Post Launch of **Benefits 24/7** for Employer Groups

PEBB

Outreach & Training

Larry Cade & Debbie Krumpols

February 13, 2024

Washington State Health Care Authority

Agenda

1. Accessing Benefits 24/7
2. BA Access
3. SOE/DV Verification Tiles
4. Other Information
5. Resources
6. Questions

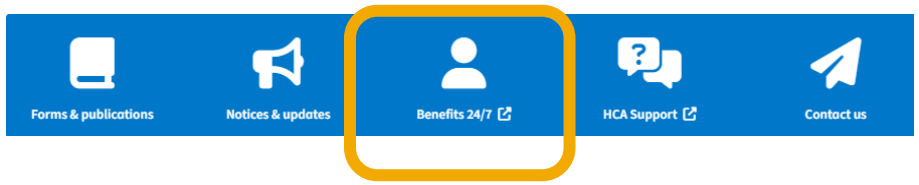
Accessing Benefits 24/7

Washington State Health Care Authority

Getting to Benefits 24/7 Live Environment

Link to “Live” Environment

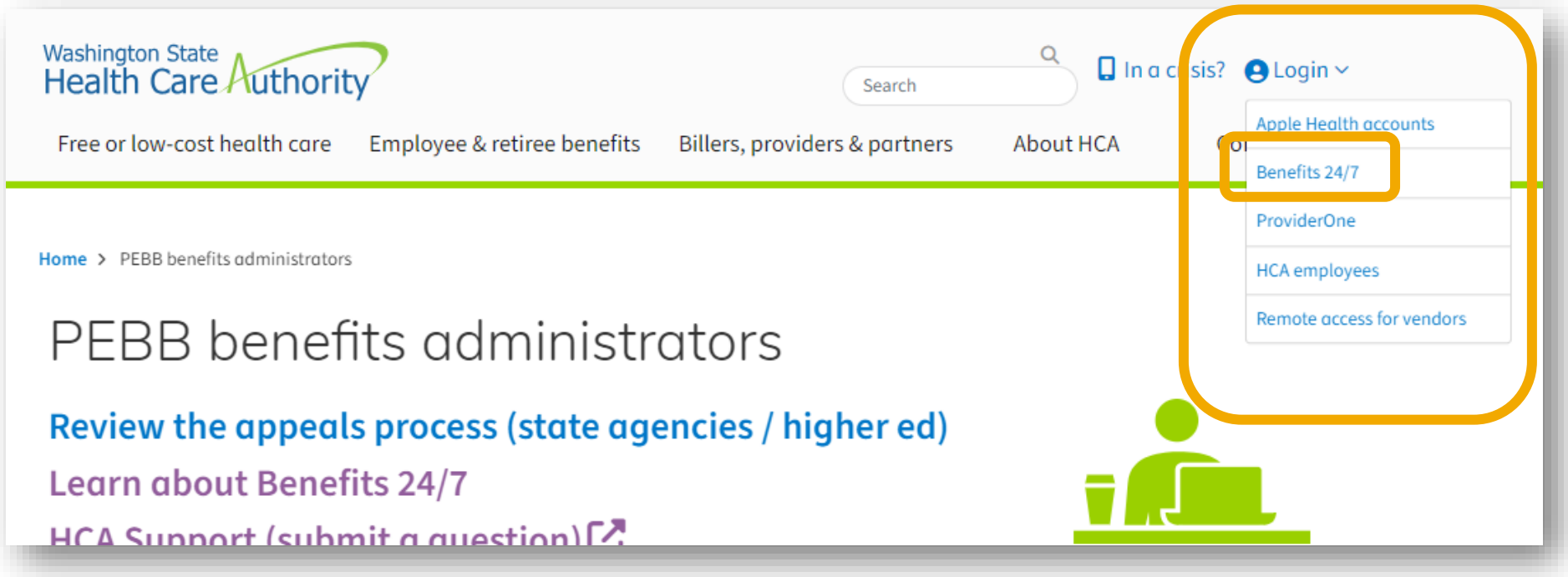
- benefits247.hca.wa.gov/auth



Does not apply to UW and WSU employees who use *WorkDay*

Washington State Health Care Authority

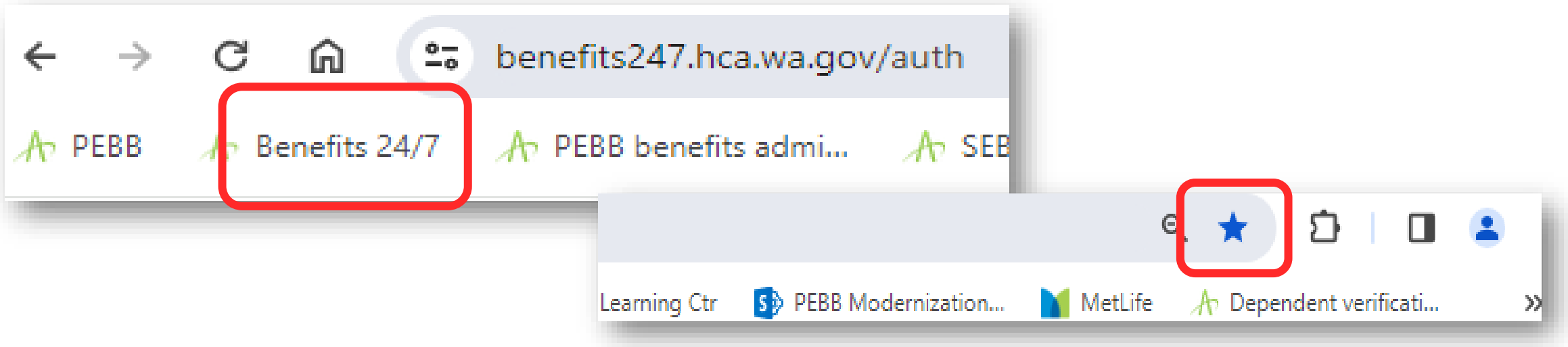
Getting to Benefits 24/7 Live Environment



