Preparing for the End of the School Year

Welcome! Thank you for participating in today’s webinar

The presentation will begin shortly around 10:05 a.m.

• All attendees will be muted. Please do not unmute yourself if the program allows you to.
• We can not assist with technical issues and apologize if they keep you from participating.
• This webinar will be recorded and posted on the Benefits Administrator webpage.
Preparing for the End of the School Year

**Addressing questions during the webinar**

- Please use the “**Question**” feature to send questions throughout the webinar.
- We will address questions:
  - Throughout the presentation by topic when appropriate.
  - At the end of the presentation – in summary – as time allows.
  - Questions not answered during the presentation will be addressed the following week via either:
    - Email
    - Phone
    - FUZE
- **If you have employee related questions or scenarios, please send via FUZE**
- **For urgent matters, contact Outreach & Training (O&T) at 1-800-700-1555**
Preparing for the End of the School Year

School Employees Benefits Outreach & Training
May 13, 2022.
Agenda

1. SMA end of the school year actions
2. Employee scenarios
3. SMA demonstration
4. Upcoming changes
   - Navia, MFA & FUZE
5. Reminders, tips & resources
Organization Profile

Update “new” first day of school

• Complete **no later than August 1**
• Multiple first days of school
  • Enter **latest date**
• Educational Service Districts (ESDs)
  • Enter **first working day** in September
• **Annual requirement!**

SEBB My Account manual, chapter 2, pages 7-10
hca.wa.gov/sebb-benefits-admins/manuals
Organization Profile

Add/Remove SEBB Org contacts

• Multiple roles can be assigned
  • Benefit Specialist
  • Insurance/Billing
  • Payroll
  • Superintendent

hca.wa.gov/sebb-benefits-admins/manuals
Benefits administrators’ FAQs

Visit the SEBB employee website

SEBB appeals: go to employers first

Due to COVID-19, HCA’s lobby is closed. Learn more about your customer service options.

Employee eligibility tools and worksheets
- New hires
- Existing employees gaining eligibility
- Employees leaving work
- Employees returning to work

Employee life circumstances
- Employees
- When coverage ends
- Dependents
- Appeals process
- Continuation coverage

Quick reference guides and training
- Quick reference guides
- Training schedule and materials
- Manuals
- FAQs for school administrators
Add/Remove Admins

Review and manage admin access

• Submit *Admin Appointment/Removal Form* via FUZE for O&T to process in SMA.
• Signature required
• Forms & Publications page

Admin’s can assign user roles:

• Access management, edit, finance, and read-only access.

Access Management role can release subscriber accounts for reclaiming.

Returning Eligible Employees
Returning Eligible Employees

**Benefit Elections**
- Benefit elections remain until **December 31, 2022**.
  - Plan selections
  - FSA/DCAP contributions

**Annual Open Enrollment**
- Next Open Enrollment (OE): **October 31 – November 22, 2022**.
  - New elections effective: **January 1, 2023**.

**Making Changes**
- Employees can make changes all year round
  - Enroll or change supplemental Life, AD&D and employee-paid LTD
  - Submit SOE events
  - Change employee contributions for HSA

No new elections or eligibility worksheet required for employees.
Employees not returning next school year

Scenarios
Not Returning for Next School Year

Noah is an eligible school employee, working at Granite Falls School District (SD) and is resigning employment effective August 5.

Employer contribution towards SEBB benefits will end **August 31**.

- Terminate employee’s coverage in SEBB My Account (SMA).
- Complete and provide the C-3 worksheet.
- SEBB Program will mail **SEBB Continuation Coverage Election Notice**.
  - Booklet includes enrollment forms
Retiring Employee

Tyson has decided to retire and submits his letter of resignation effective June 17. He is planning to enroll in PEBB Retiree Coverage effective July 1.

Employer contribution towards SEBB benefits will end June 30.

- Terminate employee’s coverage in SEBB My Account (SMA).
- Complete and provide the C-4 worksheet.
- Employee would need to request a PEBB Retiree Enrollment guide
  - Contact PEBB Customer Service at 1-800-200-1004
- SEBB Program will mail SEBB Continuation Coverage Election Notice.
  - SEBB Continuation Coverage (COBRA)
2022 PEBB Retiree Health Insurance Webinars

GovDelivery sent on January 3, 2022.

• O&T is hosting monthly webinars January thru December 2022
• Health insurance options, premiums and enrollment process overview
  • Available to eligible school employees through the PEBB Program

Review upcoming webinars schedule on the ERB webpage
hca.wa.gov/employee-retiree-benefits
2022 PEBB Retiree Health Insurance Webinars cont.

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

- Employees can register on the HCA Retiree website.
- Access or print the 2022 PEBB Retiree Enrollment Guide
  - www.hca.wa.gov/pebb
- Contact PEBB Customer Service at 1-800-200-1004.

hca.wa.gov/employee-retiree-benefits/retirees/attend-retirement-webinar
Transferring Scenarios
Changing SEBB Org – Transfer

Tyler is an eligible employee at Auburn SD and is enrolled in SEBB benefits. He is taking a new position with Kent SD starting on September 3 and his last day with Auburn will be August 17.

