Washington State Health Care Authority

Benefits 24/7 Login Guide for PEBB BAs

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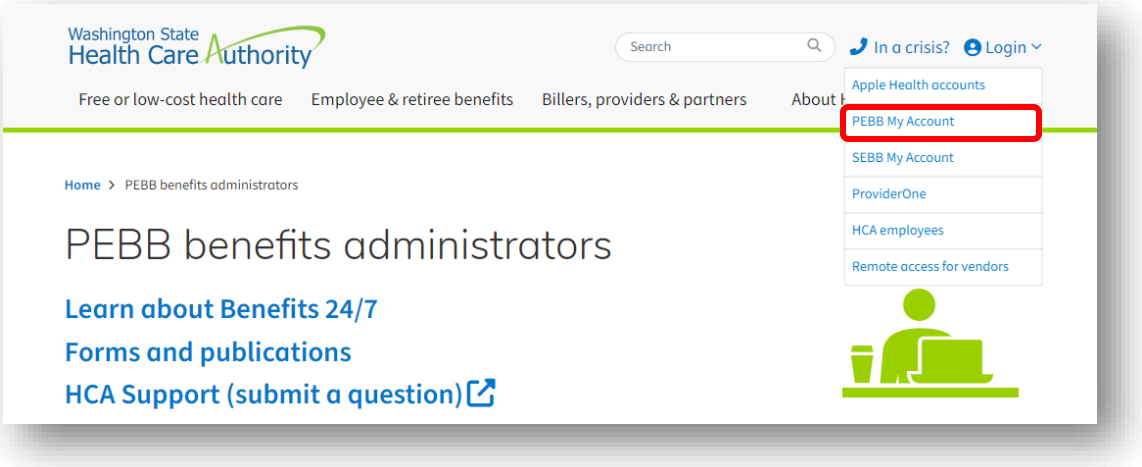
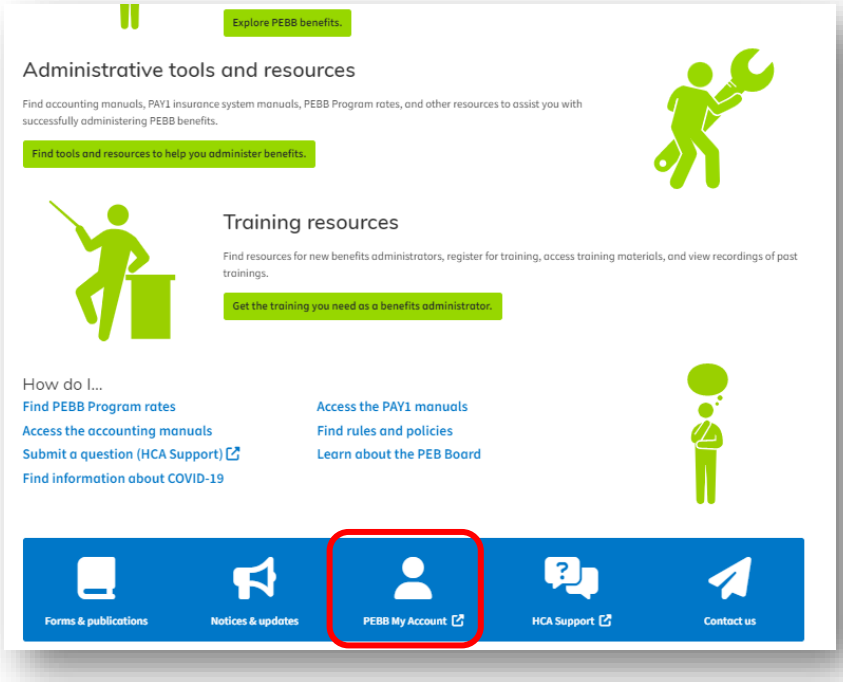
Accessing Benefits 24/7

Follow these steps to access and use Benefits 24/7.