Does not apply to UW and WSU employees who use *WorkDay*

Washington State Health Care Authority

Getting to Benefits 24/7 Live Environment

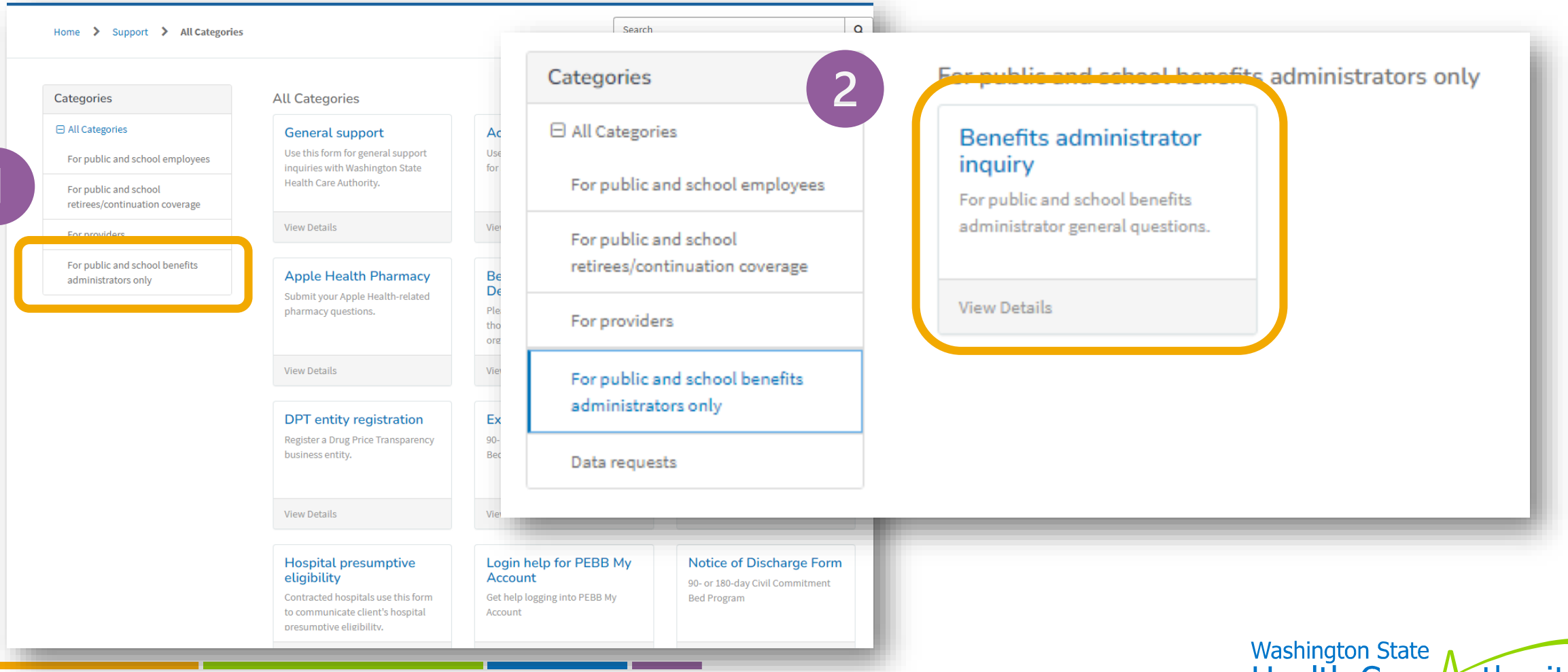


Does not apply to UW and WSU employees who use *WorkDay*

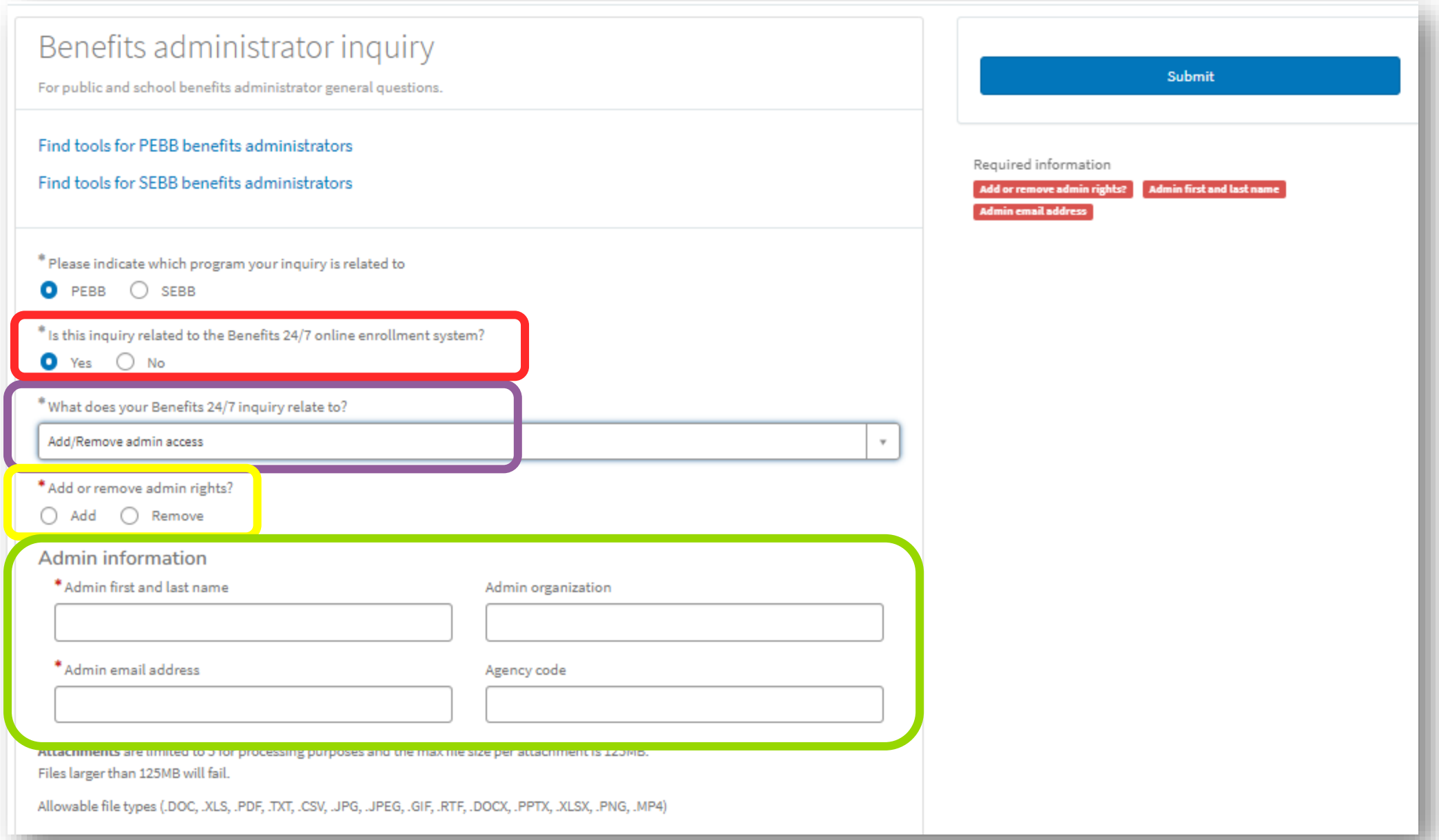