Auburn SD-BA enters a transfer effective date in SMA of **August 17**. Kent SD-BA enters employee as newly eligible subscriber and is now able to claim their account.

- Must enter eligibility reason, hire date, and employee represented field.
- No new elections for employee (unless plan is no longer available)
- Can make new elections during annual OE
  - Changes effective **January 1, 2023**.
Changing SEBB Org – Transfer

Ariana works for Battle Ground SD and submits her letter of resignation with an effective date of June 15. She plans to move to Willow Public School (PS) effective July 1.

Willow PS determined Ariana eligible on first day of work, **July 1**

- Anticipated to be compensated 17 ½ hours in 6 of the last 8 weeks in the school year.
- Anticipated to work 630 hours next school year.

Will receive uninterrupted coverage from Battle Ground SD to Willow PS

- No new elections for employee (unless plan is no longer available)
- Can make new elections during annual OE
  - Changes effective **January 1**.
Changing SEBB Org – Not a Transfer

Sophia works for ESD 101 and submits her letter of resignation with an effective date of June 15. She plans to move and work for Vancouver SD effective July 27.

SEBB benefits will end **June 30** with ESD 101.

Vancouver SD determines Sophia is:

- Not anticipated to be compensated 17 ½ hours in 6 of the last 8 weeks in the school year
- Not eligible for July and August coverage

Anticipated to work 630 hours next school year

- Date of eligibility is first day of work
Reminder: Transfers

BA’s who are uncertain if an employee is eligible for SEBB Benefits at the new SEBB organization should:

• Before transferring employee
  • Access the ‘Benefits Admin Contact List’ report for new BA contact information and confirm eligibility
• Terminate SEBB Benefits not as a transfer
  • New SEBB Organization can pick up as a transfer
Transferring Employees

Terminate subscriber:
- Termination Reason
- Termination effective date

Transfer subscriber:
- Transfer effective date

Submit changes
Cancel changes
Worked 630th hour in August Scenario

Eligible?
Yes, no, yes, no 😊
# Works 630th Hour in August

Kiana works for Bremerton SD and was anticipated to only work 550 hours in the school year but reaches 630 hours worked on August 5.

<table>
<thead>
<tr>
<th>Anticipated to work 630 hours in the next school year.</th>
<th>Not anticipated to work 630 hours in the next school year</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Eligible for benefits effective <strong>September 1</strong>.</td>
<td>• Does not become eligible for coverage in the new school year</td>
</tr>
<tr>
<td>• She will also be able to make changes during annual OE</td>
<td></td>
</tr>
<tr>
<td>• Changes effective <strong>January 1</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

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23
Kiana works for Bremerton SD and was anticipated to only work 550 hours in the school year but reaches 630 hours worked on August 5.

Two-year lookback

- Worked the past two school years at least 630 hours per year, and
- Is returning to the same type of position(s) and same SEBB organization
  - Presumed eligible for benefits on September 1.

The SEBB organization may rebut this by notifying the school employee, in writing, of the specific reasons why the employee is not anticipated to work 630 hours in the upcoming school year.
Approved Leave Scenarios

From one school year to the next school year.
Approved Leave- FMLA

Micaela is an eligible school employee at Davenport SD.

Placed on approved FMLA in **August**.

- Complete and provide the C-2 worksheet.

Approved leave lasts until **October 16**.

Anticipated to work 630 hours in new school year (2022-2023)

- SEBB benefits continue uninterrupted, no new elections
- No action taken in SMA
- Can make new elections during annual OE
  - Changes effective **January 1**.
Approved Leave- FMLA/ PFML

Isabella is an eligible school employee at Northshore SD.

Approved for FMLA and PFML in August.

• Complete and provide the C-2 worksheet.

FMLA lasts until **October 30**.

• PFML **overlaps** FMLA for another 4 weeks – ending **November 27**.

Goes on approved LWOP.

• As a result, she is not anticipated to work 630 hours this school year.

• Coverage terminates **November 30**.
  • When PFML ended.

Please refer to WAC 192-700-020.
SEBB My Account

Demonstration
Termination of coverage

Terminate coverage **no earlier than the month before** for employees:

- Leaving SEBB Organization
- Not eligible for next school year

Terminate coverage for employees losing eligibility

- **Before August 12** to be removed from September billing file

Coverage will **not end automatically** on **August 31**.

Provide appropriate C series worksheet.

SEBB Program will mail **SEBB Continuation Coverage Election Notice**.
Changing term dates

Termination dates requiring correction.

