers, providers & partners", "About HCA", and "Login". A dropdown menu for "Benefits 24/7" is open, showing options: "Apple Health accounts", "Benefits 24/7", "ProviderOne", "HCA employees", and "Remote access for vendors". The main content area features three sections: "SEBB benefits" with an umbrella icon, "Administrative tools and resources" with a wrench icon, and "Training resources" with a person at a podium icon. Each section has a brief description and a button to explore or find more. At the bottom, there is a blue bar with icons for "Forms & publications", "Notices & updates", "Benefits 24/7" (highlighted with a green circle), "HCA Support", and "Contact us".

Subscriber/Benefits Administrator Login

Benefits 24/7

[PEBB Home](#) [SEBB Home](#) [Contact PEBB/SEBB](#)

Benefits 24/7 Login

Log in to Benefits 24/7 to manage benefits for yourself and your dependents, attest to premium surcharges, enroll in PEBB retiree coverage, and get your statement of insurance.

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

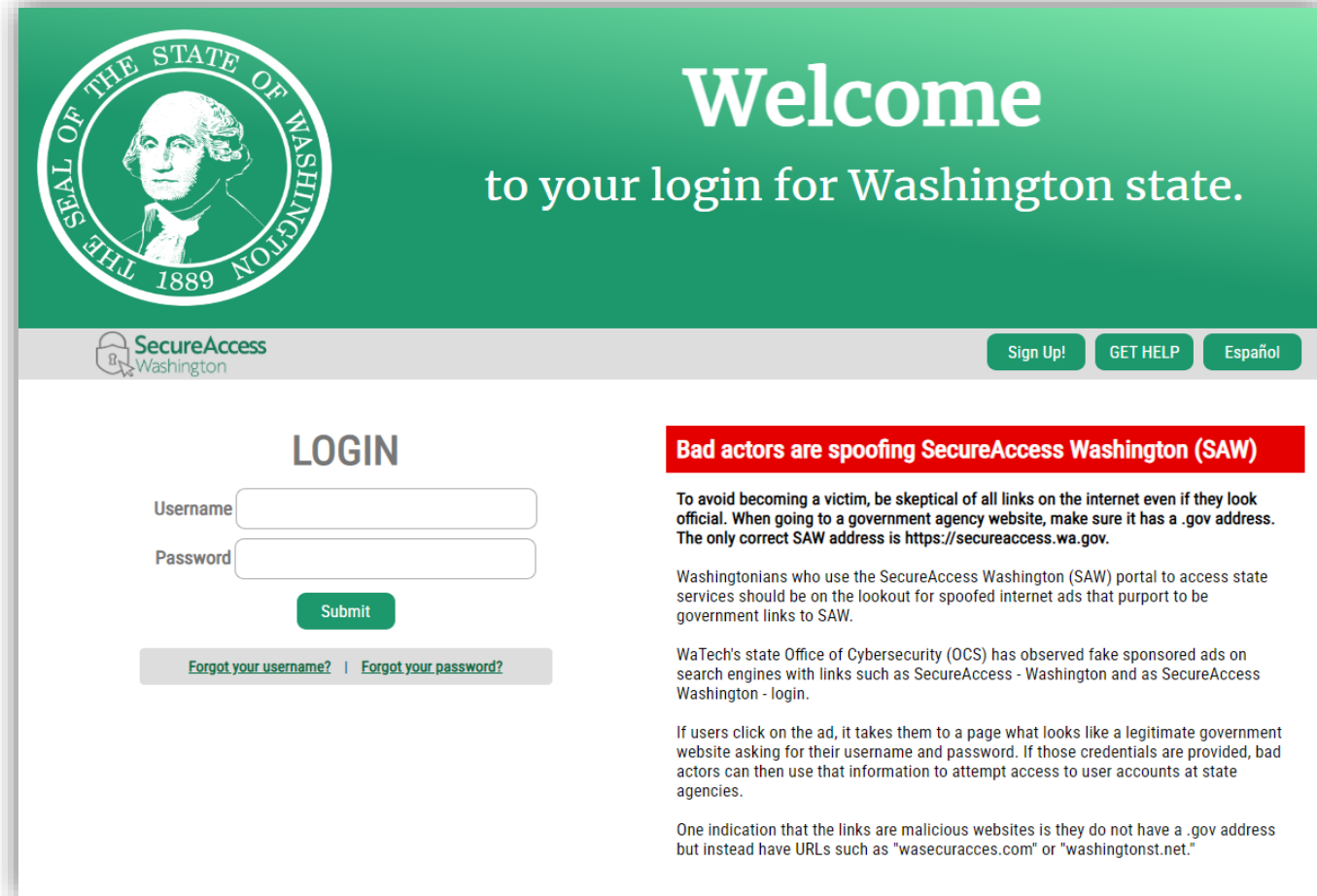
Use this log in option if you are an HCA admin or a PEBB benefits administrator whose agency uses Active Directory.


[Log in here](#)


[Contact HCA](#) [Accessibility](#) [Language Access](#) [Non-discrimination](#) [Privacy practices](#)

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Subscriber/Benefits Administrator Secure Access Washington (SAW) Login



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

 [Sign Up!](#) [GET HELP](#) [Español](#)

LOGIN

Username

Password

[Submit](#)

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

Bad actors are spoofing SecureAccess Washington (SAW)

To avoid becoming a victim, be skeptical of all links on the internet even if they look official. When going to a government agency website, make sure it has a .gov address. The only correct SAW address is <https://secureaccess.wa.gov>.

Washingtonians who use the SecureAccess Washington (SAW) portal to access state services should be on the lookout for spoofed internet ads that purport to be government links to SAW.

WaTech's state Office of Cybersecurity (OCS) has observed fake sponsored ads on search engines with links such as SecureAccess - Washington and as SecureAccess Washington - login.

If users click on the ad, it takes them to a page what looks like a legitimate government website asking for their username and password. If those credentials are provided, bad actors can then use that information to attempt access to user accounts at state agencies.

One indication that the links are malicious websites is they do not have a .gov address but instead have URLs such as "wasecuracces.com" or "washingtonst.net."

Employees should write down username and password information.

Benefits 24/7 Subscriber Verification

Benefits 24/7

[PEBB Home](#) [SEBB Home](#) [Contact PEBB/SEBB](#) [Sign Out](#)

Verification

Thank you for logging in to Benefits 24/7. Please provide the following information so we can first verify that we have you in our subscriber records. If you need help accessing Benefits 24/7:

- 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](#).

Subscriber verification - Step 1 of 2

Subscriber last name*

Subscriber date of birth*

Last 4 digits of subscriber's Social Security number*

[Verify my information](#)

[Contact HCA](#)

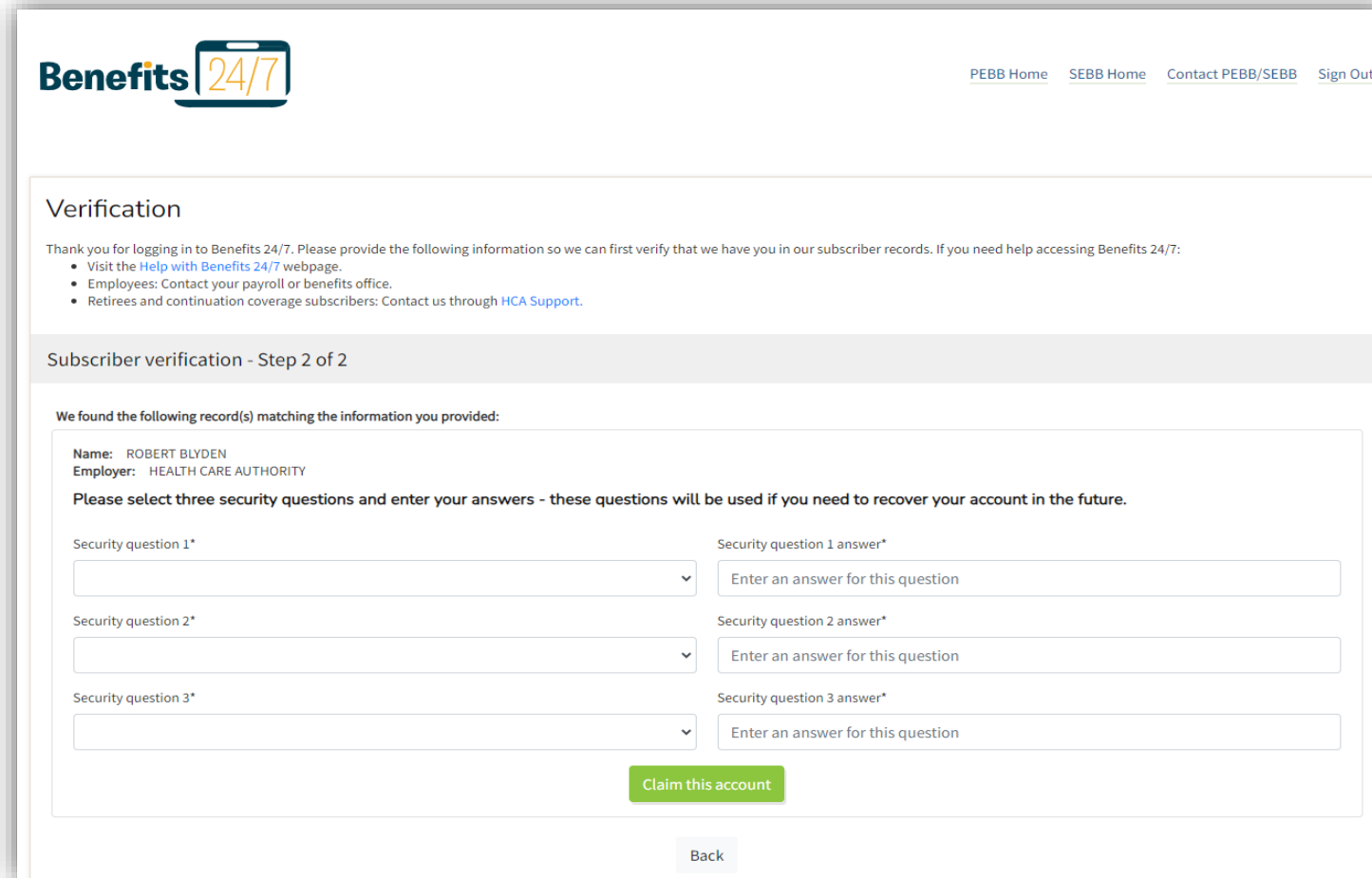
[Accessibility](#) [Language Access](#) [Non-discrimination](#) [Privacy practices](#)

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Benefits 24/7 v.1.1.240116.1 / 1.1.240113.1

Employee information must match exactly in Benefits 24/7

Benefits 24/7 Subscriber Security Questions



Benefits 24/7

[PEBB Home](#) [SEBB Home](#) [Contact PEBB/SEBB](#) [Sign Out](#)

Verification

Thank you for logging in to Benefits 24/7. Please provide the following information so we can first verify that we have you in our subscriber records. If you need help accessing Benefits 24/7:

- 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](#).