Washington State Health Care Authority

BA Access

Requesting/Removing BA "Admin" Access



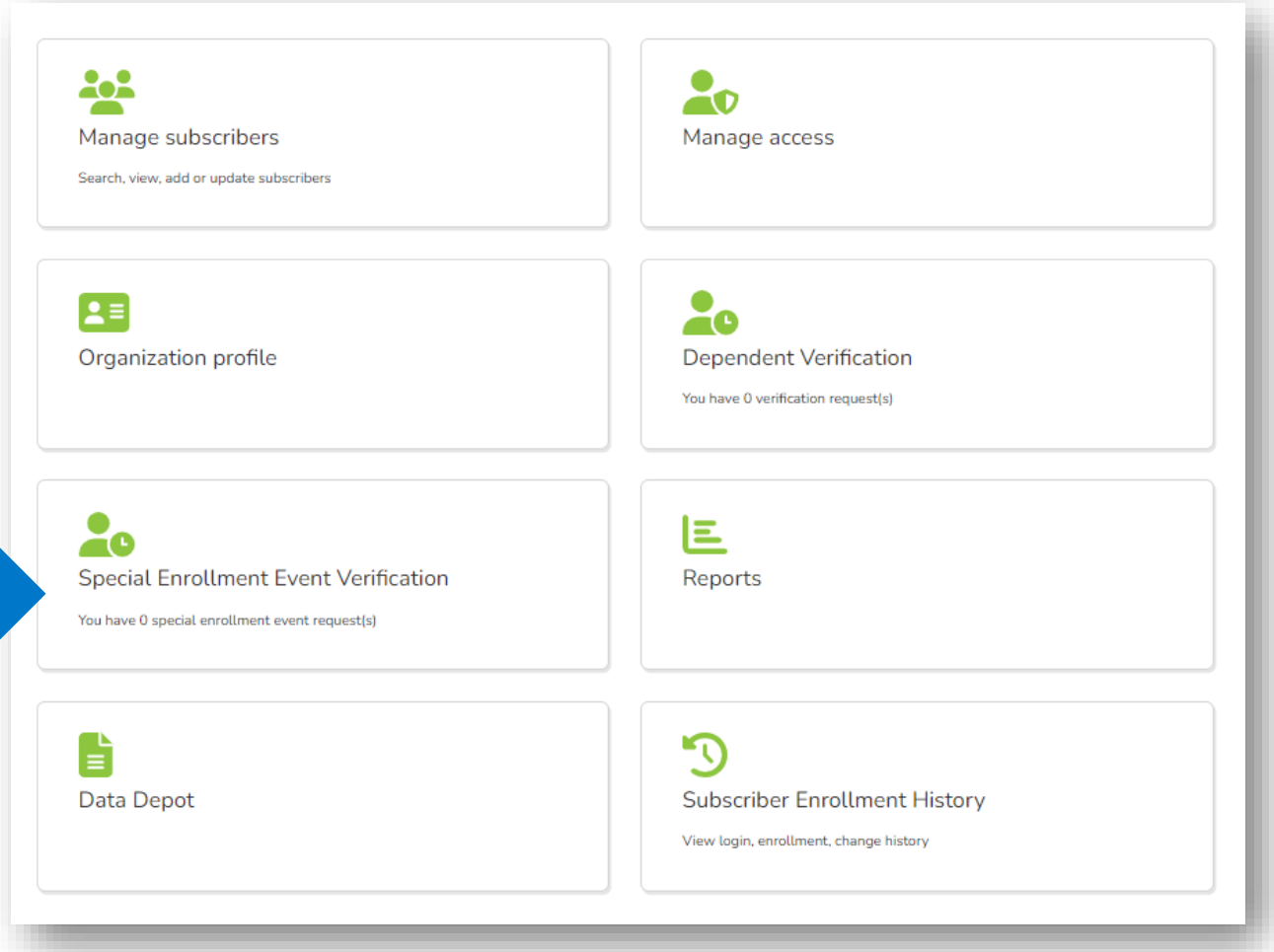
Washington State Health Care Authority



Washington State Health Care Authority

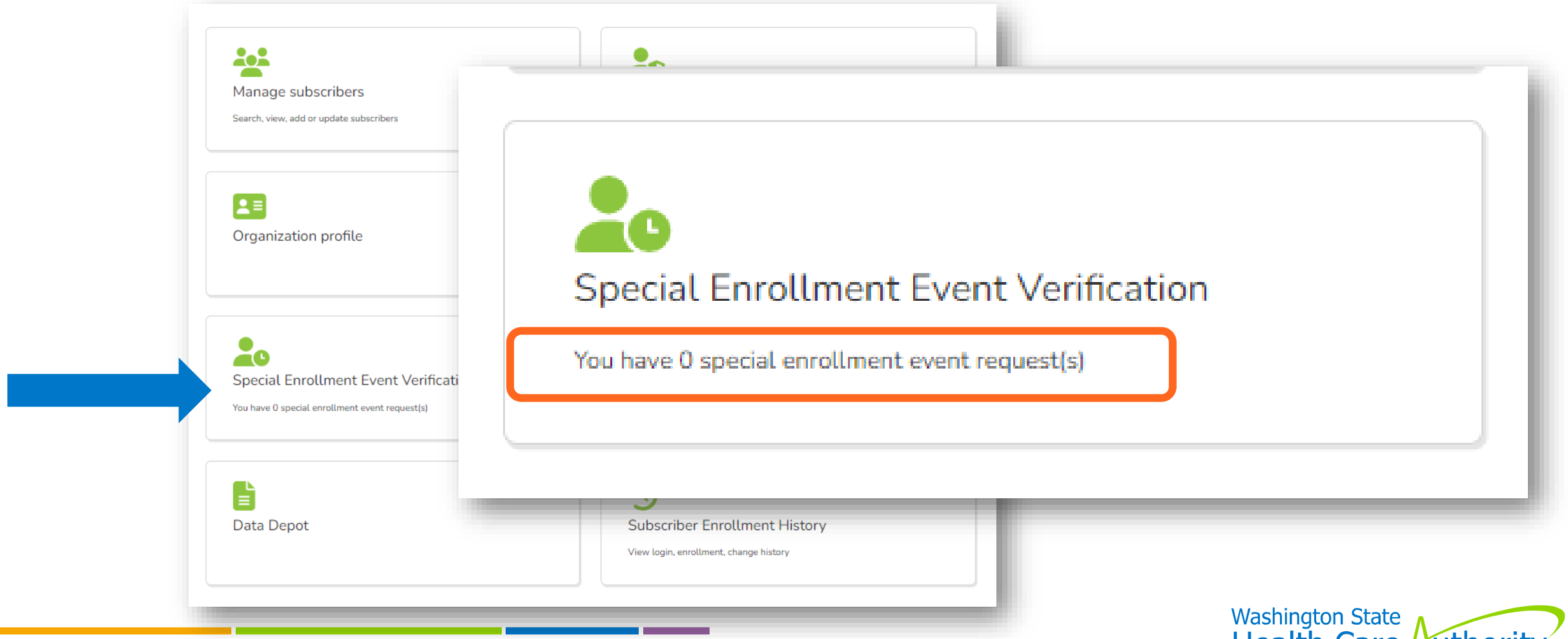