**Term Date changes within the same month**

- BA’s can update those dates in SMA (No affect on the date coverage ends).
- **Example**: Date entered May 5; Correct date: May 20

**Term Date changes outside the same month**

- Send in a FUZE for O&T to make the changes
- O&T will update/coordinate two systems (SMA & Pay1)
- **Example**: Date entered March 5; Correct date: April 5
SEBB benefits administrators

- Benefits administrators’ FAQs
- Visit the SEBB employee website
- SEBB appeals: go to employers first

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Upcoming changes
SmartHealth new platform upgrades

SmartHealth upcoming new platform went LIVE **April 12, 2022**.

- Enhanced security features, including Multi-Factor Authentication (MFA)
- Easy access to information about available resources and benefits
- Access to the latest mobile and web user experience
- New Limeade One app for iOS and Android users.
- Included in SEBB benefits at **no cost to the employee**.

Need help, contact SmartHealth at 1-855-750-8866
Navia upcoming changes

GovDelivery on upcoming changes sent on May 4, 2022.

Navia will be applying an “new employer portal” at the Navia website for Benefit Administrators to use for FSA/DCAP benefits.

O&T will be hosting webinars on June 8, 2022 & June 17, 2022 with the same information. (Only need to attend one)

- Navia Benefits Solutions representatives will present the information

Registration is available on the SEBB BA website.

Go LIVE date is mid to late July 2022.

Recorded and posted on the SEBB BA website.
SMA subscribers transitioning to MFA

Subscribers will longer have a single-sign in SEBB My Account effective **June 2, 2022**.

Subscribers **must** add a Multi-factor Authentication (MFA) to their SAW Account.

- **Multi-factor Authentication** (MFA) is an authentication method requiring two or more verification factors to gain access to SMA

No change to login credentials

More to come via GovDelivery on May 18 and June 1
SEBB BA Website Refresh change

Health Care Authority’s websites are being “refreshed”

- New look, New layout & New menu navigation
  - SEBB BA, employees and retirees' benefits websites including SEBB Continuation Coverage.
- No change in existing weblinks
- No change in SEBB BA webpages /content /manuals/resources
- More information coming mid-July
- Effective late July 2022

hca.wa.gov/sebb-benefits-admins
Transitioning from FUZE

Outreach and Training (O&T) will no longer be using the Fuze secure messaging system starting June 6, 2022.

O&T will be moving from Fuze to an HCA Support platform.

More to come via GovDelivery
Reminders, Tips & Resources
Benefit Administrator Resources

SEBB BA website
• Employee eligibility tools and worksheets

Outreach & Training for guidance
• 1-800-700-1555
• Online via FUZE secure messaging system

hca.wa.gov/sebb-benefits-admins
Employee Communication

Employees can also find information:

• May edition of the SEBB Intercom Newsletter mailed/emailed on May 11, 2022.

• Which kind of medical plan serves you best?

• Meaning of managed care, PPO, or CDHP

• What your vision benefit covers

• Retirement planning and resources

• Information and warning signs of a stroke

• SmartHealth Washington Moves event from May 16 through May 27, 2022.

hca.wa.gov/employee-retiree-benefits/sebb-newsletters
Reminder: Terminating coverage

School employees who have reached 630 hours in the school year, will maintain SEBB benefits through the end of the school year (August 31).

• Unless employment is terminated.

School employees who do not “work” over the summer months should not have their coverage termed early (i.e. end of school).
Reminder: Entering correct “date of eligibility” in SMA

GovDelivery sent on April 4, 2022.

**Date of eligibility** is the date an employee has established eligibility for SEBB benefits.

- Begins employee's 31-day benefit election window, not the date those benefits are effective.
- SMA will automatically calculate the date benefits are effective, based on the date that is entered into the "date of eligibility" field in SMA.

[42] hca.wa.gov/sebb-benefits-admins/notices-and-updates
Reminder: Entering correct “date of eligibility” in SMA cont.

**Example:** Eligible employee's first day of work is **June 20th**. SMA will automatically calculate **July 1** as the effective date of coverage – By incorrectly entering a **July 1** date of eligibility in SMA, the employee’s benefits will not be effective until **August 1**.

**Important:** BA’s who discover entering an incorrect date of eligibility in SMA:

1. **DO NOT** Attempt to Correct/Fix the date in SMA once submitted.
2. Send O&T a FUZE indicating that the date of eligibility needs to be adjusted.
3. O&T staff will then make the necessary adjustments.
Reminder: SMA billing file update

GovDelivery sent March 18, 2022.

Updated SEBB My Account (SMA) monthly billing file

• Added column for LTD enrollment by plan effective **April 16, 2022.**

Field #21 will now include the following values:

• D (default 60% coverage)
• B (buydown 50% coverage)
• N (decline, not enrolled)

Upcoming Webinars

June 8/1-2 pm: SEBB FSA/DCAP New Navia Employer Portal
June 17/10-11 am: SEBB FSA/DCAP New Navia Employer Portal
August 5/10-11:30 am: Preparing for the start of new school year

Where to register:

• hca.wa.gov/sebb-benefits-admins/training-schedule

All webinars are recorded and posted to the BA website.
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 FUZE
- Employee specific questions or scenarios should be sent through FUZE

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!