Step 1: Find a link to Benefits 24/7

a. Visit **benefits247.hca.wa.gov**. Benefits administrators (BAs) can either save this URL as a bookmark or favorite in your browser (Google Chrome is the preferred/recommended browser to use with Benefits 24/7), or you can select anyone of the several links to Benefits 24/7 on the HCA and PEBB BA websites.
NOTE: The references to "PEBB My Account" will be updated to read as "Benefits 24/7")





Step 2: Select the appropriate login button

a. After selecting the link to Benefits 24/7 you will be directed to the portal where you will select between two options: “HCA Admin” or “Subscriber / Benefits administrator login”.

Notes: Employees, who are also referred to as subscribers in Benefits 24/7, will use the subscriber login button to access their Benefits 24/7 account.

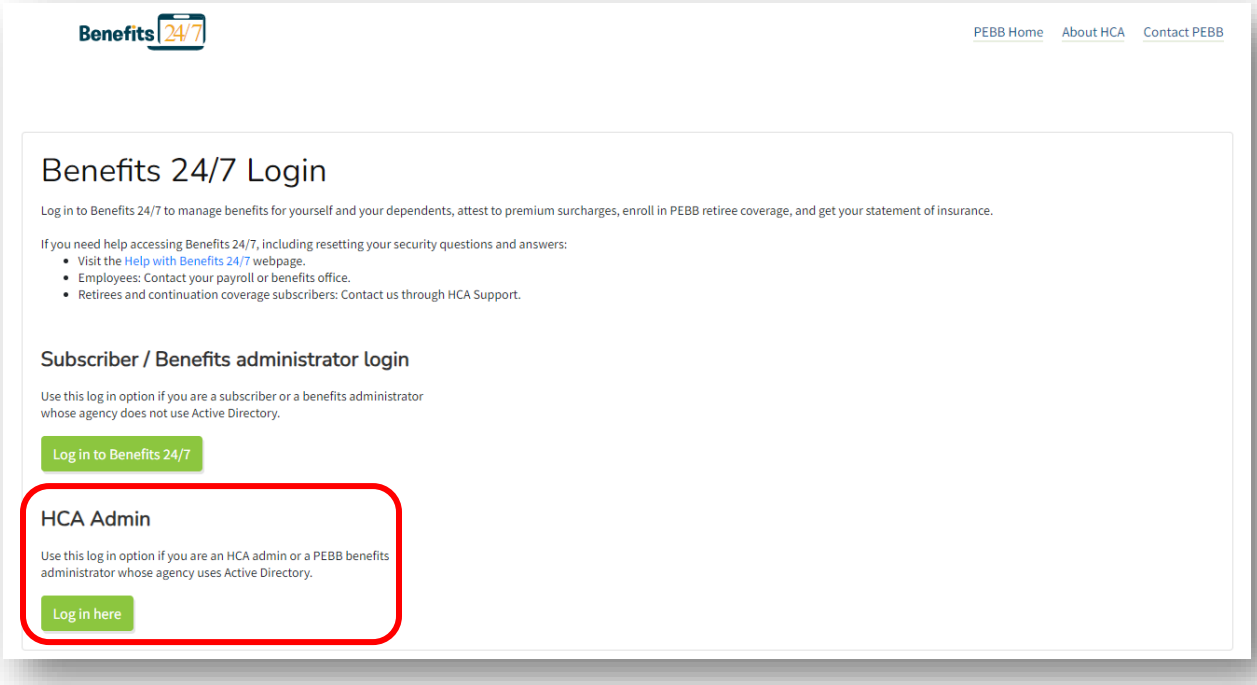
BAs will have two accounts in Benefits 24/7: One for your role as a BA for your organization and a second for your own account.

BAs who use the “HCA Admin” button for their BA access will need to use the “Subscriber” button when logging into their own employee account (which will require access via a Secure Access Washington (SAW) account).

BAs who use the “Benefits administrator login” button for their BA access will use the same button to access their own employee account, but they will need two different SAW accounts. It is highly recommended that these BAs use their work email address with SAW to gain access to their BA account in Benefits 24/7. In turn, they should use a personal email address with SAW when logging into their employee account.