Subscriber verification - Step 2 of 2

We found the following record(s) matching the information you provided:

Name: ROBERT BLYDEN
Employer: HEALTH CARE AUTHORITY

Please select three security questions and enter your answers - these questions will be used if you need to recover your account in the future.

Security question 1*	Security question 1 answer*
<input type="text"/>	<input type="text" value="Enter an answer for this question"/>
Security question 2*	Security question 2 answer*
<input type="text"/>	<input type="text" value="Enter an answer for this question"/>
Security question 3*	Security question 3 answer*
<input type="text"/>	<input type="text" value="Enter an answer for this question"/>

[Claim this account](#)

[Back](#)

Employees should write down answers to their security questions.

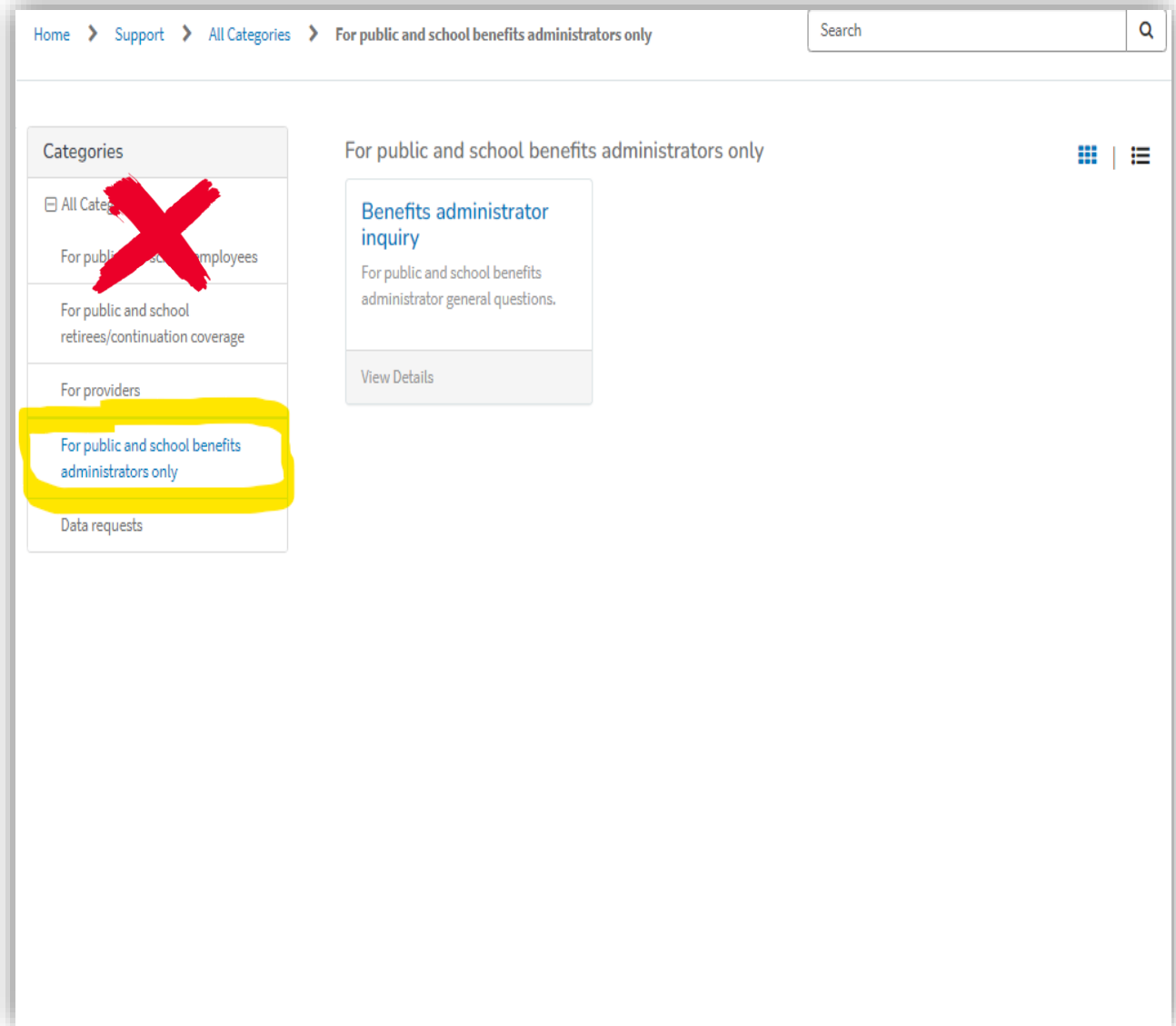


Benefits Admin changes

Sending HCA Support Request change

Send request using the HCA Support portal

- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select 'Is this inquiry related to the Benefits 24/7 online enrollment system?' **NO**
 - Select 'What does your Benefits 24/7 inquiry relate to?'



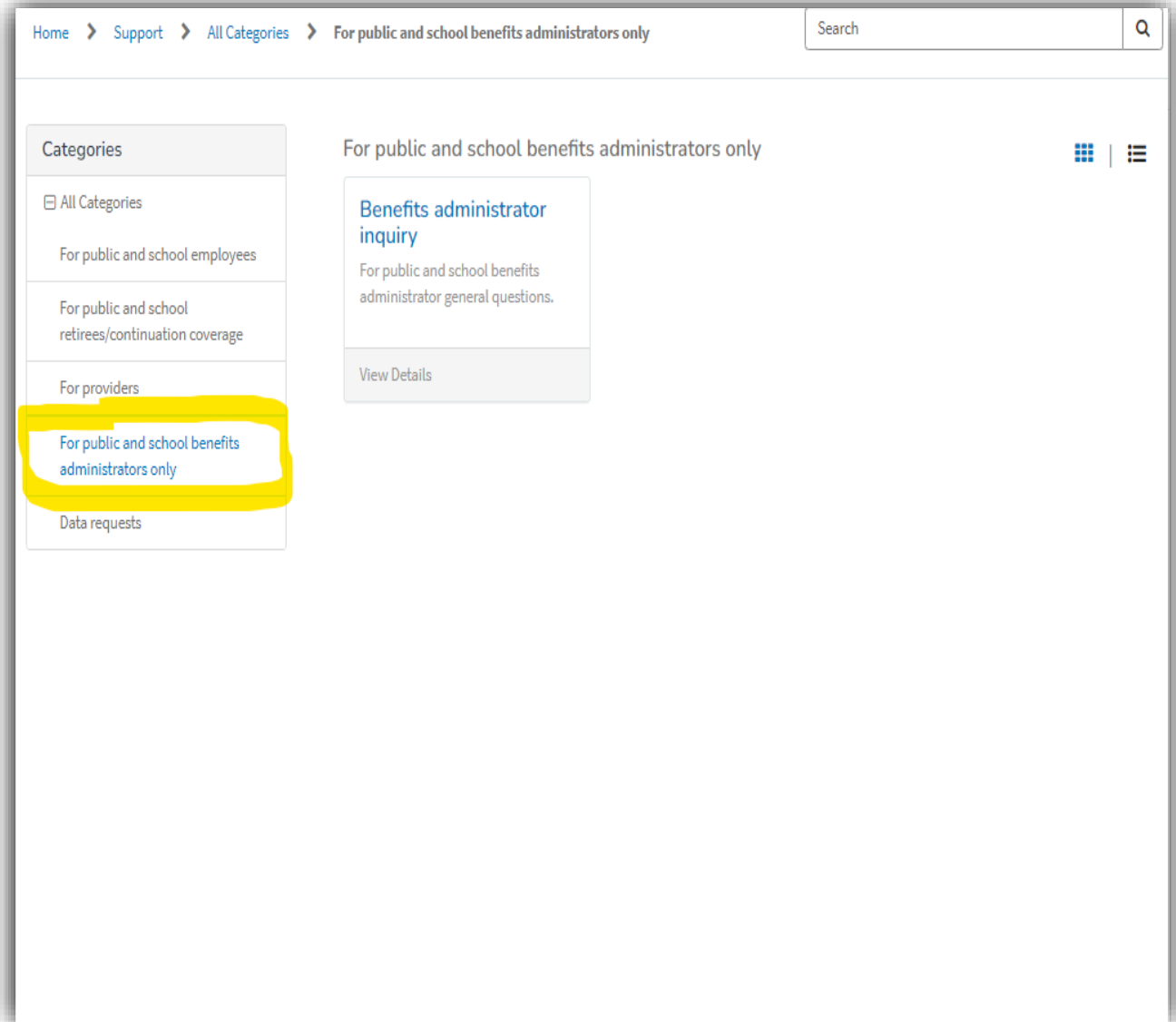
Benefits Admins should not use the “general support” form!

<https://support.hca.wa.gov/hcasupport>

(New) Adding/Removing admin access change

Send request using the HCA Support portal

- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select 'Is this inquiry related to the Benefits 24/7 online enrollment system?' **YES**
 - **Add/Remove admin access**
 - Admin Information



Note: Benefits 24/7 Security Designation form has been removed!