SOE/DV Verification Tiles

SOE Verification Tile



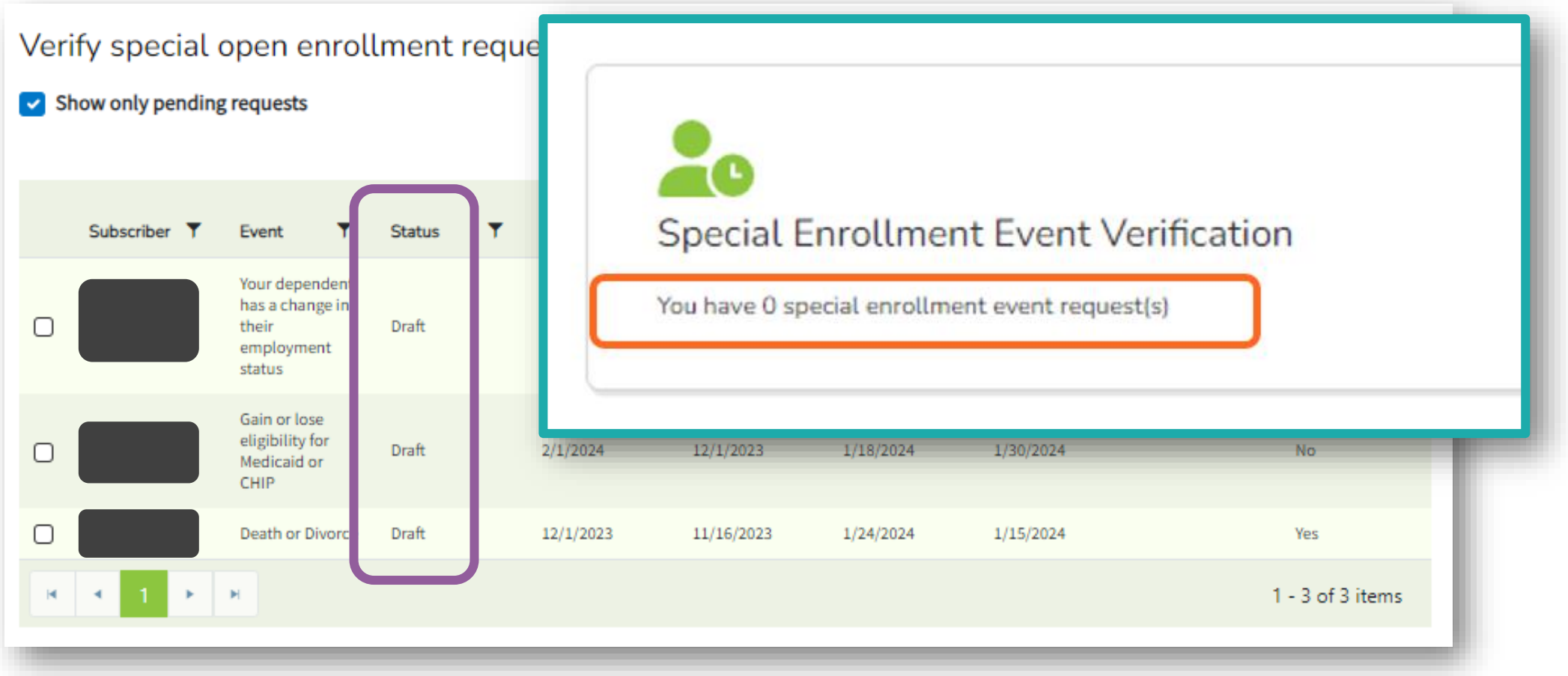
Washington State Health Care Authority

SOE Verification Tile



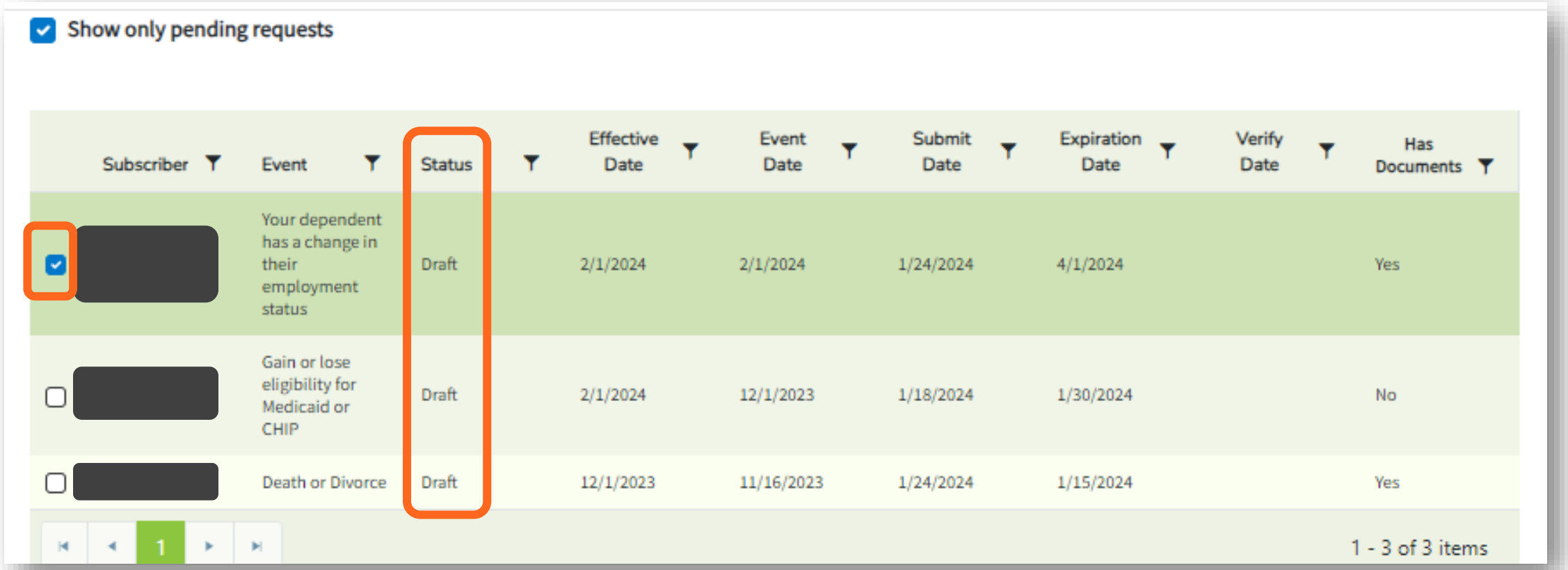
Washington State Health Care Authority