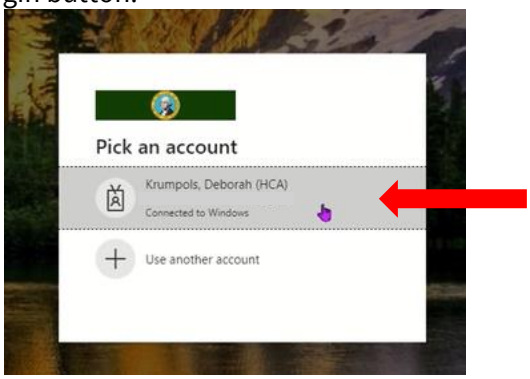
Internal Admin/HCA User button

b. BAs who work for a state agency and log into their work computers using Active Directory (SGN/VPN) will select the “HCA Admin” button.

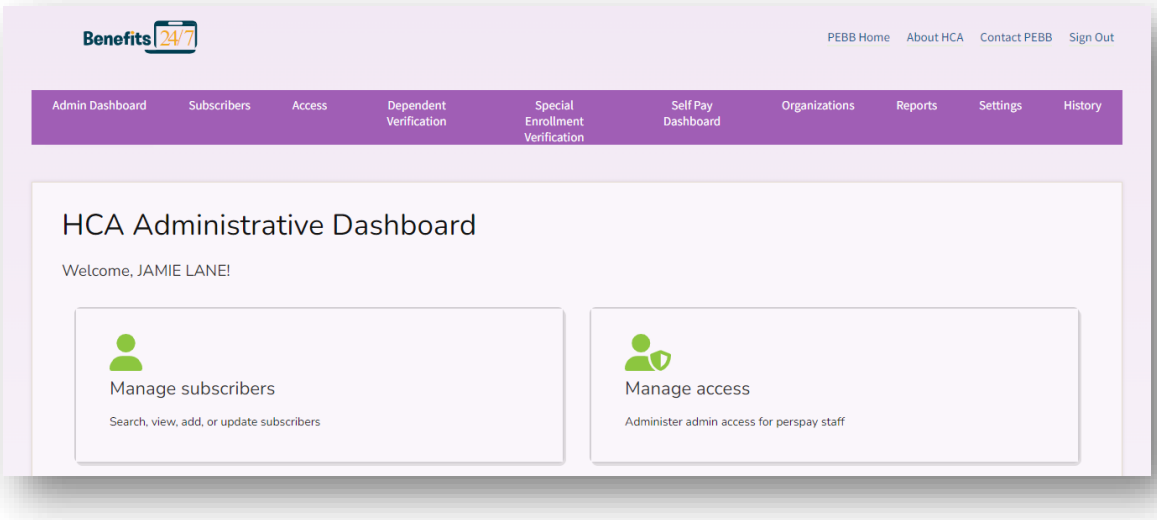


c. You will then be asked to “Pick an account”. Your name and work email address should display, select that option.

Note: If you don’t see an option with your name and email address, you are likely either not logged into your SGN/VPN or you will need to use the “Subscriber/ Benefits administrator” login button.