<https://support.hca.wa.gov/hcasupport>

Managing Benefits Admin access

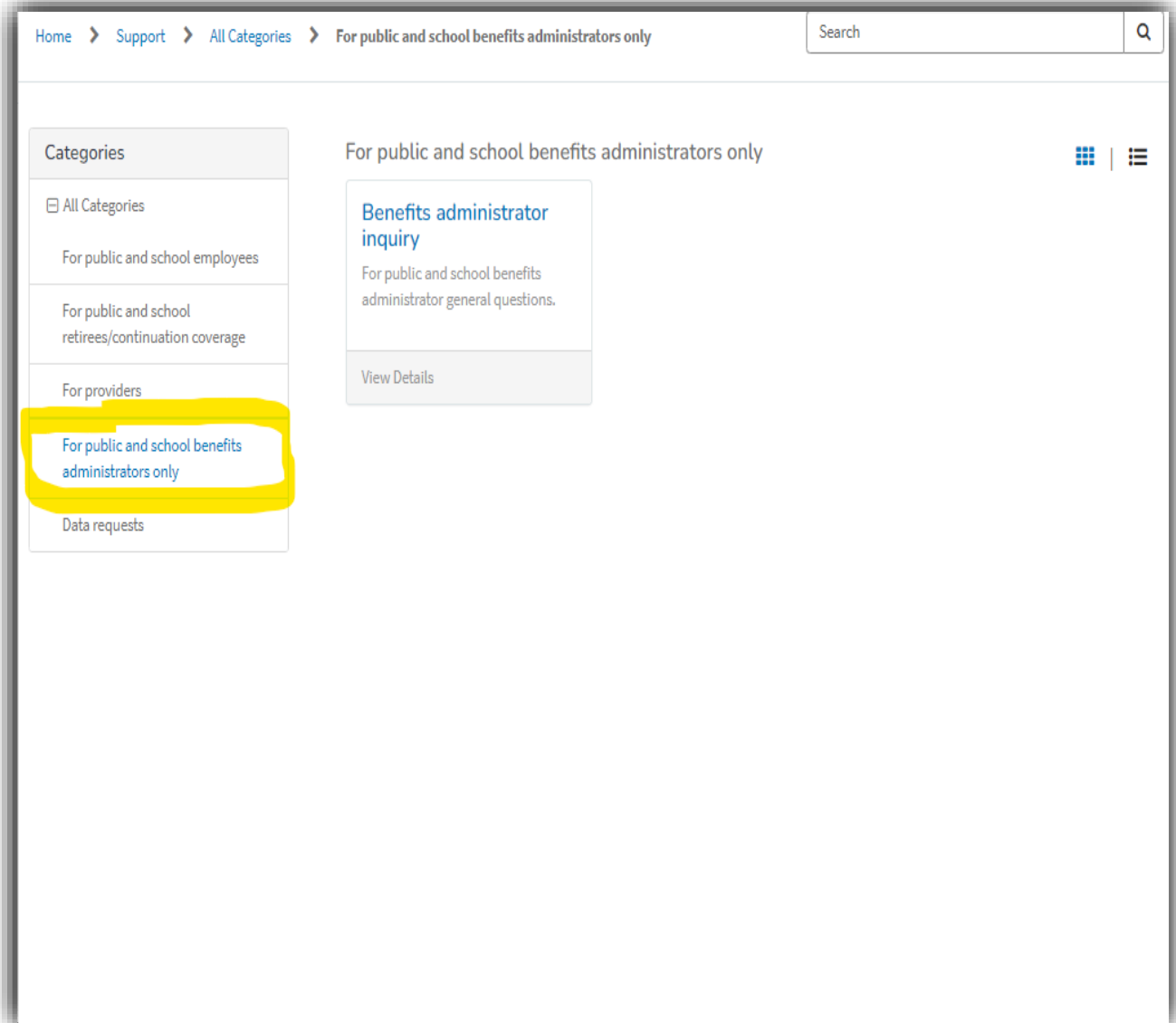
Managing Benefits Admin access process

- **Authorizing security designee** will use the HCA Support Portal to add/remove **Admin access roles ONLY** using the built-in form
 - Admin access role will be the **only access level** on the form
- Benefits Admins are responsible for managing edit and read only roles
 - Admin role can add, update, or remove edit and read only access
 - **Do not notify HCA** when Benefits Administrators need to add or remove edit or read only access
 - Notify HCA if you have entered an incorrect email address
 - **Do not use** SEBB My Account Administrator Appointment/Removal form

Reporting Login/Access issues

Send request using the HCA Support portal

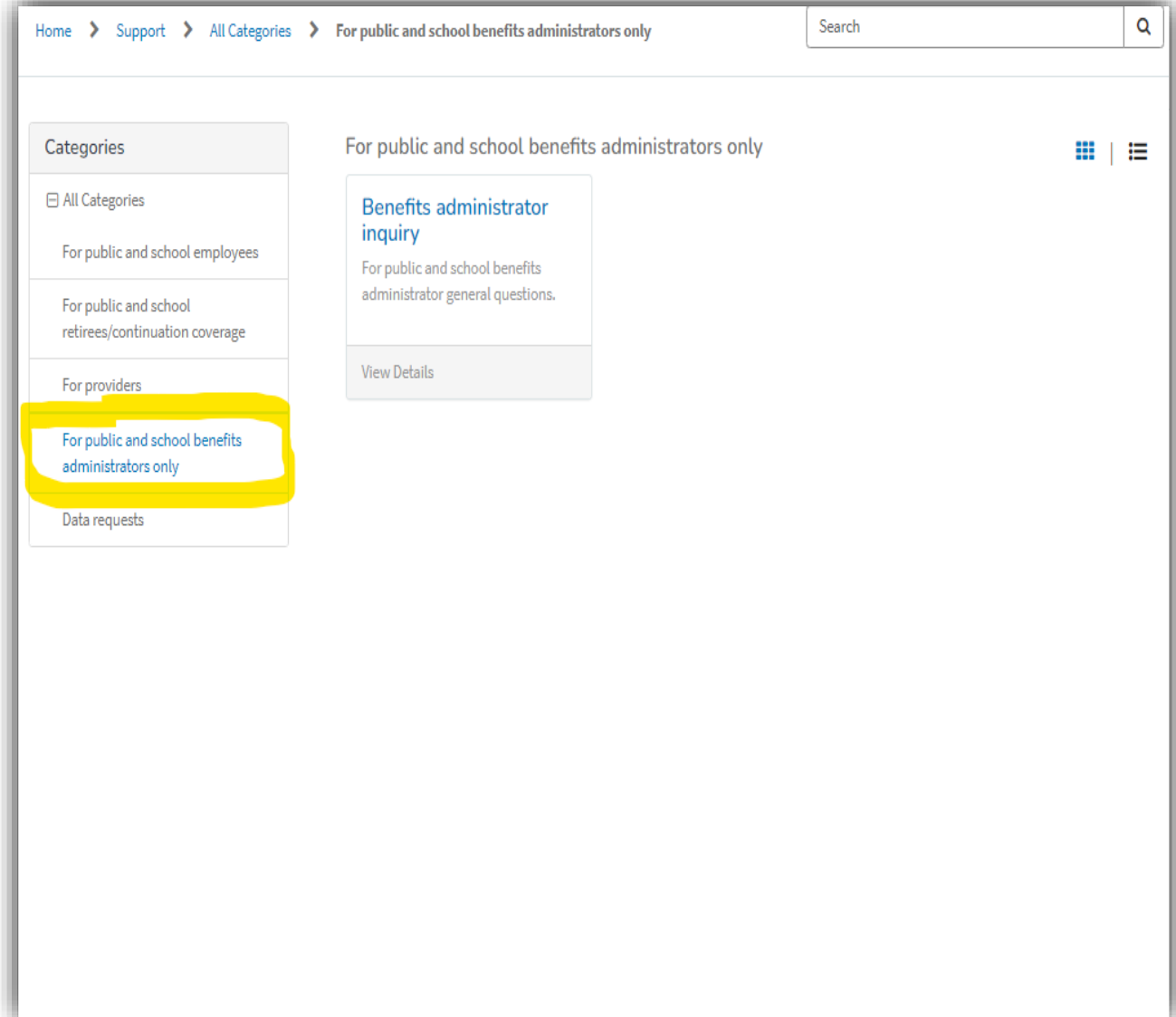
- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select 'Is this inquiry related to the Benefits 24/7 online enrollment system?' **YES**
 - **Login/access issues**
 - Admin Information
 - Details



Reporting a Technical Issue

Send request using the HCA Support portal

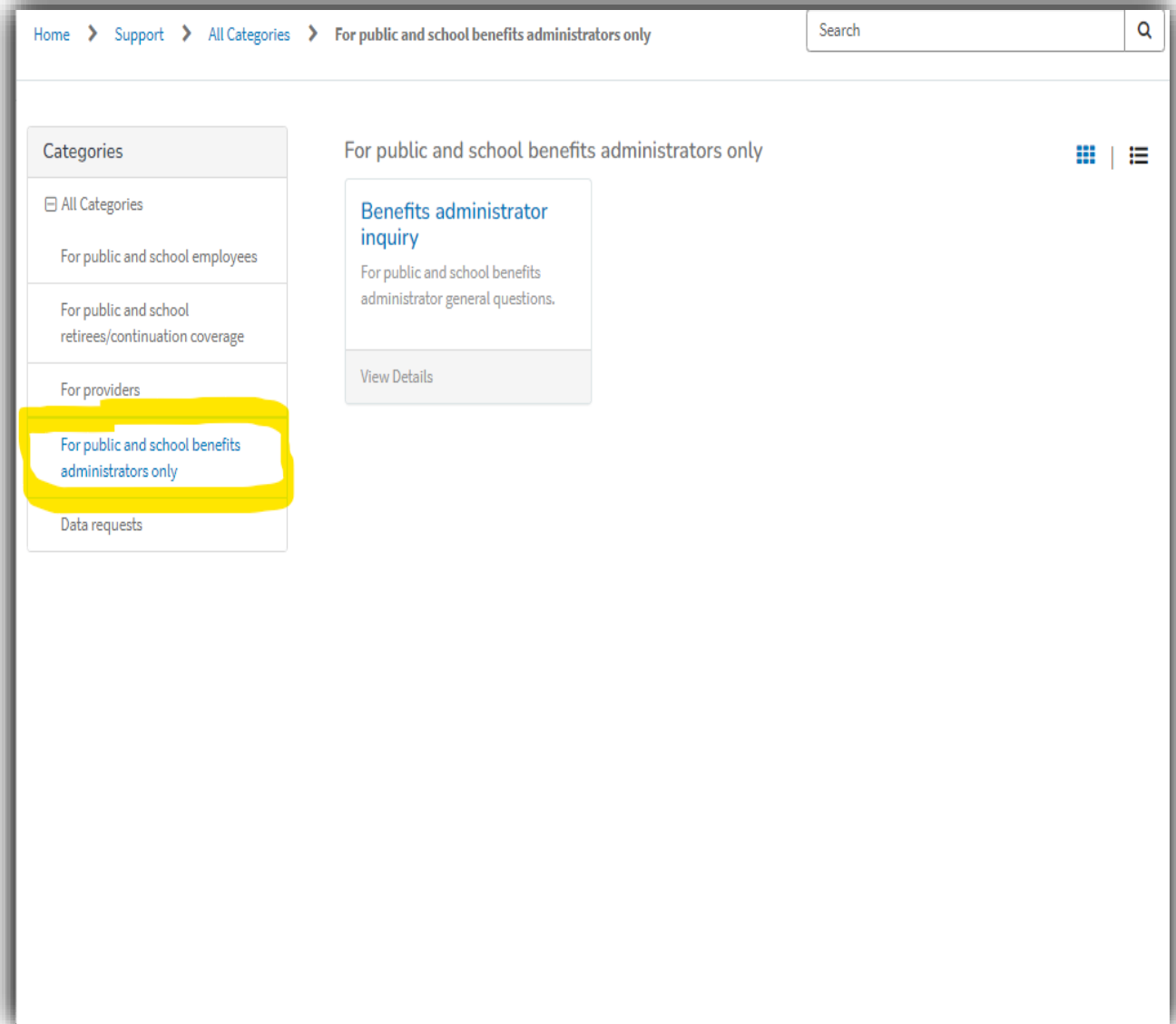
- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select 'Is this inquiry related to the Benefits 24/7 online enrollment system?' **YES**
 - **Report a technical issue**
 - Admin Information
 - Details