“Draft” Verifications Not Included on Tile



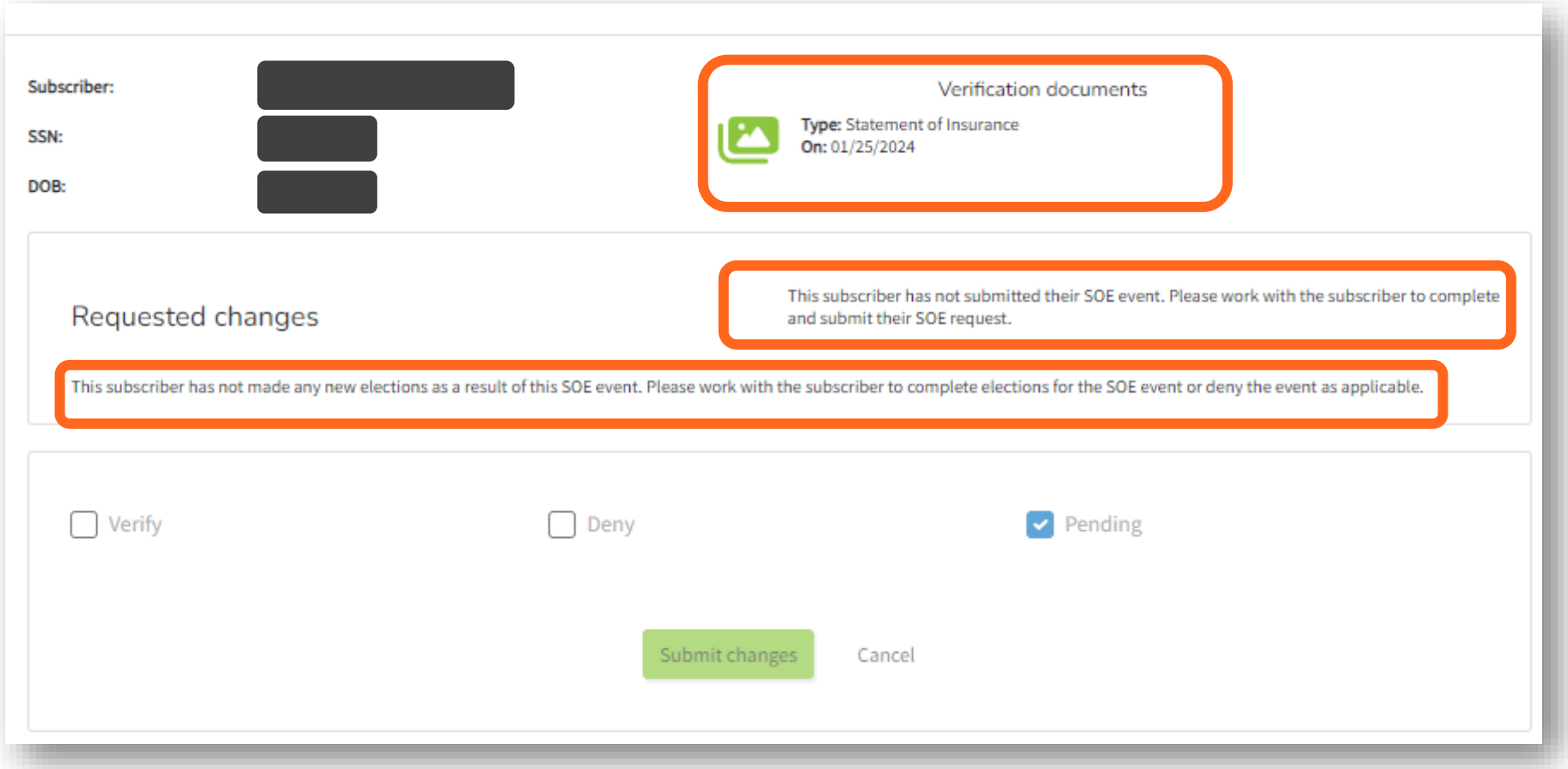
Washington State Health Care Authority

Review “Draft” Verifications



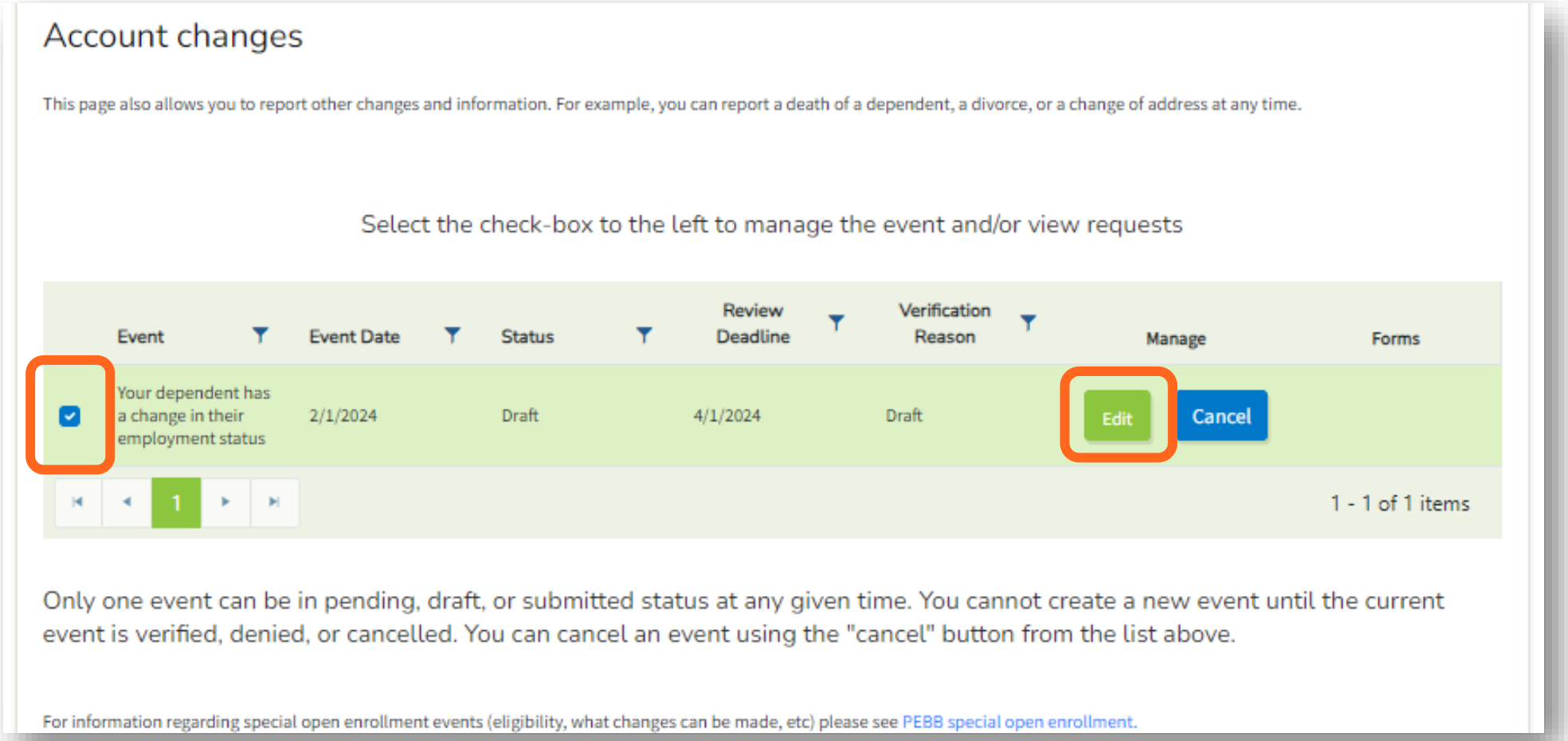
Washington State Health Care Authority

Review Verifications (cont'd)