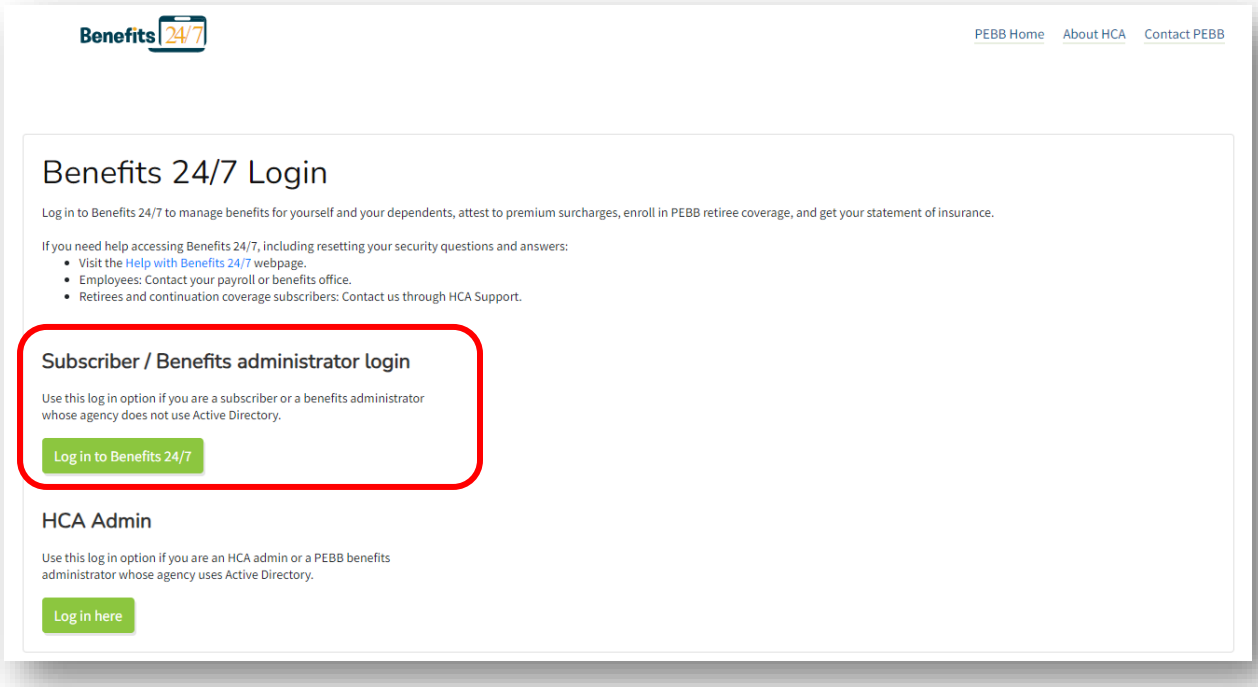
d. No other “login” is required beyond this point. The application will recognize your name and email address from your SGN/VPN credentials and place you directly into the Benefits 24/7 system, with your name and the name of your organization displayed on the BA Dashboard. You are now ready to administer PEBB benefits!



Note: Not all state agency employees sign into their workstation using Active Directory, such as DOT and the Dept. of Fish and Wildlife. BAs from these state agencies will receive an error message if they select the “HCA Admin” button. They will need to select the “Subscriber / Benefits administrator login” button and gain access using Secure Access Washington (SAW). Follow the steps associated with selecting the “Subscriber / Benefits administrator login” button on the next page.

Subscriber / Benefits administrator login button

a. Benefit administrators who work for a **PEBB employer group** (such as a city, county, or water district) as well as an **institution of higher education**, and those who work for a state agency which doesn't use Active Directory to sign in will need to select the "Subscriber / Benefits administrator login" button. By selecting this button you will be directed to sign in through a Secure Access Washington (SAW) account.



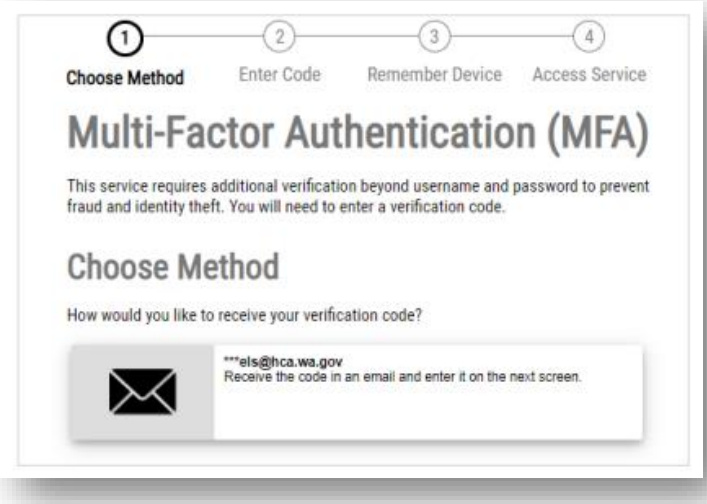
b. If you already have a SAW account proceed to **step 3**.
Note: Username and password information may already be displayed on the screen.

c. If you do not already have a SAW account, you will need to sign up for an account, skip to **step 4**.