Submitting Suggestions/Feedback

Send request using the HCA Support portal

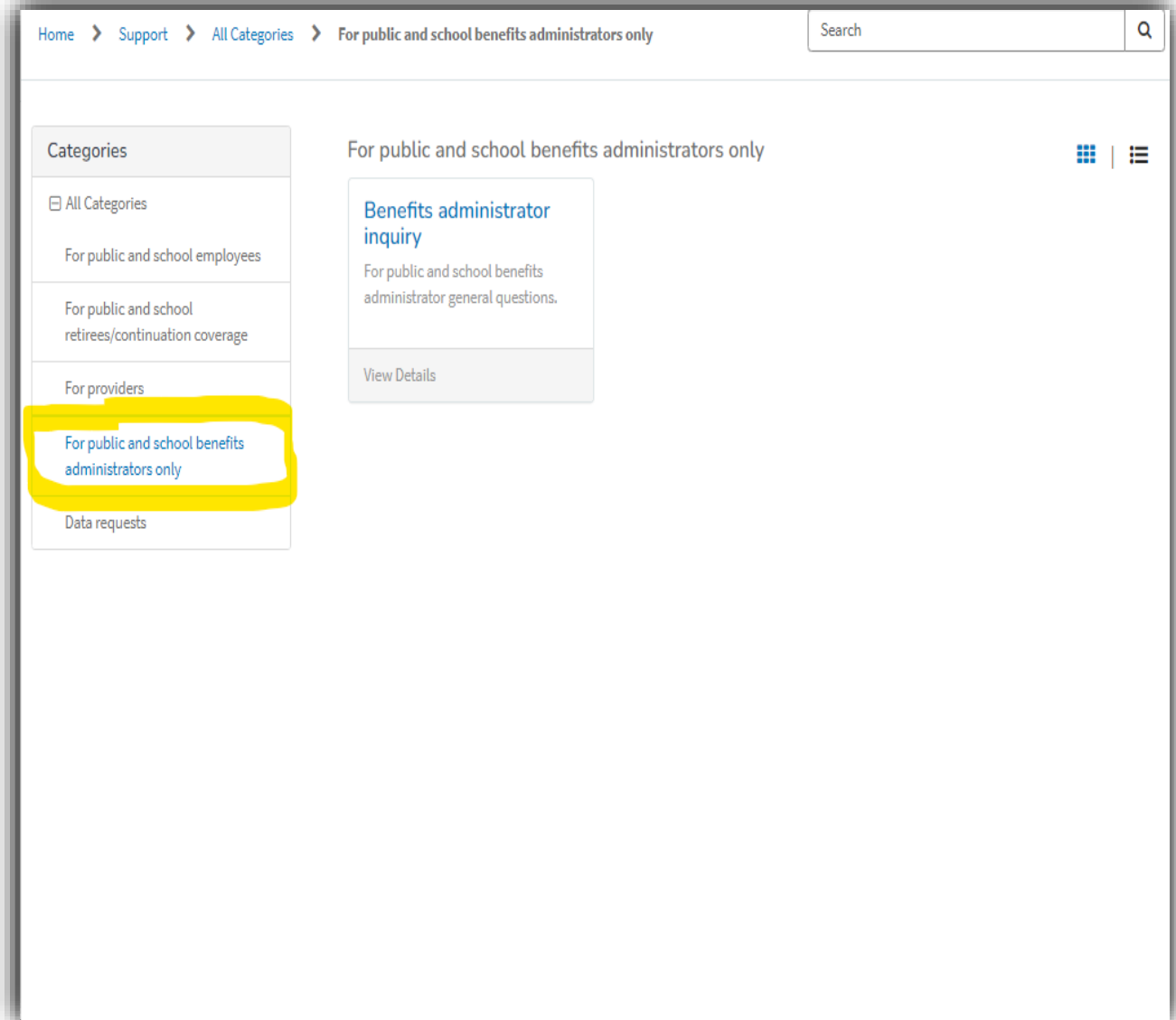
- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select 'Is this inquiry related to the Benefits 24/7 online enrollment system?' **YES**
 - **Suggestions/Feedback**
 - Admin Information
 - Details



Requesting Training

Send request using the HCA Support portal

- For public and school benefits administrators only
 - Benefits administrator inquiry
 - Select SEBB Program
 - Select 'Is this inquiry related to the Benefits 24/7 online enrollment system?' **YES**
 - **Training request**
 - Admin Information
 - Details



Special Open Enrollment (SOE) Events status

Employee who fill out an SOE but forget to “**Submit**” their SOE will show in “**Draft**” status.

- SOEs in “Draft” will not appear on the BA dashboard
- BA must open SOE Verification tile to see all SOEs in draft status
- BA should not “move” SOE out of draft status on behalf of the employee
 - Notify school employee that their SOE is still in draft status/incomplete.

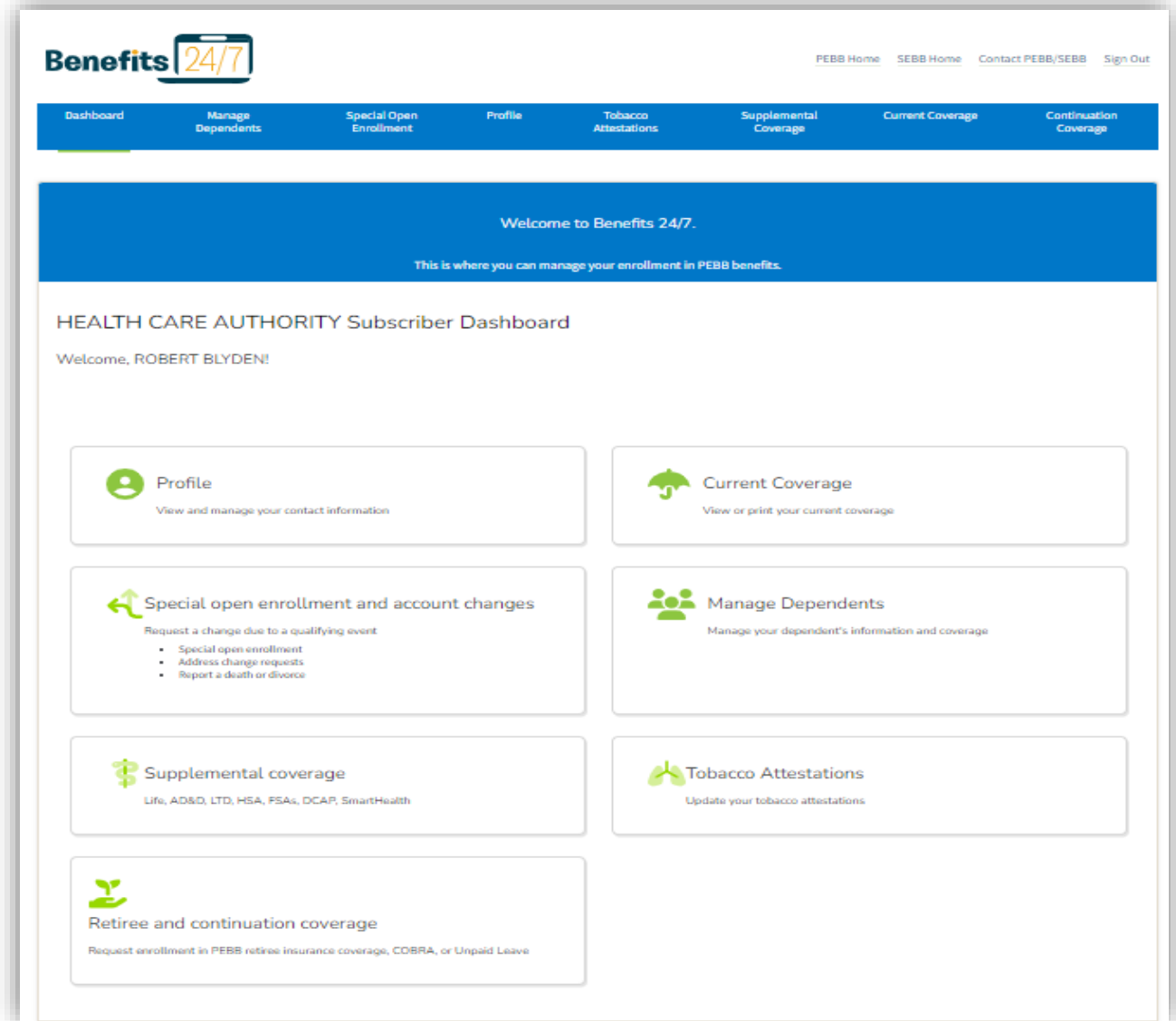
BA should check their SOE tile daily/weekly.