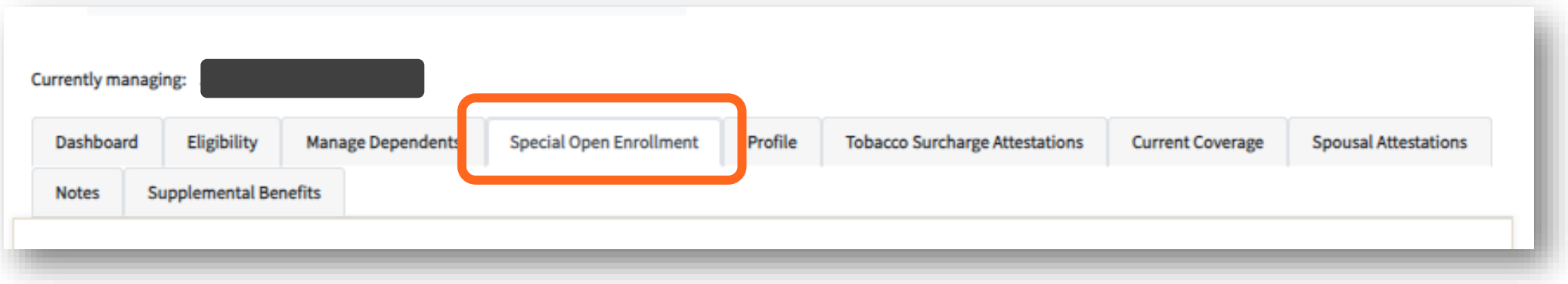
Washington State Health Care Authority

Review Subscriber's SOE Tab



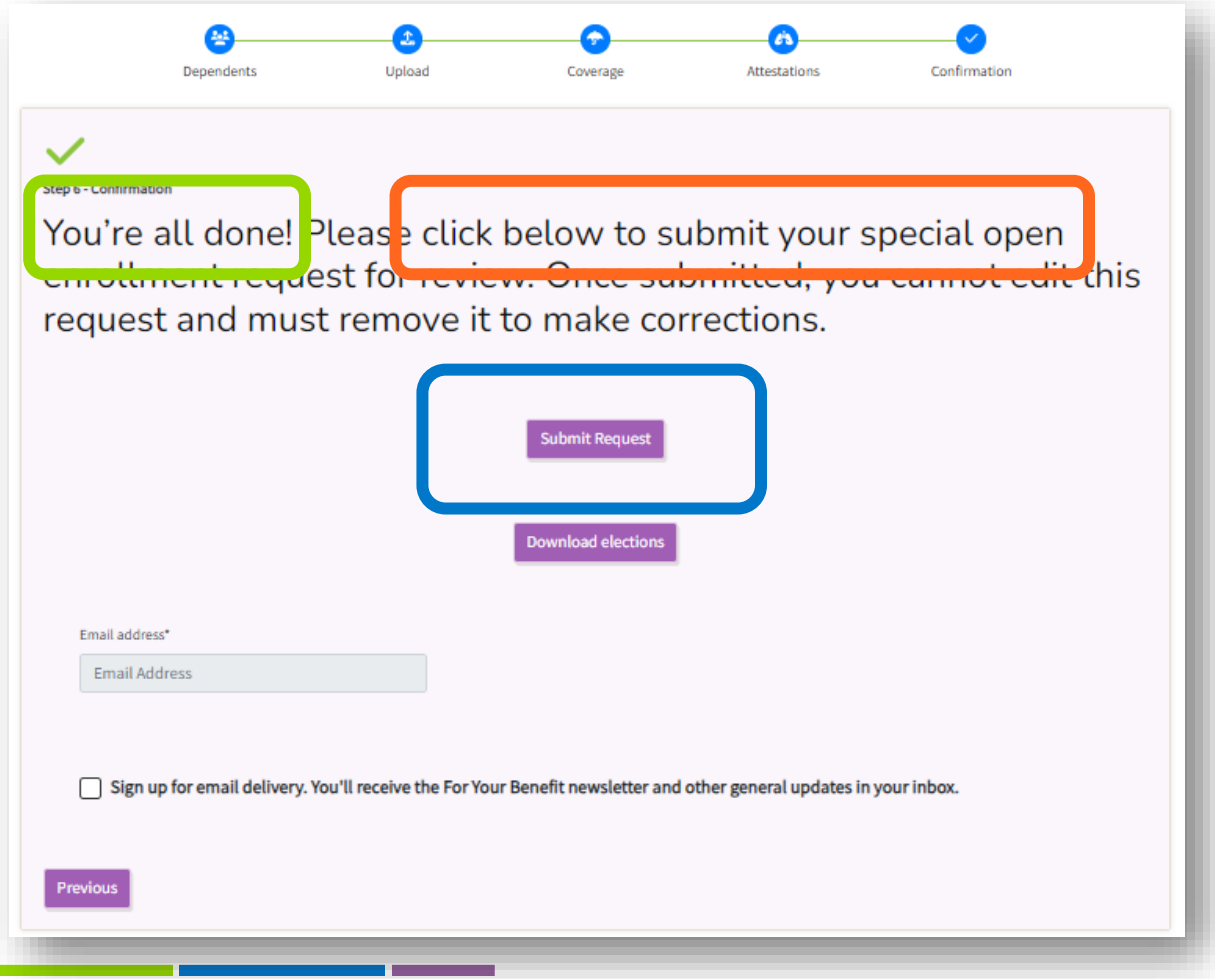
Washington State Health Care Authority

Review Subscriber's SOE Tab



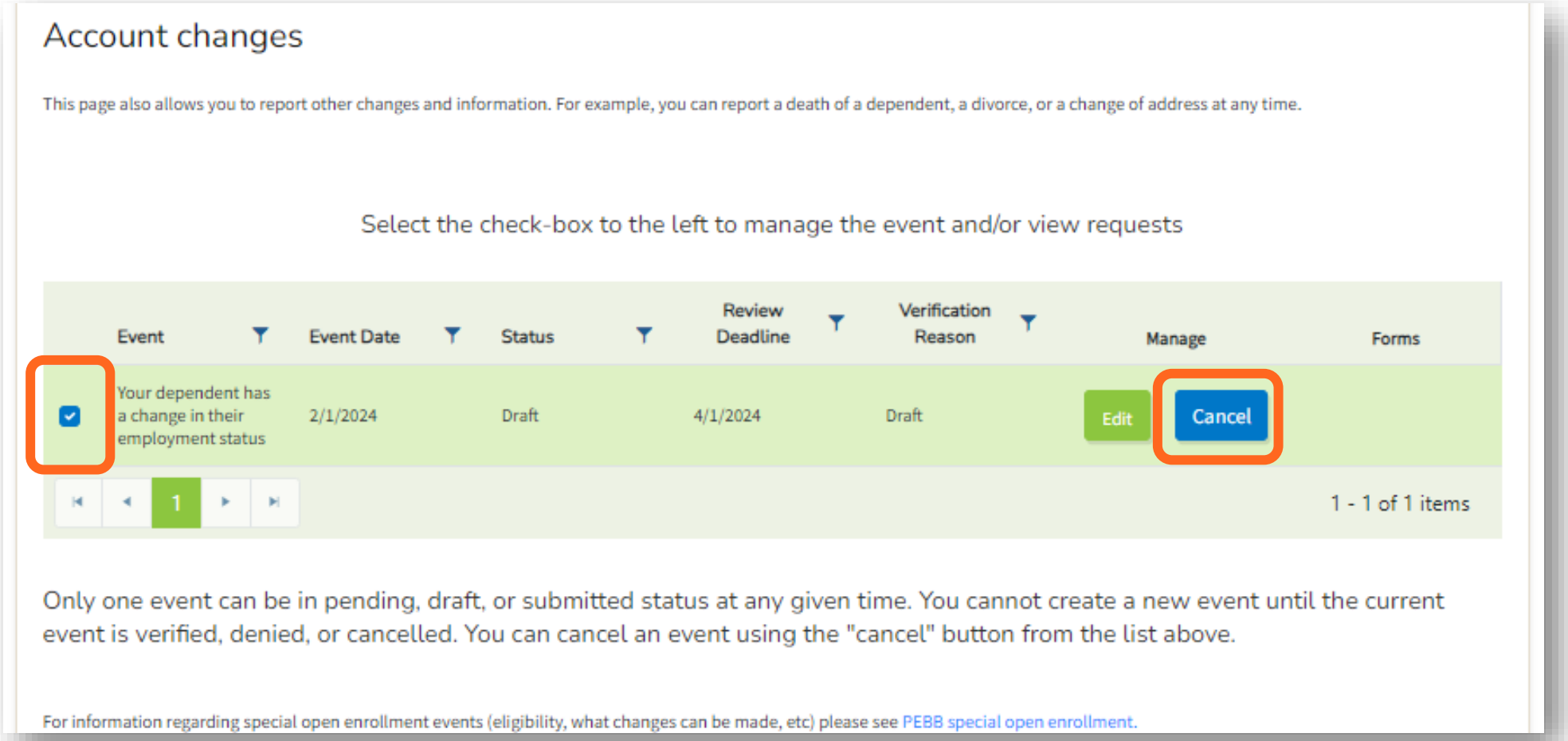
Washington State Health Care Authority

SOE Wizard



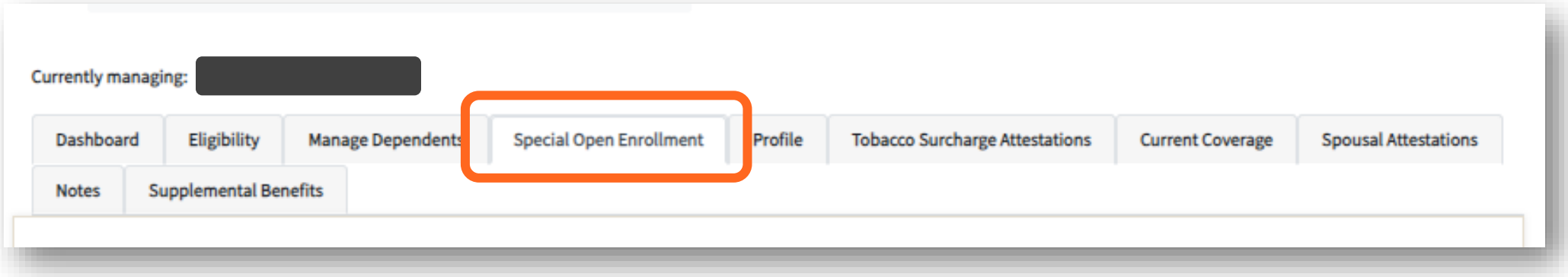
Washington State Health Care Authority

To Remove "Draft" Verifications



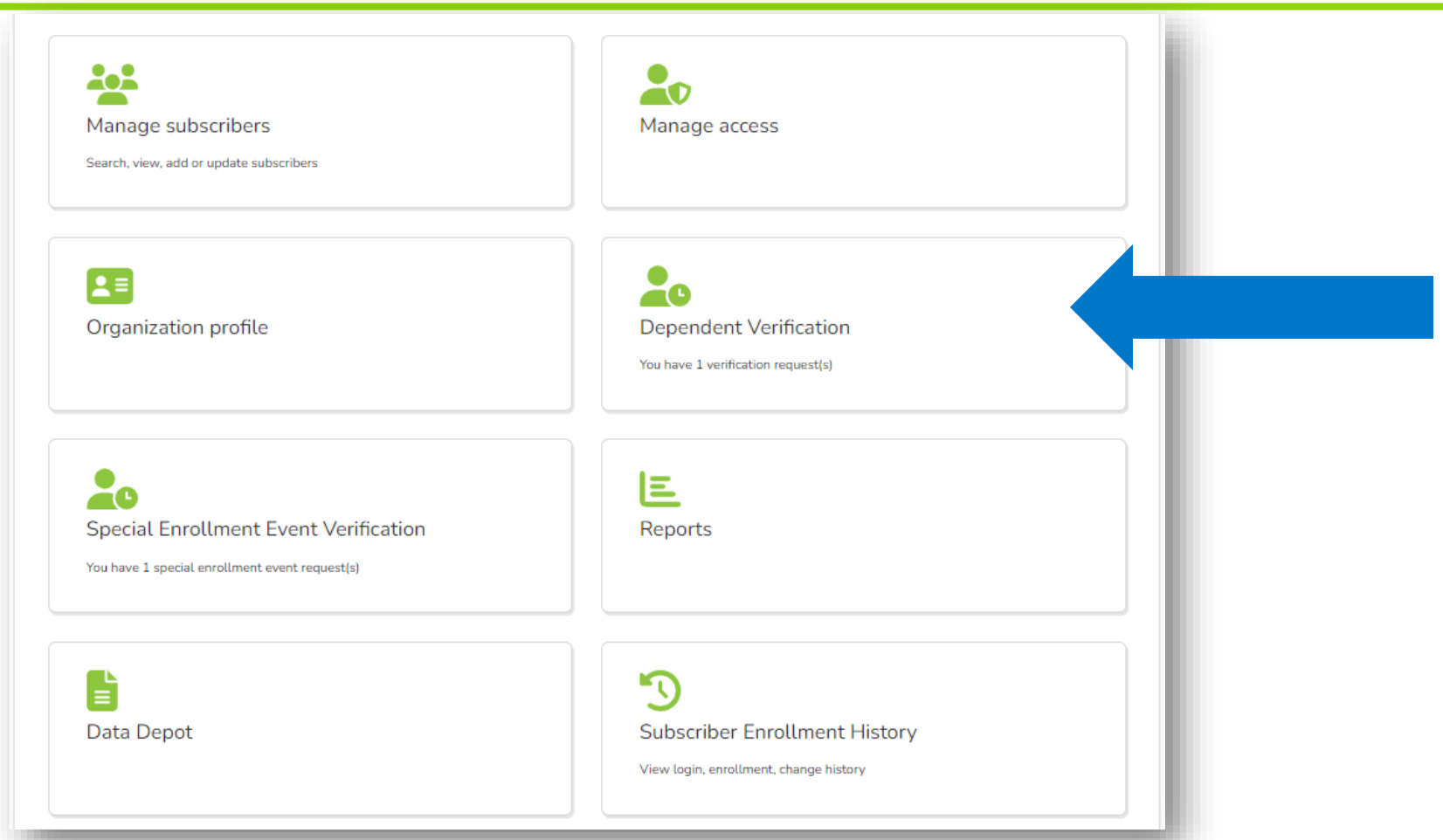
