Preparing for the start of the new school year

School Employees Benefits Outreach & Training
August 5, 2022.
Agenda

1. Returning Eligible Employees
2. Employees ineligible or not returning
3. Newly Eligible Employees
4. Transferring employees
5. Appeals
6. SMA Changes/Updates
7. Reminders, Tips & Resources
Actions at the start of each school year
Update First day of School in SMA

GovDelivery sent on June 28, 2021.

• Update the first day of school before adding newly eligible employees
  • Ensures effective date calculated correctly
  • Effective date is determined differently in the month of September.

WAC 182-31-040

Update the first day of school in SMA

As your attention shifts to the new school year and new staff are hired, before you begin to enter the new staff into SEBB My Account (SMA), it is important that the first day of school be updated in the Organizational Profile.

Updating the first day of school before entering new employees into SMA ensures the employee’s effective date of benefits will be calculated correctly by the system. As a reminder, the effective date of benefits is determined differently in September than the rest of the year. If a newly eligible employee’s first day of work is on or after September 1, but not later than the first day of school for the current school year, the employee is eligible for the employer contribution on their first day of work and benefits begin on that day. (WAC 182-31-040)

To update the first day of school, the BA with SMA administrator access must:

1. Go to the Organizational Profile tile in SMA.
2. Update the date in the ‘First Day of School’ field. If there are multiple dates within the district, enter the latest date. For example, if the high school and middle school begin on September 2, but the elementary school begins on September 7, enter September 7. Educational Service Districts, enter the first working day in September.
3. Click ‘Submit Changes’.

Update the ‘First Day of School’ no later than August 2, 2021.
Organization Profile

Update “new” first day of school

- Complete no later than **August 1**
  - Update anytime during the year
  - Add annual calendar reminder
  - Update before entering newly hired employees for the next school year

- Multiple first days of school
  - Enter **latest date**
  - Educational Service Districts (ESDs)
    - Enter **first working day** in September

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

Update SEBB Org contacts

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

hca.wa.gov/sebb-benefits-admins/manuals
Returning Eligible Employees

WAC 182-31-040

How do school employees establish eligibility for the employer contribution toward school employees benefits board (SEBB) benefits and when do SEBB benefits begin?
Returning Eligible Employees

Benefits continue uninterrupted

• From one school year to the next if:
  o Enrolled in SEBB Benefits at the end of the current school year (August 31)
  o Determined eligible next school year
  o Returning to the same SEBB Organization

Worksheet notification is not required

• No change to eligibility status
• Example:
  o Eligible current school year - Eligible next school year
  o Ineligible current school year - Ineligible next school year
Returning Eligible Employees cont.

**Benefit Elections**
- Benefit elections remain the same until the end of the plan year. *(December 31)*
  - Plan selections
  - FSA/DCAP contributions

**Annual Open Enrollment**
- Next Annual Open Enrollment (OE): *October 31 through November 21, 2022*
  - New elections effective: *January 1, 2023*

**Making Changes year-round**
- Enroll or change supplemental Life, AD&D and employee-paid LTD
  - Evidence of Insurability and Insurance carrier approval may be required.
- Submit SOE events
- Change HSA contributions
- Change Tobacco Attestation

No new elections or eligibility worksheet required for returning eligible employees.
Worksheet Scenarios

**Employment Ends:**
- Month of May. Loses eligibility May 31.
- Employees who are not currently eligible
- Month of August. Loses eligibility August 31.

**Rehired:**
- September of the new school year.

**Worksheet:**
- Use the appropriate A-series worksheet due to being more than a month’s break in coverage.
- Use the D-4 worksheet. If determined to be eligible or presumed eligible due to a two-year look-back, employee will receive new elections.
- Use the D-5 worksheet. If determined to be eligible, employee is re-enrolled with no new elections.

If determined to be eligible, employee is re-enrolled with no new elections.
Employees ineligible or not returning

WAC 182-31-030
SEBB Organizations must routinely monitor all school employees work hours to establish eligibility and maintain the employer contribution toward SEBB benefits.

WAC 182-31-050
When does eligibility for the employer contribution for school employees benefits board (SEBB) benefits end?
Employer contribution will end August 31, 2022.

- Complete and provide the D-3 worksheet.
- Terminate employee’s coverage in SMA before August 12 cut off date.
- SEBB Program will mail SEBB continuation coverage election notice.

