Fuze replacement, SEBB BA website refresh, & training

July 25: FUZE replaced with HCA Support

On July 25, the FUZE secure messaging service was replaced with a new secure messaging application, called HCA Support.

- FUZE is no longer available as of Friday, July 22.
- Starting July 25, BAs use the new HCA Support application to send questions, forms, and documents to Outreach and Training (O&T).
- Any closed and unresolved FUZE messages are available to you in HCA Support.
- The links to FUZE found on the SEBB BA website have been replaced with links to the HCA Support application.

A user guide is available to assist you with accessing and using the HCA Support application and you can review a recording of the HCA Support application training by visiting the Training materials page on the SEBB BA website.

September 13: SEBB BA website refresh

On September 13, all Health Care Authority (HCA) associated websites, including the SEBB BA and SEBB employee websites, will be “refreshed” with a new look and feel.

The SEBB BA site web address (URL) and the content will remain the same but how you navigate the site will change. You can expect a cleaner look with new colors, icons, and features and we hope it will be easier to find the information you’re looking for.

When you visit the website after the refresh, a “quick tour” will pop-up to help you understand how to navigate the site.

September 15 & 16: Training for BAs

Outreach and Training is offering training on how to navigate the refreshed SEBB BA website and the new HCA Support application. BAs can register to attend the webinar training on September 15 or 16. Both trainings will cover the same topics, so you only need to attend one.
SEBB BA website refresh

A new look and feel.

Use the menu at the top of the SEBB BA home page to navigate to the School employees, SEBB Continuation Coverage, and PEBB Retirees webpages.

Find eligibility worksheets and other resources you need to successfully determine employee and dependent eligibility for SEBB benefits in this section.

Find resources you need to successfully process SEBB enrollments and appeals, and correct enrollment errors in this section.

Learn about the benefits offered by the SEBB program and your role in administering them in this section.

Find accounting manuals, SEBB MY Account manuals, SEBB Program rates, and other resources in this section.

Learn about the benefits offered by the SEBB program and your role in administering them in this section.

A menu bar, located at the bottom of the home page, will contain links to the Forms and publications, Notices & updates, and Contact us webpages in addition to SEBB My Account and HCA Support.

If you need immediate assistance, please contact Outreach & Training at 1-800-700-1555.