Washington State Health Care Authority

To Remove “Draft” Verifications



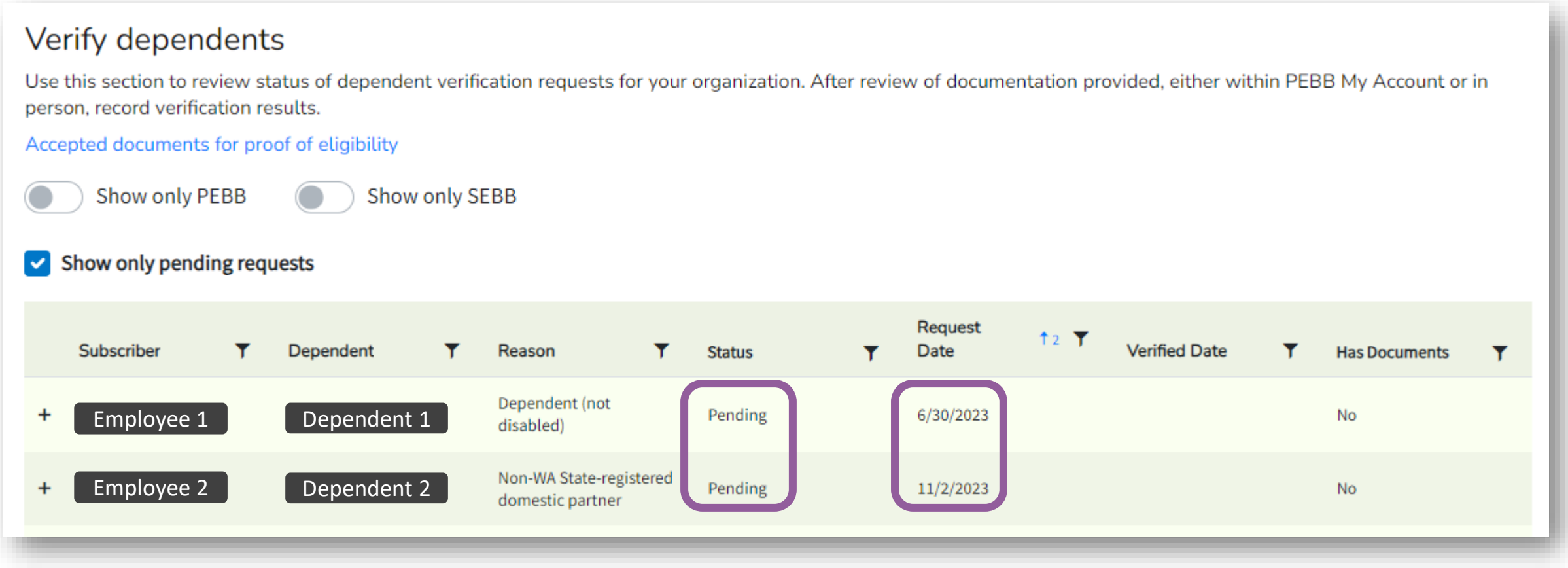
Washington State Health Care Authority

Dependent Verification Tile



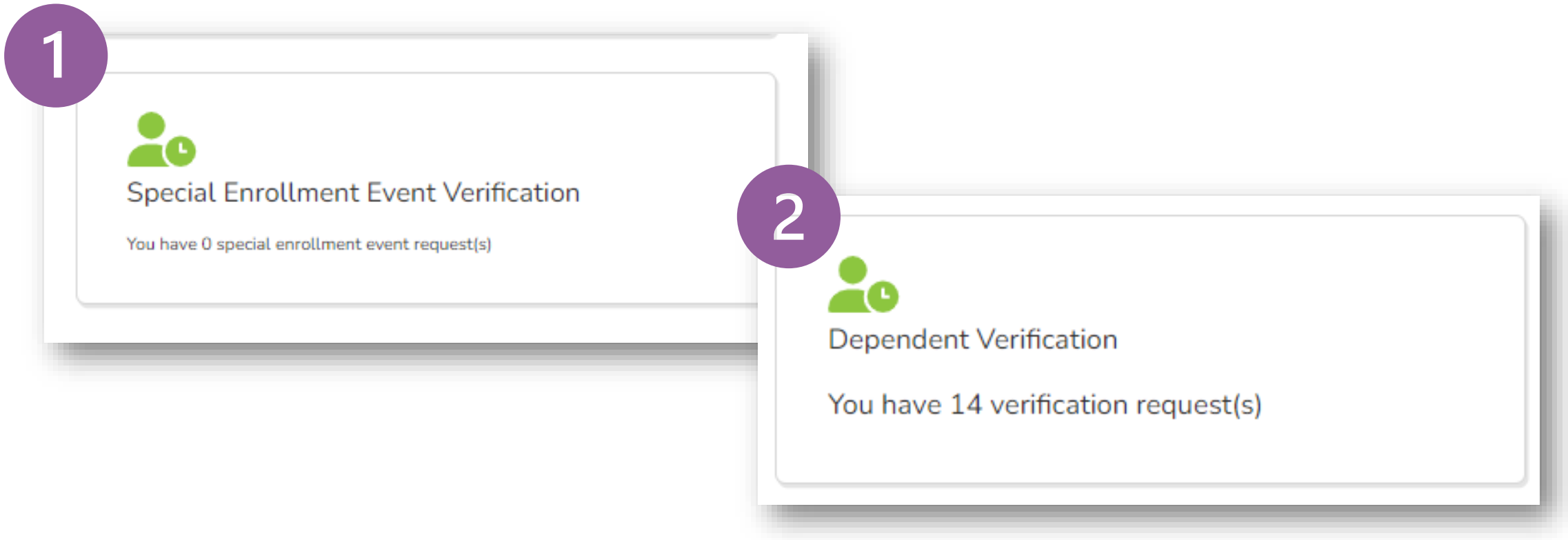
Washington State Health Care Authority

“Pending” Dependent Verifications



Washington State Health Care Authority

Verification Process



Washington State Health Care Authority

Other Information

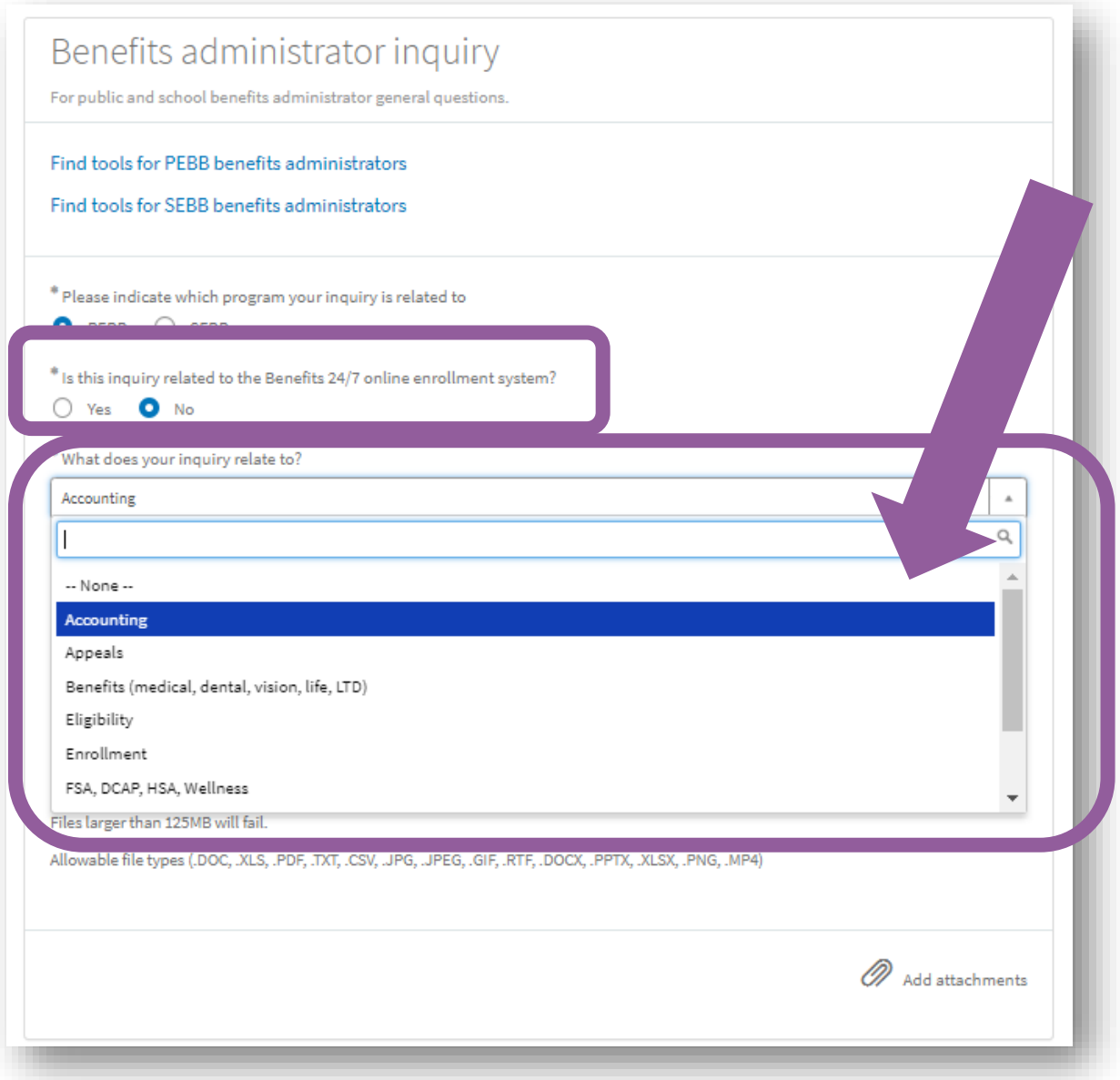
Benefits 24/7 Timing Out