Retiree/Continuation Coverage

Subscriber Dashboard

- Profile
- Current coverage
- SOE and account changes
- Manage dependents
- Supplemental coverage
- Tobacco Attestation
- **Retiree and continuation coverage**



Subscriber Retiree/Continuation Coverage

The screenshot displays the 'Benefits24/7' website interface. At the top, there is a navigation bar with links for 'PEBB Home', 'SEBB Home', 'Contact PEBB/SEBB', and 'Sign Out'. Below this is a secondary navigation bar with tabs for 'Dashboard', 'Manage Dependents', 'Special Open Enrollment', 'Profile', 'Tobacco Attestations', 'Supplemental Coverage', 'Current Coverage', and 'Continuation Coverage'. The 'Continuation Coverage' tab is selected and highlighted. The main content area is divided into three sections, each with a title, a list of bullet points, and a 'Create Request' button. The first section is 'PEBB Retiree insurance coverage', the second is 'PEBB Continuation Coverage (COBRA)', and the third is 'PEBB Continuation Coverage (Unpaid Leave)'. At the bottom of the main content area is a 'Back to dashboard' button. The footer contains links for 'Contact HCA', 'Accessibility', 'Language Access', 'Non-discrimination', and 'Privacy practices', along with copyright information for the Washington Health Care Authority and version details for Benefits 24/7.

Benefits24/7

PEBB Home SEBB Home Contact PEBB/SEBB Sign Out

Dashboard Manage Dependents Special Open Enrollment Profile Tobacco Attestations Supplemental Coverage Current Coverage **Continuation Coverage**

PEBB Retiree insurance coverage

- As a retiring employee, if you meet procedural and eligibility requirements, you can enroll in PEBB retiree insurance coverage, which offers a range of medical and dental plans to choose from and retiree term life insurance.
- If you meet the eligibility requirements and you're not ready to enroll in PEBB retiree insurance coverage because you have other qualified medical coverage, such as employer health coverage through your spouse or state-registered domestic partner, you may choose to defer (postpone) enrollment. When you defer, you are postponing enrollment in both medical and dental coverage. Deferring your enrollment will retain your eligibility in case you want to enroll later.

Create Request

PEBB Continuation Coverage (COBRA)

- PEBB Continuation Coverage (COBRA) is a temporary extension of PEBB health plan coverage available to PEBB members who are qualified beneficiaries under federal Consolidated Omnibus Budget Reconciliation Act (COBRA) rules.
- HCA also extends PEBB Continuation Coverage (COBRA) to state-registered domestic partners and their children, based on RCW 26.60.015 and PEBB policy resolution that extends PEBB coverage for dependents not otherwise eligible for COBRA. Coverage may be temporarily extended only if the PEBB member experiences a qualifying event.

Create Request

PEBB Continuation Coverage (Unpaid Leave)

- PEBB Continuation Coverage (Unpaid Leave) is a temporary extension of PEBB insurance coverage for employees who lose eligibility for the employer contribution toward PEBB benefits due to specific types of leave.

[Learn more about PEBB Continuation Coverage](#)

Create Request

[Back to dashboard](#)

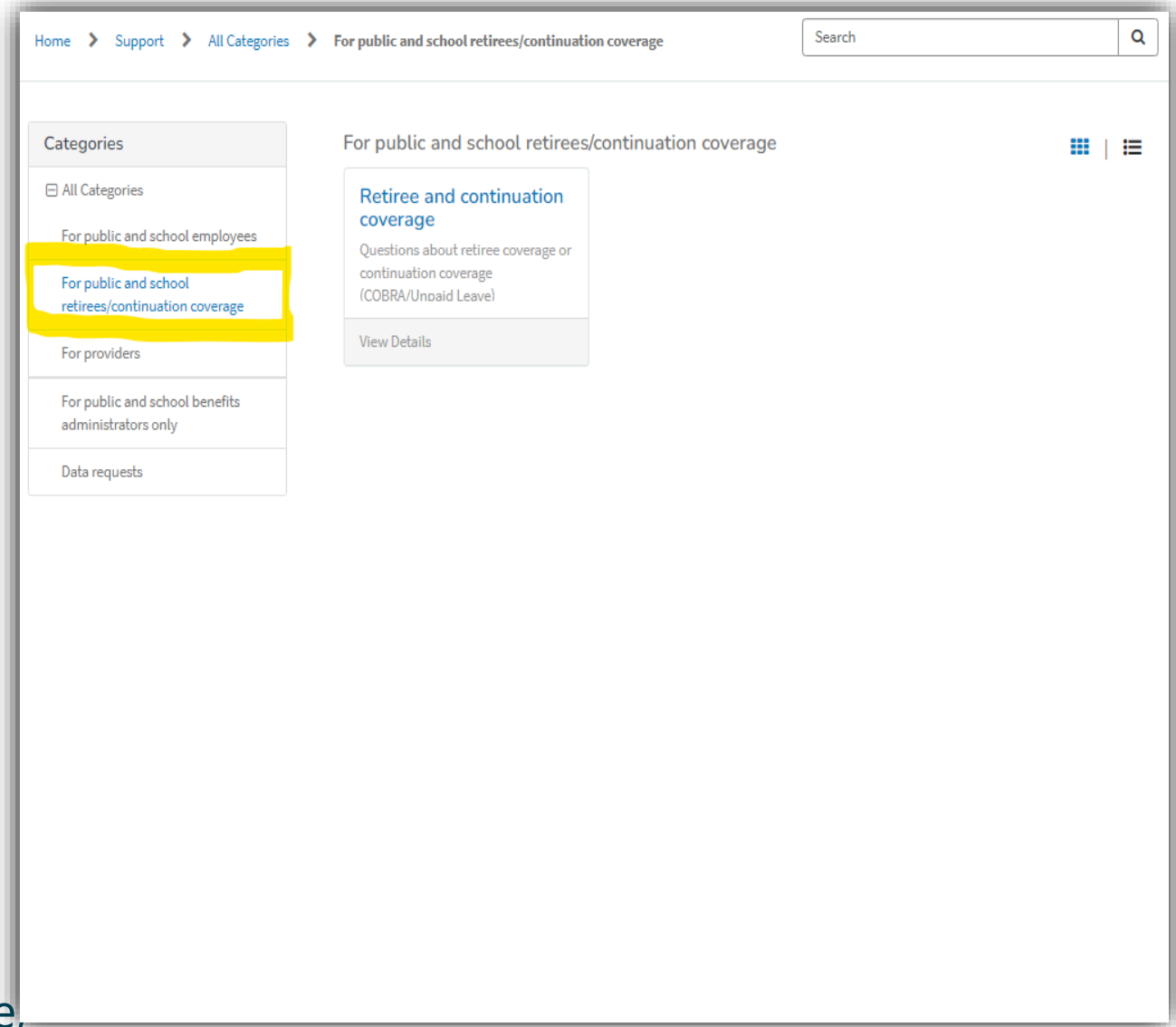
Contact HCA Accessibility Language Access Non-discrimination Privacy practices

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Benefits 24/7 v.1.1.240116.1 / 1.1.240113.1

Retiree/Continuation coverage Inquiry

Employees can send request using the HCA Support portal

- For public and school retiree/continuation coverage
 - Retiree and continuation coverage
 - Accounting, Appeals, Add/Remove dependent, Medical dental plan changes, Continuation coverage
 - Retiree eligibility and enrollment, term life insurance, New Medicare eligibility, Termination request, address





Troubleshooting Benefits 24/7 Access

Releasing/Unlock Subscriber account

Release/Unlock subscriber account

- **Step 1**-Check box next to name
- **Step 2**-Click Manage Associated subscriber

Added to release previously claimed subscriber SAW account

Used when subscriber has forgotten answers to security questions

- Verify subscriber information

EASTMONT SCHOOL DISTRICT 206

Manage Subscribers

Use this section to perform the following actions for subscribers (employees):

- Review your subscriber's current account information and coverage selections.
- View and/or print your subscriber's Statement of Insurance.
- Review your subscriber's enrollment, dependents and benefit elections.

sebb

	First name	Middle name	Last name	SSN	Birth date	Member type	Employer name
<input type="checkbox"/>	Transfer	A	Sebb	XXX-XX-8899	09/11/1990	Subscriber	EASTMONT SCHOOL DISTRICT 206
<input type="checkbox"/>	Mr Transfer	A	Sebb	XXX-XX-4433	09/10/1998	Subscriber	EASTMONT SCHOOL DISTRICT 206
<input checked="" type="checkbox"/>	Robert	A	Sebb	XXX-XX-0061	01/01/1980	Subscriber	EASTMONT SCHOOL DISTRICT 206

1 - 3 of 3 items

[Release/unlock subscriber account?](#) The member will be prompted to re-claim their account upon next login.

Currently managing: Robert Sebb

Welcome to Benefits 24/7.

This is where you can manage your enrollment in SEBB benefits.

To stay up-to-date on the latest HCA communications, be sure to keep your email address current in your account [profile](#).

EASTMONT SCHOOL DISTRICT 206 Subscriber Dashboard

Welcome, Robert Sebb!

Releasing Benefits Admin Account

First name	Last name	Email	Role	Access start date	Access end date	Manage
Victoria	Morrison	victoria.morrison@kent.k	Read On	01/16/2024	mm/dd/yyyy	<div>Save</div> <div>Release account</div>
Erica	Coughlin	erica.coughlin@kent.k12.	Read On	01/16/2024	mm/dd/yyyy	<div>Save</div> <div>Release account</div>
Yolanda	Atwood	yolanda.atwood@kent.k1	Edit	01/16/2024	mm/dd/yyyy	<div>Save</div> <div>Release account</div>
Amanda	Davis	amanda.davis@kent.k12.	Read On	01/16/2024	mm/dd/yyyy	<div>Save</div>
Judy	Weaver	judith.weaver@kent.k12.v	Edit	01/16/2024	mm/dd/yyyy	<div>Save</div>
Jaime	Frazier	jaime.frazier@kent.k12.w	Admin	01/16/2024	mm/dd/yyyy	<div>Save</div> <div>Release account</div>
Malia	Siufanua	malia.siuifanua@kent.k12	Edit	01/16/2024	mm/dd/yyyy	<div>Save</div>
Amy	Valentin	amy.valentin@kent.k12.w	Edit	01/16/2024	mm/dd/yyyy	<div>Save</div> <div>Release account</div>

Confirm you entered the correct email before clicking the "Save" button!