D-3 Worksheet Scenario

The employee is not eligible for the employer contribution. The SEBB Organization rebuts a presumption of eligibility due to the following specific reasons why the school employee is not anticipated to work at least 630 hours in the current school year.

- If the employee is currently enrolled in SEBB benefits, their coverage will end. They may be eligible for continuation of coverage benefits. After listing the specific reasons below, continue with #3 of this worksheet.
- If the employee is not currently enrolled in SEBB benefits, they will remain unenrolled. After listing the specific reasons below, continue with skip to section 6 of this worksheet.

Reasons:

D-3 includes space to provide reasons why employee does not meet 2-year lookback.
Terminating coverage

When to terminate coverage

<table>
<thead>
<tr>
<th>• Terminate coverage <strong>no earlier than the month before</strong> for employees:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Leaving SEBB Organization</td>
</tr>
<tr>
<td>• Not eligible next school year</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>• <strong>Example:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Last day: Aug 10</td>
</tr>
<tr>
<td>• Enter term date: No earlier than July 1</td>
</tr>
<tr>
<td>• Provide appropriate C series worksheet.</td>
</tr>
</tbody>
</table>

Employees losing eligibility

<table>
<thead>
<tr>
<th>• Terminate coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>• <strong>Before August 12 cut off date</strong> to be removed from September billing file</td>
</tr>
<tr>
<td>• Coverage <strong>will not end automatically</strong> at the end of the school year. (<strong>August 31</strong>)</td>
</tr>
<tr>
<td>• Provide appropriate C series worksheet.</td>
</tr>
</tbody>
</table>
Correcting termination dates

Termination Date changes **within** the same month

- Update those dates within SMA (No affect on the date coverage ends).
- **Example:**
  - Date entered: May 5
  - Correct date: May 25
  - Coverage ends: May 31

Termination Date changes **outside** the month entered

- Send O&T a secure message to make the changes
- O&T will update the systems
- **Example:**
  - Date entered March 5
  - Correct date: April 5
  - Coverage ends: April 30
Reminder: Terminating coverage

Employees who reached 630 hours in the school year, will maintain coverage through the end of the school year. (August 31)

- Do not term coverage for employees not working during the summer

Employer contribution will end earlier if:

<table>
<thead>
<tr>
<th>Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment relationship is terminated</td>
<td></td>
</tr>
<tr>
<td>Revised work pattern &amp; no longer anticipated to work 630 hours during the school year.</td>
<td></td>
</tr>
<tr>
<td>Hired late in the year &amp; eligible, has a change in work pattern and is no longer eligible</td>
<td></td>
</tr>
<tr>
<td>Hired late in the year &amp; eligible, is no longer anticipated to work 630 hours the next school year.</td>
<td></td>
</tr>
</tbody>
</table>

Returning from approved LWOP, maintained or established eligibility, has a change in work pattern, had the work pattern been in effect at the start of the school year, would NOT have resulted in being anticipated to work 630 hours.

WAC 182-31-050
Newly Eligible Employees

Eligibility and notification requirements.

**WAC 182-31-040**

How do school employees establish eligibility for the employer contribution toward school employees benefits board (SEBB) benefits and when do SEBB benefits begin?
Determining eligibility and effective dates.

GovDelivery sent on June 29, 2021.

 Defines date of eligibility & effective date of coverage

**Examples:**

- Eligible for benefit in **August**
  
  • First day of work in August (regardless of first day of school)
  
  • **Benefits begin September 1.**

- Eligible for benefit in **September**

  • First day of work is between September 1 through the first day of school
  
  • **Benefits begin on the first day of work**

hca.wa.gov/sebb-benefits-admins/notices-and-updates
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 the employee’s 31-day window to make benefit elections
- This is not the date benefits are effective

SMA will automatically calculate the date benefits are effective, based on the “date of eligibility” entered in SMA.

hca.wa.gov/sebb-benefits-admins/notices-and-updates
Entering correct “date of eligibility” in SMA

Example:

- Eligible employee’s first day of work is **March 20**.
  - SMA will automatically calculate **April 1** as the coverage effective date.
- Incorrectly entering an **April 1** date of eligibility
  - Benefits will not be effective until **May 1**.