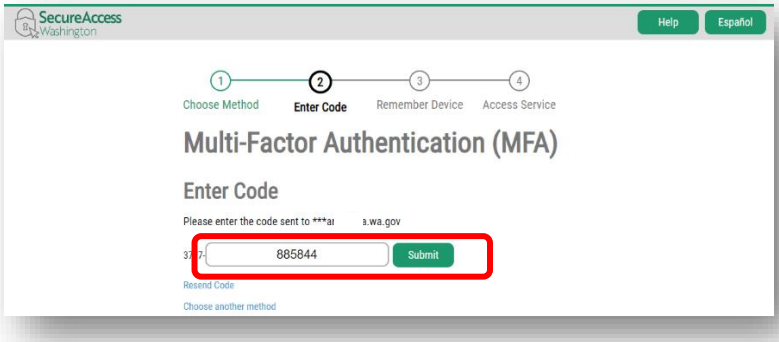
Step 3: Log into your SAW account

a. If your username/password is already displayed, then select the submit button. If not, enter your username and password and select the submit button.

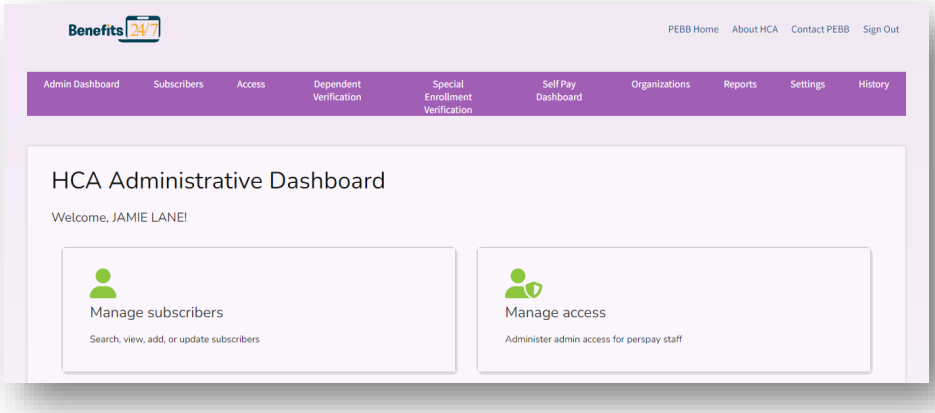
b. You will be prompted to select your Multi-Factor Authentication (MFA) method. Select the method by which you wish to receive your verification code.



c. After receiving the code, enter it into the code field and select the submit button. The system will authenticate your access to the portal.