Benefits 24/7 Troubleshooting Tips

*Benefits Admin cannot log into Benefits 24/7 after a successful SAW login:

- Are you redirected verification process page (Last name, DOB, and last 4 of SSN)?
 - Do not enter your subscriber information as this will now claim your subscriber account using the SAW account you currently logged in with. Release Benefits Admin acct.

*Benefits Admin is being sent to their personal account rather than admin, Benefits 24/7 is not recognizing the SAW account previously used.

- Make sure you are logging in using the correct Admin SAW login account

*Email address used in SAW account login **MUST MATCH** exactly the email address entered in Benefits 24/7 manage access tile.

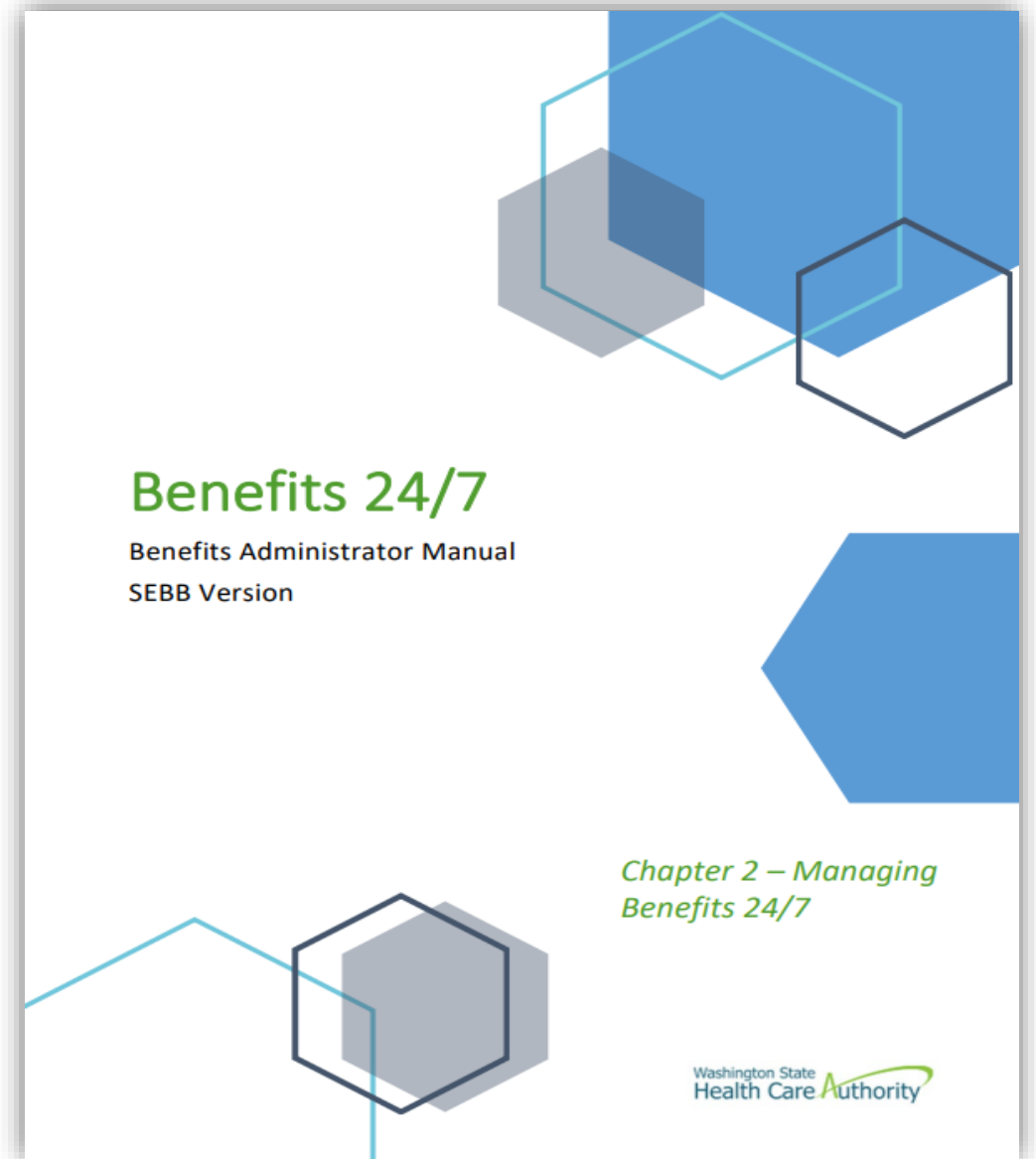
- Do not create a new SAW account. Verify Benefits 24/7 and SAW email address match

*Go to SAW directly to change/update to your SAW account!

Troubleshooting Benefits 24/7

Benefits 24/7 BA Manual Chapter 2

- Need instructions on Troubleshooting employee access
 - Employee attempting to claim their account for the first time
 - **Page 13-14**
 - Releasing an old SAW account for an employee
 - **Pages 15-16**



Releasing an employee account requires Benefits 24/7 Admin access.

hca.wa.gov/assets/perspay/sebb-b247-chapter-2.pdf



Employee Resources

Employee Communications

February SEBB Intercom newsletter will mail/email on **February 22, 2024.** and will

- Includes article about Benefits 24/7.
- What's new?
- Get started with Benefits 24/7



School Employees Benefits Board (SEBB) Program
School Employees Edition October 2023

Ready, set, enroll: 2024 open enrollment

Open enrollment is October 30 through November 20, 2023. Find forms on the *Open enrollment* webpage at hca.wa.gov/sebb-oe.

What is open enrollment?
Open enrollment is a period of time that happens once a year, typically in the fall, when you can make changes to your coverage.

What can I change during open enrollment?
You can make the changes listed below during open enrollment, October 30 through November 20. Changes are effective January 1, 2024.

Use SEBB My Account (myaccount.hca.wa.gov) to:

- Change your medical, dental, or vision plan.
- Add or remove a dependent.
- Waive medical coverage if you have other employer-based group medical, a TRICARE plan, or Medicare.
- Enroll in medical coverage if you previously waived.
- Attest to the spouse or state-registered domestic partner coverage premium surcharge. (You will receive a letter if you need to reattest.)
- Update your tobacco attestations if you have changes.

If you are unable to use SEBB My Account, you can use the *School Employee Enrollment* or *School Employee Change* form. They are available from your payroll or benefits office. **Your payroll or benefits office must receive your form by November 20.**

Visit Navia Benefit Solutions to enroll in FSA or DCAP
Enroll in a flexible spending arrangement (FSA) or the Dependent Care Assistance Program (DCAP) on Navia's website at sebb.naviabenefits.com. You can also submit the *Navia Open Enrollment* form to Navia. You must enroll in these benefits again every year you want to participate. See page 5 for more about FSA/DCAP.

5 tips for a smooth open enrollment

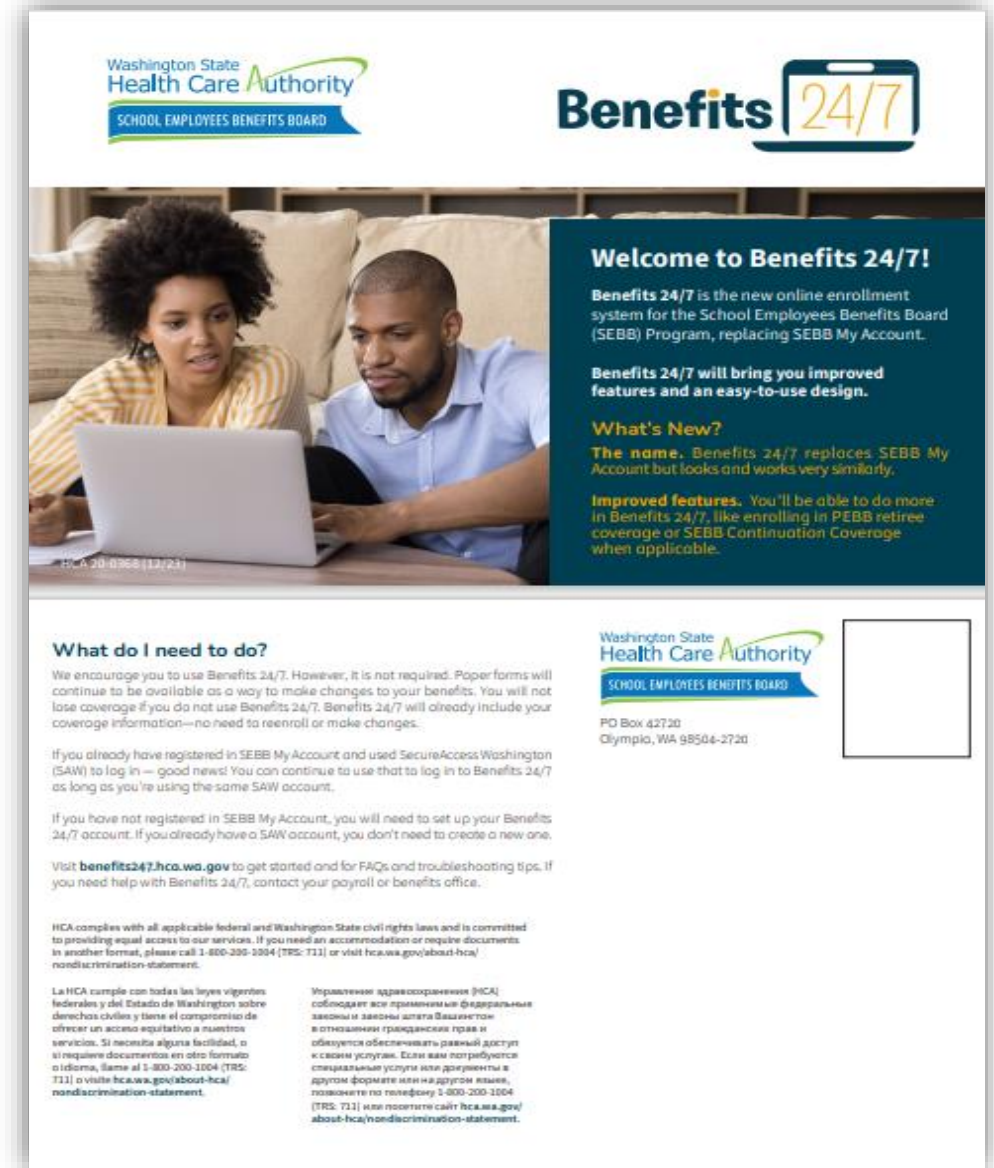
1. **Check** the plans available in the county you live or work in to make sure your plan is still available.
2. **Review what's changing.** Find your monthly premiums and look over any changes to your current plan. Some premiums are increasing significantly for 2024.
3. **Make any changes in SEBB My Account**, like changing your medical plan or removing dependents, by November 20, 2023.
4. **Stay connected.** Sign up for emails and follow HCA on social media.
5. **Need help?** Ask your payroll or benefits office.