**Important:** BA’s who discover entering an incorrect date:

1. Do NOT Attempt to Correct/Fix the date in SMA once submitted.
2. Send O&T a secure message indicating that the date of eligibility needs to be adjusted.
3. O&T staff will make the necessary adjustments.
Determining eligibility

Employee who are anticipated to work at least 630 hours in the school year.

- Provide appropriate A series worksheet as written notification.
- When anticipating hours for determining eligibility, **include all hours**:

  - Worked in the *capacity as a school employee* with the SEBB Organization
  - Worked from *multiple positions* (stacking hours) within the *same SEBB Organization*.
  - Compensated by the SEBB Organization during an approved leave (e.g., sick leave, personal leave, bereavement leave) or a paid holiday.
Enrollment process

Newly hired employees have 31 days after their date of eligibility to complete enrollment.

- Can not make enrollment elections in SMA until their date of eligibility

Example:

- **Date of Eligibility**
  - September 9

- **Add to SMA**
  - Before September 9

- **Enrollment process begins**
  - September 9
  - Add dependents, upload documents and make plan elections

- **Election Deadline**
  - October 10

- **Elections Defaulted**
  - October 11
Notifying Eligibility Timely

Notification should be provided within a reasonable time frame. Eligible employees must have **no less than 10 calendar days** after the date of receiving notice to elect coverage.

**Example:**

- **Date of Eligibility**
  - September 3

- **If notified no later than September 24,**
  - **Election Deadline**
    - October 4
    - **(10 days)**

- **If notified on September 30,**
  - **Election Deadline**
    - October 10
    - **(10 days)**

- **After Day 31 (October 4)**
  - Employee must complete enrollment form & submit to benefit office

BA must enter elections manually in SEBB My Account
Notifying Eligibility Timely cont.

If you don’t:

- Timely enter eligibility date in SMA.
- Timely provide written notification of eligibility (worksheet).

Then you must:

- Provide paper enrollment form.
- Manually enter elections in SMA.
- Possibly begin error correction process.

Do not change an employee’s eligibility date once entered in SMA.
Newly Eligible Employees
SMA process
Adding Newly Eligible Employees

Do not change an employee’s eligibility date once entered in SMA.

Two Options

- Manually enter each employee
  - Preferred method
- Upload an eligibility file
  - Requires specific file specifications
  - Bulk upload
  - Errors may occur

Adding New Employees

- Only add newly eligible employees
  - Provide timely notification
  - Enter as new subscriber
  - Add before date of eligibility
  - Enter correct date of eligibility
    - Never enter the date coverage begins/effective date
Eligibility File Upload

The eligibility file is a **bulk upload** for **newly eligible employees**

- Specific file specifications
  - [hca.wa.gov/assets/perspay/SMAAppendix.pdf](http://hca.wa.gov/assets/perspay/SMAAppendix.pdf)
- Upload on “Eligibility File” tile from the SMA dashboard
  - SMA will display error(s) and explanation.
    - Do not include employees already entered in SMA
Adding Newly Eligible Employees in SMA

SEBB Organizations can enter newly eligible employees in SMA before their date of eligibility.

- **Example:**

  - **Date of Eligibility**: September 15
  - **Add to SMA**: Before September 15
  - **Enrollment process begins**: September 15, Add dependents, upload documents and make plan elections
  - **Election Deadline**: October 16
  - **Elections Defaulted**: October 17

Employee will not show on monthly invoice until date of eligibility is reached.
Adding Newly Eligible Employees in SMA

Employee is determined to be eligible

- Click “Add new subscriber”
- Enter SSN and date of eligibility

SEBB My Account will automatically determine/calculate when coverage begins.
Adding Newly Eligible Employees in SMA

Enter appropriate employee information and submit changes.

**Hire Date:** Date when the employee was first hired with the SEBB Organization.

**Effective Start Date:** Date when the employee became represented. This date does not affect the benefit effective start date.

**Note:** Effective Date of Coverage: Date benefits begin and is automatically calculated by SMA based off the eligibility date entered. *(Never enter this date in SMA)*
Enrolled Dependents ➡ Newly Eligible Employee

Enrolled dependents that are now eligible school employees

- Enter SEBB My Account - Add New Subscriber & SSN

  Add subscriber

  This subscriber has existing SEBB coverage as a dependent. Enrolling this subscriber will automatically replace existing dental and vision coverage once effective date is reached. Subscriber may waive medical if choosing to continue medical coverage under a different SEBB subscriber.