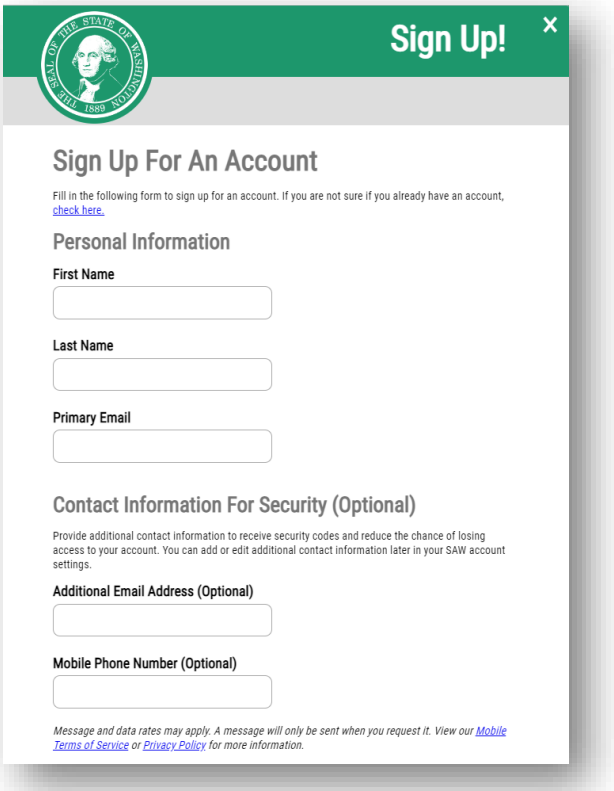
d. Once your access has been authenticated, you will be placed directly into the Benefits 24/7 system with your name and the name of your organization displayed on the BA Dashboard. You are now ready to administer PEBB benefits!



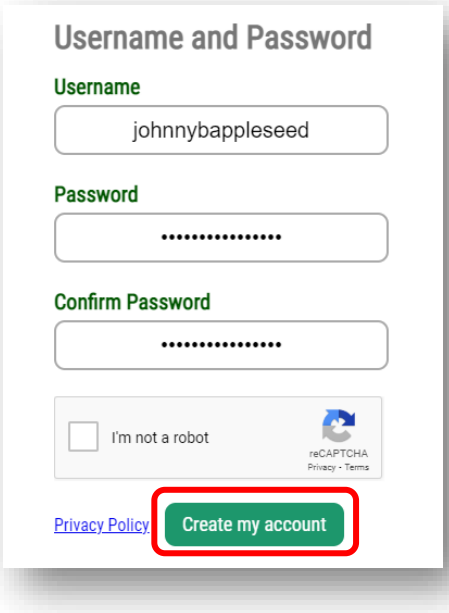
Step 4: Register for a SAW account (if needed)

a. From the SAW portal login page, select the **SIGN UP!** button.

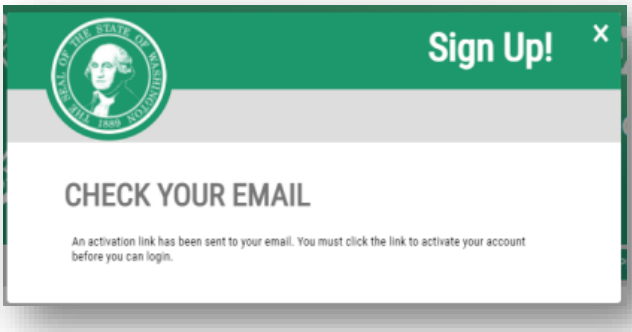
b. Enter the required fields and then select the **Create my account** button. For your BA access, we recommend using your work email address in the Primary Email field.



TIP: Adding a mobile phone number will give you the option of receiving your authentication code via email or phone.



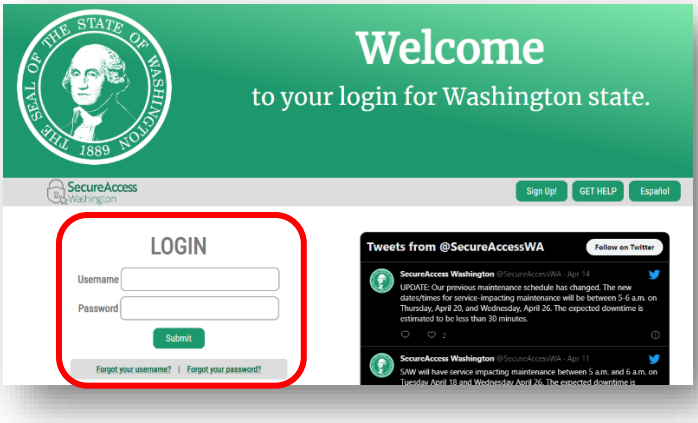
c. If your account was successfully created, a message will display prompting you to check the email account you used. The email will include an activation link which will activate your new account.



d. Open your email and select the link to activate your account. This action will take you to the SAW login portal in a **new tab** on your browser.

