



## **SEBB Life/AD&D Enrollment & Supplemental Billing**

### **– Guide for new employers joining SEBB**

#### **SUPPLEMENTAL BILLING OVERVIEW**

- MetLife handles the supplemental billing entirely. Direct bills (bill is mailed to school employees home address) for supplemental premiums are mailed to the employee monthly. Payments can be remitted directly to MetLife via check or auto-pay (EFT) set up.

#### **ENROLLMENT PROCESS & EXPECTATIONS**

- Within 31 days of gaining eligibility, school employees may select up to the guaranteed issue amounts without submitting evidence of insurability for MetLife review.
- School employees can enroll online through the MetLife MyBenefits Portal. A link to the MetLife MyBenefits Portal is available in SEBB My Account (and below):
  - The school employee must have a SEBB My Account and be eligible for benefits in the HCA system.
  - HCA sends an eligibility file nightly to MetLife with a list of school employees that are eligible for life/AD&D.
  - The MetLife portal will be available to school employees approximately two days after MetLife receives eligibility for the school employee.
- MetLife is the recordkeeper for Life/AD&D. It is essential that employees work directly with MetLife and not through their employer during enrollment:
  - Employer intervention is not required. Intervention has proven to cause significant delays in processing.
  - SEBB has a dedicated customer service team for answering employee questions, 833-854-9624.
  - Paper enrollment forms are available by calling MetLife directly, however, online enrollment is preferred for a faster and efficient enrollment experience. In the event a paper form is used, all forms should be sent from the employee directly to MetLife following the instructions on the enrollment form.
  - Employers should not send enrollment forms on behalf of the employees. Bulk enrollment submissions are not accepted by MetLife.
- Early eligibility keying in SEBB MyAccount is encouraged for new employer groups that have 500+ employees. This will allow school employees the ability to enroll in Life/AD&D online directly with MetLife on the go-live date for benefits. It is recommended that employers key in eligibility into SEBB My Account 30 days prior to the go-live date for benefits.

ADDITIONAL RESOURCES

**SEBB Outreach and Training** (HCA resource for employer questions regarding eligibility and enrollment):

- Call: 1-800-700-1555
- HCA Support: <https://support.hca.wa.gov/hcasupport>
- This phone number is only for SEBB employers and is not for school employees

**MetLife** (more information and where employees can enroll):

- SEBB Microsite: <https://www.metlife.com/wshca-sebb/>
- MetLife SEBB Customer Service: 1-833-854-9624
- Enroll online by visiting: <https://mybenefits.metlife.com/wasebb>