HCA 20-0119 (10/23) 1

Employee Communications

School employees Benefits 24/7 post card mailed on **January 23, 2024.**

- Announcement of the Benefits 24/7 launch date
- How to access Benefits 24/7
- Where to get more information



Contact your payroll or benefits office for help with Benefits 24/7

hca.wa.gov/assets/pebb/20-0368-sebb-employee-benefits-247-quick-start.pdf



Benefits Administrators Resources

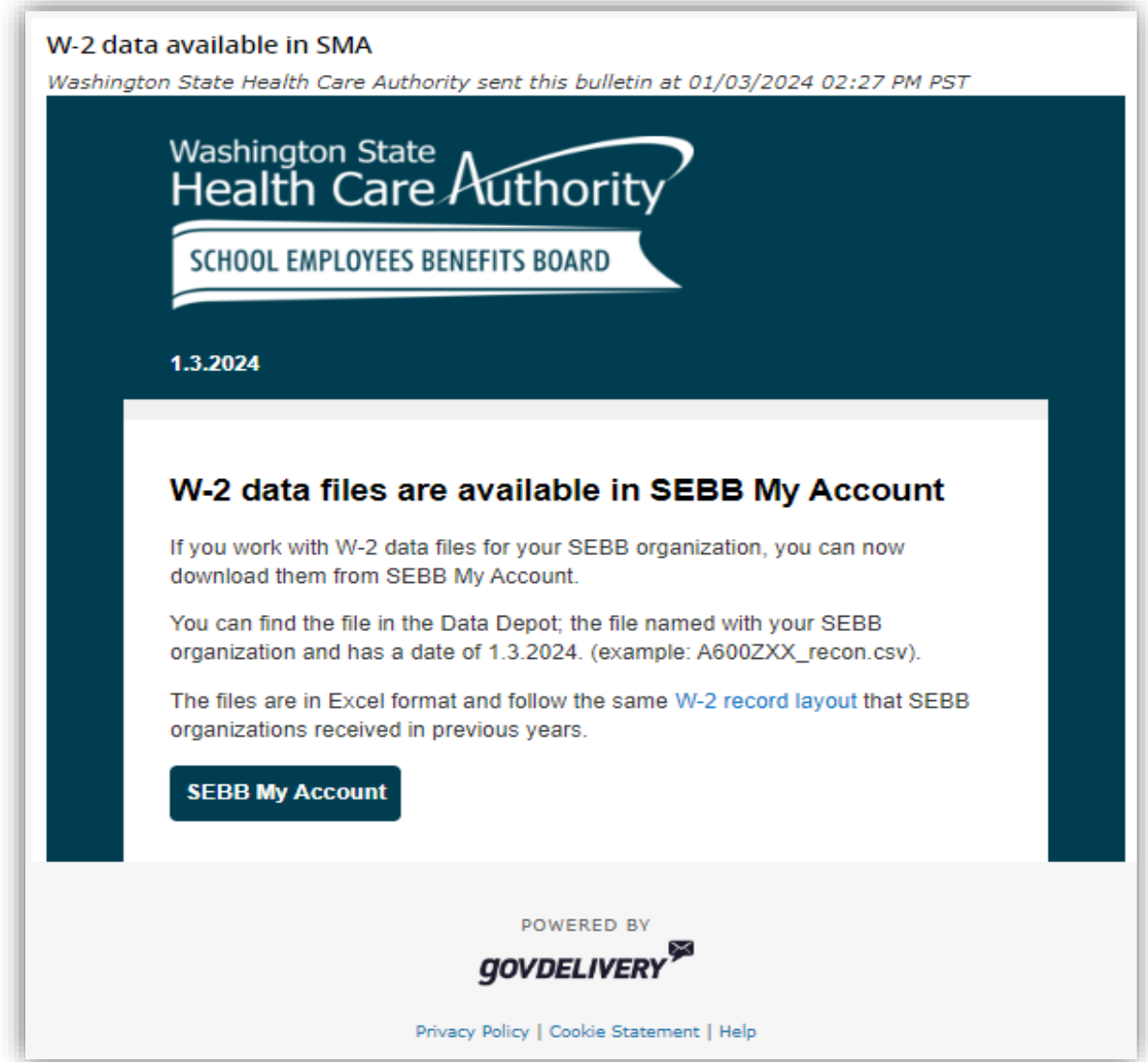
Benefits Admin Resource

GovDelivery sent on
January 3, 2024.

W-2 data files are available in Benefits 24/7 under Data Depot tile.

Additional Tax reporting information.


- Benefits Admin Website
 - Administrative tools and resources
 - ACA and tax-related reporting




Benefits Admin Resource

Spousal surcharge payment notification letters mailed on **January 17, 2024.**

- Employees that will be charged \$50 that attested premium applies to their account or did not attest by December 31, 2023
- Change attestation:
 - During annual Open enrollment
 - Within 60 days of an SOE event
- Includes appeal instructions


Washington State Health Care Authority
School Employees Benefits Board
PO Box 42720 • Olympia, Washington 98504-2720
hca.wa.gov/sebb

Name _____ <Date> _____
Address _____
City State ZIP Code _____



The monthly \$50 spouse or state-registered domestic partner coverage premium surcharge will apply to your account in 2024.

Dear Subscriber:

Starting in January 2024, you will be charged a monthly \$50 premium surcharge to cover your spouse or state-registered domestic partner (SRDP) on your School Employees Benefits Board (SEBB) Program medical insurance. This surcharge will be added to your monthly medical premium. You are being charged because you attested (responded) that the premium surcharge applies to your account or you did not attest by December 31, 2023, deadline as required.

Changing your attestation
The premium surcharge applies for all of 2024 unless an event allows you to change your attestation. You can only change your attestation in these situations:

- During annual open enrollment.
- Within 60 days of an event that causes a change in your spouse's or SRDP's employer-based group medical insurance.

You may appeal this surcharge
If you believe the surcharge was applied incorrectly, you may file an appeal. The SEBB Appeals Unit must receive your written appeal **no later than 30 calendar days** after the date of this letter. Do not send the appeal to your employer. Learn more about how to submit an appeal on the next page and on the HCA website at hca.wa.gov/sebb-appeals.

For more information
To learn more about the surcharge, visit the HCA website at hca.wa.gov/sebb-employee under *Surcharges*, then select *Spouse or state-registered domestic partner coverage premium surcharge*. If you have questions about this letter, please contact your payroll or benefits office.

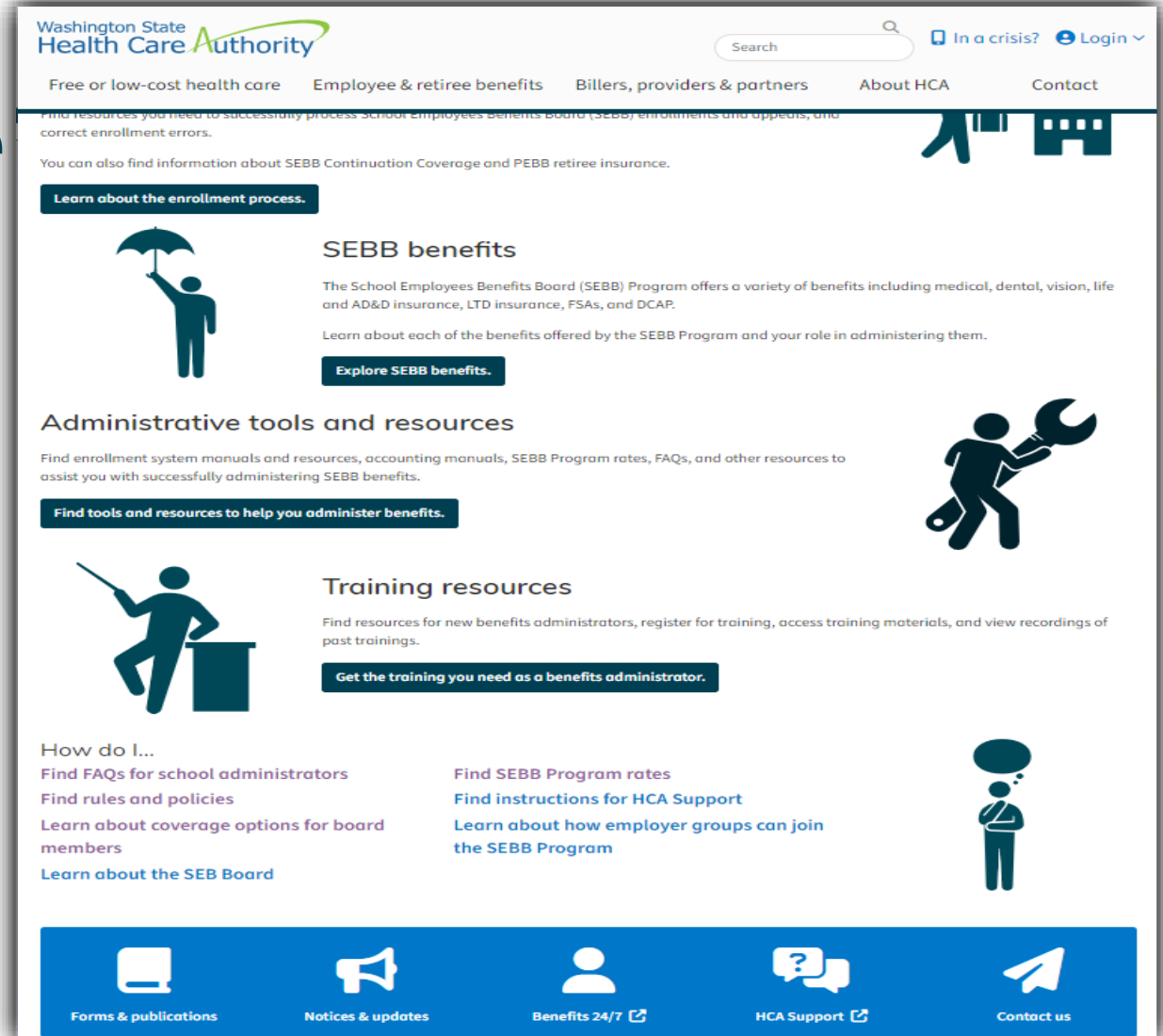
Sincerely,
SEBB Program

HCA 20-0205 (11/23) incl. 20-0050 - employees continued

Benefits Admin Resource

How to order SEBB Materials. SEBB Benefits Admin Website Forms and publications

- 2024 Employee Enrollment Guide
- School Employee Enrollment Form
- School Employee Change Form
- SEBB LTD Booklet
- 2024 PEBB Retiree Enrollment Guide