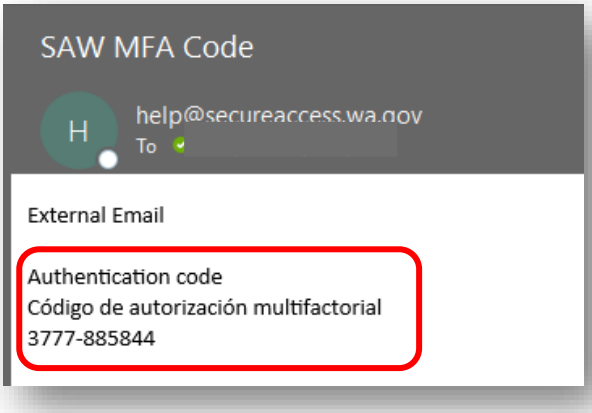
e. Close out the "old" tab in your browser.

f. Enter your username and password and select the **SUBMIT** button.



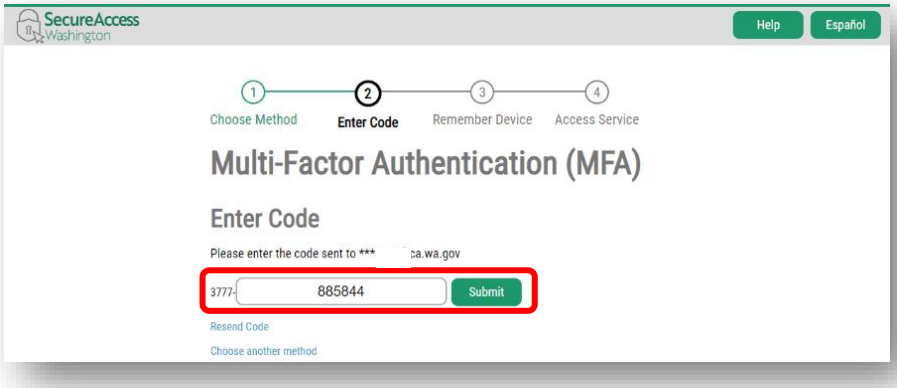
g. You will be prompted to select the method by which you will receive your verification code.
h. Select your method.

i. A unique code will be sent to you via the method you selected. Below is an example of receiving the code via email.



j. Copy the verification code you received and enter it into the SAW website. You only need to enter the numbers that come after the dash (-), the first set of numbers will already display in SAW.

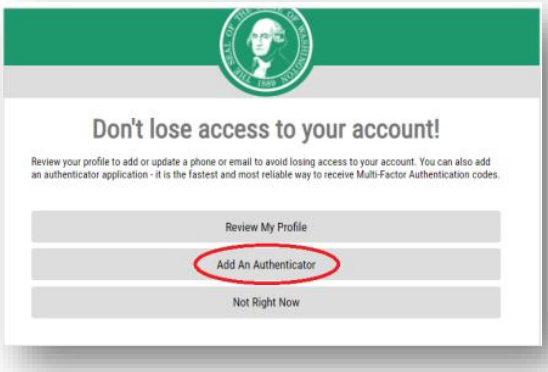
k. Select the "Submit" button.



l. Once you have been successfully authenticated you will be placed directly into the Benefits 24/7 system with your name and the name of your organization displayed on the BA Dashboard. You are now ready to administer PEBB benefits!

Note: After activating your account (and randomly thereafter), the following screen appear with three options:

- You can review/update your SAW profile information.
- You can "Add An Authenticator," which allows you to add options on how you can receive your verification code, such as an additional email address or a mobile phone number.
- Or you can skip these options by selecting the "Not Right Now" button.



m. After responding to this screen, continue with the login process.

Having trouble setting up your SAW account?

a. If you are having difficulties creating or logging in to your SAW account, please use the Get Help button.