

SEBB Error Correction Guidelines

Reference for error correction: [WAC 182-30-060](#) and [SEBB Policy 11-3](#)

Most likely, if the *event* occurred **more than 60 days ago** and is one of the following:

What errors apply?

- Failure to timely notify a school employee of their eligibility for SEBB benefits and the employer contribution as described in WAC 182-31-030;
- Failure to enroll a school employee or their dependents in SEBB benefits as elected by the school employee, if the election was timely;
- Failure to enroll a school employee and their dependents in SEBB benefits as described in WAC 182-30-080 (1)(b);
- Failure to accurately reflect a school employee's premium surcharge attestation on the school employee's account;
- Enrolling a school employee or their dependents in SEBB insurance coverage when they are not eligible as described in WAC 182-31-040 or 182-31-140 and it is clear there was no fraud or intentional misrepresentation by the school employee involved;
- Providing incorrect information, via a benefits administrator, regarding SEBB benefits to the employee that they relied upon.

How do SEBB organizations correct enrollment errors?

- Draft a correction/recourse notice that will eventually be sent to the employee. The draft notice must be approved by the HCA/SEBB Program prior to sending to the employee. Send the draft notice via FUZE (secure email) to the SEBB Outreach and Training (O&T) unit.
- The notice must describe the error, how it will be corrected and recourse options available to the employee. Reminder that all corrections/recourse decisions are subject to approval by the HCA/SEBB Program. (template/sample letters available on BA website)
- Once approved, the notice can be sent to the employee which allows the employee to request their own recourse.
- The employee has 31 days to review and return the Enrollment/Correction notice, requested recourse and all required documents to their employer.
- Employers send the signed copy of the correction/enrollment notice and documents received; back to SEBB O&T **using the same FUZE incident number.** (If the employee fails to return notice and required documents, this also needs to be reported)
- The correction noted and enrollment completed: retroactively by SEBB O&T or by the employer if enrollment if prospective, at the direction of SEBB O&T.

What recourse is available for the employee?

- Retroactive enrollment in a SEBB insurance coverage
- Reimbursement of claims paid
- Reimbursement of amounts paid by the school employee or dependent for medical, vision, and dental premiums
- Reimbursement of amounts paid by the school employee for the premium surcharges
- Other legal remedy received or offered
- Other recourse, upon approval by the authority