  Continue

- SMA will term the dependent’s dental and vision coverage
- Subscriber may waive medical to continue dependent medical coverage
- SOE not required to remove dependent
Transferring Employees
Transferring Employees

Determine eligibility

- **Eligible** – Review & provide A-5 transfer worksheet
- **Ineligible** – Review & provide appropriate A series worksheet

Benefits continue uninterrupted

- Moving from one SEBB Organization to another
- Within the same or following month, **and**
- Anticipated to be eligible for SEBB Benefits at new SEBB Organization.

No new election

- Unless health plan is no longer available
Transferring Employees cont.

Adding a newly eligible employee who has been transferred or terminated by previous SEBB Organization in SMA

- Add **new subscriber** and enter **new subscribers SSN**
- Message shows employees “**Transfer record found**” in SMA
- Click “**Claim**” to transfer employee account to new SEBB Organization
Transferring Employees cont.

Adding a newly eligible employee who has been transferred or terminated by previous SEBB Org in SMA

![Image of a user interface for adding a subscriber with fields for last name, first name, middle name, SSN, suffix, birth date, birth sex, eligibility reason, date of eligibility, eligibility type, employee monthly salary, hire date, and options to submit changes or cancel changes.]
Reminder: Transferring Employees

School employee who has not been transferred or terminated in SMA leaving your SEBB Organization

• Before transferring employee
  • Access “Benefits Admin Contact List” report for new BA contact information and confirm eligibility with New SEBB Organization.

• Terminate SEBB Benefits not as a transfer
  • New SEBB Organization can claim account as a transfer
SMA-No Access

Employees who can not access SMA may submit forms to their Benefits office.

• Newly eligible employees - Submit 2022 School Employee Enrollment form to their payroll and benefits office.

• Existing employees - Submit 2022 School Employee Change form to their payroll and benefits office.
Appeals

WAC 182-32-2020

Appealing a decision made by a school employees benefits board (SEBB) organization about eligibility, premium surcharges, or enrollment in benefits.
Appealing a SEBB Program Decision

SEBB Appeals Unit must receive employees notice of appeal **no later than 30 days** after the date of the SEBB Program’s written action or decision.

**Follow decision letter appeal instructions**

- **Do not use** the SEBB Employee Request for Review/Notice of Appeal form.
- Write a letter to the SEBB Appeals Unit stating disagreement with the decision and would like to file an appeal.

**Failing to timely request**

- Brief adjudicative proceeding **within 30 days**
  - Results in the prior SEBB Program decision becoming the Health Care Authorities’ final order without further action.

WAC 182-32-2020
Appeal Scenario

School employee receives a mailed letter from the SEBB Program indicating they will be required to pay the spousal surcharge premium due to failing to re-attest during OE. Letter contains specific instructions appealing directly to the SEBB Program.

School employee must follow the specific appeal instructions on the letter and respond within 30 days.

• BA should not reply on behalf of the employee.
SMA Changes/ Updates
Reinstatements/Transfers Update

GovDelivery sent on August 4, 2022

- Reinstate subscriber button was removed on July 29, 2022.
- Includes video link on the process
- Reenrolling employees termed or transferred out in error.

New message on subscriber employment page

https://www.youtube.com/watch?v=A-q9uXvA1mk
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

hca.wa.gov/sebb-benefits-admins
Review and manage admin access

• Submit **Admin Appointment/Removal** form via HCA Support for O&T to process in SMA or
  
  • Email: hcasebbitsupport@hca.wa.gov

• Superintendent Signature required

• Forms & Publications page

Admin’s can assign/remove user roles:

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

Access Management role can release subscriber accounts for reclaiming.

Navia changes


Uploading Navia files to SMA has been replaced with the New Navia Employer Portal which allows for Benefit Administrators to:

- View and edit employees’ demographic information
- Add or terminate employees’ FSA/DCAP enrollments
- Securely upload paper forms (enrollment and change in status) directly to Navia
- Securely upload monthly payroll files directly to Navia

As of July 13, 2022, the process to upload your FSA/DCAP payroll files will change. Instead of sending them through SEBB My Account, use the [Navia employer portal](hca.wa.gov/sebb-benefits-admins/notices-and-updates) to manage FSA and DCAP benefits for your employees.

Effective: **July 13, 2022.**

Access Navia employer portal on the BA website/ FSA and DCAP.