Benefits Admin Resource

Sign up for SEBB Board emails

Visit the School Employees Benefits (SEB) Board website:

- 2024 Meeting schedule
- Agenda
- Briefing books and minutes
- Join Zoom meeting or attend in person

Washington State Health Care Authority

Search

In a crisis? Login

Free or low-cost health care Employee & retiree benefits Billers, providers & partners About HCA Contact

Home > About HCA > Programs & initiatives > School Employees Benefits Board (SEBB) Program > Meetings & materials

Meetings and materials

Get the School Employees Benefits (SEB) Board meeting schedule, along with agendas, briefing books, and minutes.

On this page

- [2024 meeting schedule](#)
- [Meeting materials](#)
- [Approved resolutions](#)
- [Location and directions](#)
- [Need an accommodation?](#)

2024 meeting schedule

All meetings begin at 9 a.m.

- January 25, 2024
- March 14, 2024
- April 4, 2024
- May 2, 2024
- June 6, 2024
- June 20, 2024
- July 10, 2024
- July 17, 2024
- July 24, 2024
- July 31, 2024

Meeting materials

2024

Date	Materials
January 25	Agenda (01-25-2024) Briefing Book (01-25-2024) Join Zoom meeting or attend in person



Reminders, Tips & Resources

Benefit Administrator Resources

SEBB BA website

- Employee eligibility tools and worksheets

Outreach & Training for guidance

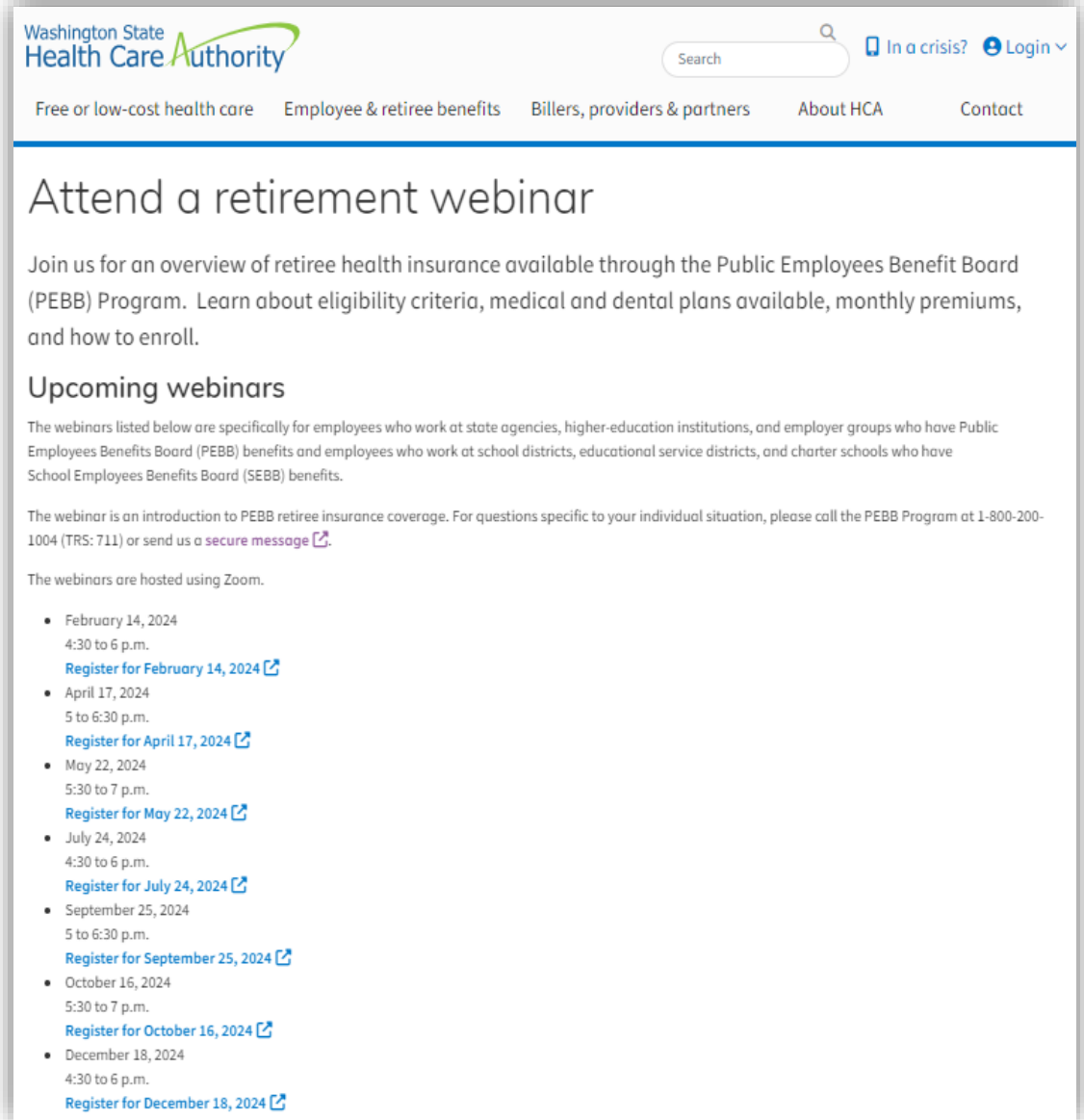
- **1-800-700-1555**
- Online via **HCA Support** secure messaging system

The screenshot shows the Washington State Health Care Authority website for SEBB benefits administrators. The header includes the agency logo, a search bar, and links for 'In a crisis?' and 'Login'. The main navigation bar lists: 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The breadcrumb trail reads 'Home > SEBB benefits administrators'. The main heading is 'SEBB benefits administrators'. Below this are three links: 'Eligibility worksheets', 'Forms and Publications', and 'HCA Support (submit a question)' with an external link icon. The page is divided into four sections, each with an icon and a call-to-action button: 1. 'Eligibility' (icon of two people at a table) with the text 'Find eligibility worksheets and other resources you need to successfully determine employee and dependent eligibility for School Employees Benefits Board (SEBB) benefits.' and a button 'Learn about eligibility and find resources.' 2. 'Enrollment' (icon of a person with a briefcase) with the text 'Find resources you need to successfully process School Employees Benefits Board (SEBB) enrollments and appeals, and correct enrollment errors.' and a button 'Learn about the enrollment process.' 3. 'SEBB benefits' (icon of a person with an umbrella) with the text 'The School Employees Benefits Board (SEBB) Program offers a variety of benefits including medical, dental, vision, life and AD&D insurance, LTD insurance, FSAs, and DCAP. Learn about each of the benefits offered by the SEBB Program and your role in administering them.' and a button 'Explore SEBB benefits.' 4. 'Administrative tools and resources' (icon of a person with a wrench) with the text 'Find accounting manuals, SEBB MyAccount manuals and user guides, SEBB Program rates, and other resources to assist you with successfully administering SEBB benefits.' and a button 'Find tools and resources to help you administer benefits.'

2024 PEBB Retiree Health Insurance Webinars

Outreach and Training (O&T) is offering online PEBB Retiree Insurance webinars.

- Employees can register on the HCA Retiree website
- Access or print the 2023 PEBB Retiree Enrollment Guide
 - www.hca.wa.gov/pebb
- Contact PEBB Customer Service at **1-800-200-1004**



The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and links for 'In a crisis?' and 'Login'. The main navigation bar lists 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The page title is 'Attend a retirement webinar'. The main text invites users to join for an overview of retiree health insurance available through the Public Employees Benefit Board (PEBB) Program, mentioning eligibility criteria, medical and dental plans, monthly premiums, and enrollment. Below this is a section for 'Upcoming webinars' with a disclaimer that the listed webinars are for employees at state agencies, higher-education institutions, and employer groups with PEBB benefits, or school districts, educational service districts, and charter schools with SEBB benefits. It provides contact information for questions: 1-800-200-1004 (TRS: 711) or a secure message link. A note states that webinars are hosted using Zoom. A list of upcoming webinars follows, each with a date, time, and a 'Register' link with an external icon.

Date	Time	Register Link
February 14, 2024	4:30 to 6 p.m.	Register for February 14, 2024
April 17, 2024	5 to 6:30 p.m.	Register for April 17, 2024
May 22, 2024	5:30 to 7 p.m.	Register for May 22, 2024
July 24, 2024	4:30 to 6 p.m.	Register for July 24, 2024
September 25, 2024	5 to 6:30 p.m.	Register for September 25, 2024
October 16, 2024	5:30 to 7 p.m.	Register for October 16, 2024
December 18, 2024	4:30 to 6 p.m.	Register for December 18, 2024

Benefits 24/7 Questions

Benefits Administrators who have:



- **Non-urgent issues or questions about Benefits 24/7**
- Submit Benefits Administrator Inquiry form in HCA support support.hca.wa.gov/hcasupport



- **Urgent or critical issues about Benefits 24/7**
- Contact O&T
1-800-700-1555

Q&A

We will now address some of the questions that did not get answered during the webinar.

- Any questions that do not get addressed today will be responded to by phone, email or HCA Support
- Employee specific questions or scenarios should be sent through HCA Support

After the webinar, participants will receive a follow up email that includes a brief survey. We would greatly appreciate your feedback.

Thank you for participating!