[Navia employer portal](hca.wa.gov/sebb-benefits-admins/notices-and-updates)
SMA Employee Multifactor Authentication (MFA)

GovDelivery sent on June 1, 2022.

• MFA required for all employees to access SMA effective June 2, 2022,
• Forwardable message for employees to set up MFA provided on June 1.
• Enhance security account information
• Printable resource available for new employees “How to use SEBB My Account” on the BA website
FUZE replaced with HCA Support

FUZE secure messaging service was replaced with the new HCA Support Portal secure messaging application.

FUZE no longer available after Thursday, Thursday, July 21, 2022.

BA’s must send questions, forms, and documents to O&T using HCA Support.

All closed and unresolved Fuze messages will still be available in HCA Support app.

Links to HCA Support app. can be found on previous Fuze registration page on the SEBB BA website.

Effective: July 25, 2022.

For urgent matters, contact Outreach & Training (O&T) at 1-800-700-1555

https://support.hca.wa.gov/hcasupport
SEBB BA’s HCA Support guide

Benefit Admin Website

- Quick reference guides & training
  - Manuals
  - HCA Support

BA’s must use the HCA support link to access the portal.

hca.wa.gov/assets/perspay/SEBB-BA-HCA-Support-user-guide.pdf
Added SMA Employee User Guide

New guide available to provide new employees on “How to use SEBB My Account”

• SEBB BA website:
  • Manuals
  • SEBB My Account
• Quick reference guides
  • Employee checklists
SEBB BA Website Refresh

Health Care Authority (HCA) associated websites, including the SEBB BA and SEBB employee websites was postponed and are being “refreshed” **mid-September**.

- SEBB BA website address (URL) and content remain the same
- Navigating the site has change
- Quick “Understanding how to navigate” tour available after visiting the refreshed website

hca.wa.gov/sebb-benefits-admins/notices-and-updates
Interactive Online Benefits Advisor - ALEX

GovDelivery sent on June 23, 2022.

- No longer available after **September 30, 2022**.
- Used to help school employees make decisions about SEBB benefits.
- New HCA comparison tool will be available on **October 1, 2022**.
- Similar to PEBB medical Benefits comparison tool.
- Forwardable message provided in September for employees.
Navia changes cont.

School employees must use Secure Access Washington (SAW) to access their FSA and DCAP accounts on the Navia website.

Effective: **October 5, 2022.**
2022 PEBB Retiree Health Insurance Webinars

GovDelivery sent on January 3, 2022.

• O&T is hosting monthly webinars **January** through **December 2022**
• Available to eligible school employees through the PEBB Program
• Eligibility requirements
• Medical & Dental plans options
• Enrollment Process
• Premium Payment Options

Review upcoming webinars schedule on the ERB webpage
hca.wa.gov/employee-retiree-benefits
SEBB BA Training

Available to all BA’s

Send training request using the HCA Support application

• Attn: O&T Training Request

• Provide dates & times available, how many hours and subjects

SEBB My Account, BA Website and HCA Support application overview
## 2022 HCA Benefit Fair Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, November 01, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Spokane</td>
</tr>
<tr>
<td>Wednesday, November 02, 2022</td>
<td>3:00 pm - 6:00 pm</td>
<td>Pasco</td>
</tr>
<tr>
<td>Thursday, November 03, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Yakima</td>
</tr>
<tr>
<td>Friday, November 04, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Wenatchee</td>
</tr>
<tr>
<td>Monday, November 07, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Vancouver</td>
</tr>
<tr>
<td>Tuesday, November 08, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Olympia</td>
</tr>
<tr>
<td>Wednesday, November 09, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Bellingham</td>
</tr>
<tr>
<td>Thursday, November 10, 2022</td>
<td>4:00 pm - 7:00 pm</td>
<td>Bellevue</td>
</tr>
</tbody>
</table>

**Notes:**
- SEBB Benefit fairs will run from 4-7 p.m. (except for Pasco which will run from 3-6 p.m.).
- Vendor/carrier presentations available during the Benefit fair
- PEBB Benefit fairs will run before to SEBB Benefit fair.
Upcoming Webinars

**October 14:** 2023 SEBB Pre-Annual Open Enrollment (OE)

**October 28:** Navia FSA/ DCAP Benefits OE webinar (Tentative)

Where to register:

- [hca.wa.gov/sebb-benefits-admins/training-schedule](http://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 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!