Will “time out” after 20 minutes of inactivity

Pay1 – A.23 Screen

Submit via HCA Support ticket

- HCA will key for you – include:
  - Employee's name & SSN from reconciliation report
  - Adjustment amount
    - Debit or credit

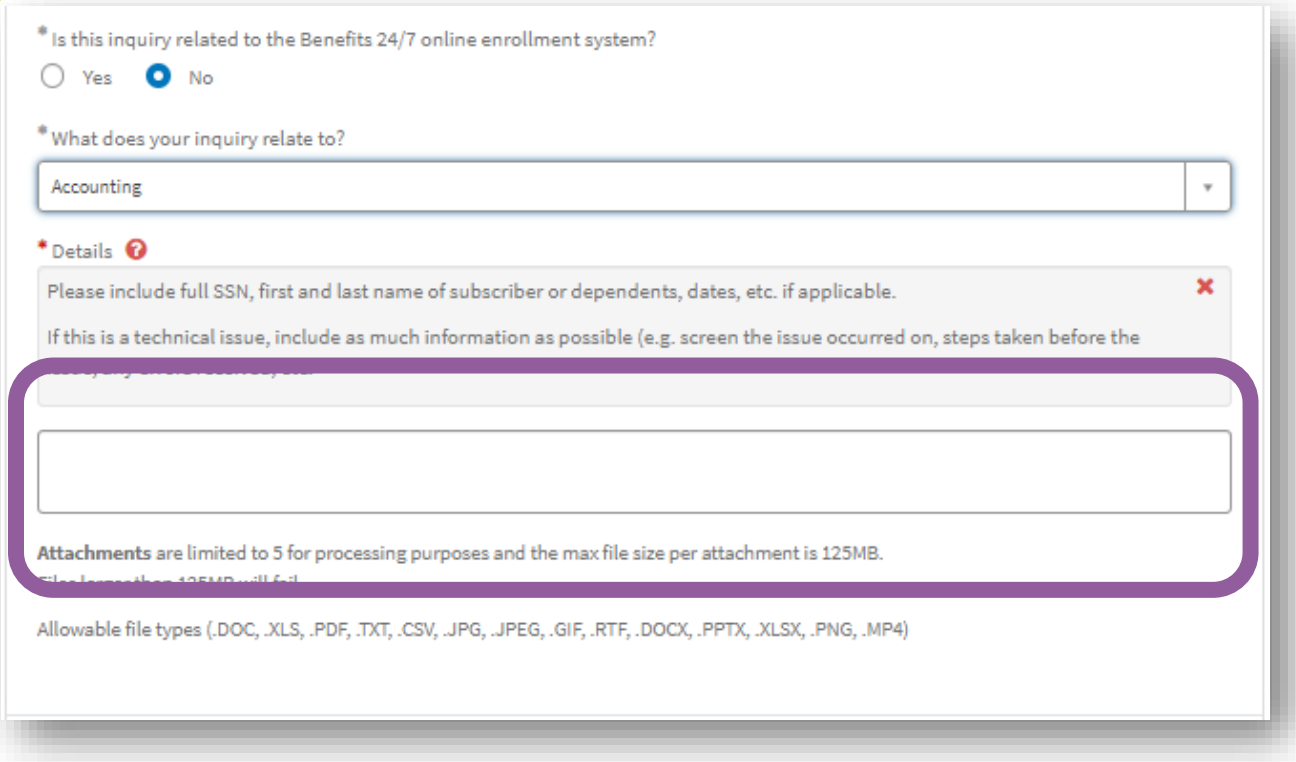


Washington State Health Care Authority

Pay1 – A.23 Screen

Submit via HCA Support ticket

- HCA will key for you – include:
  - Employee's name & SSN from reconciliation report
  - Adjustment amount
    - Debit or credit

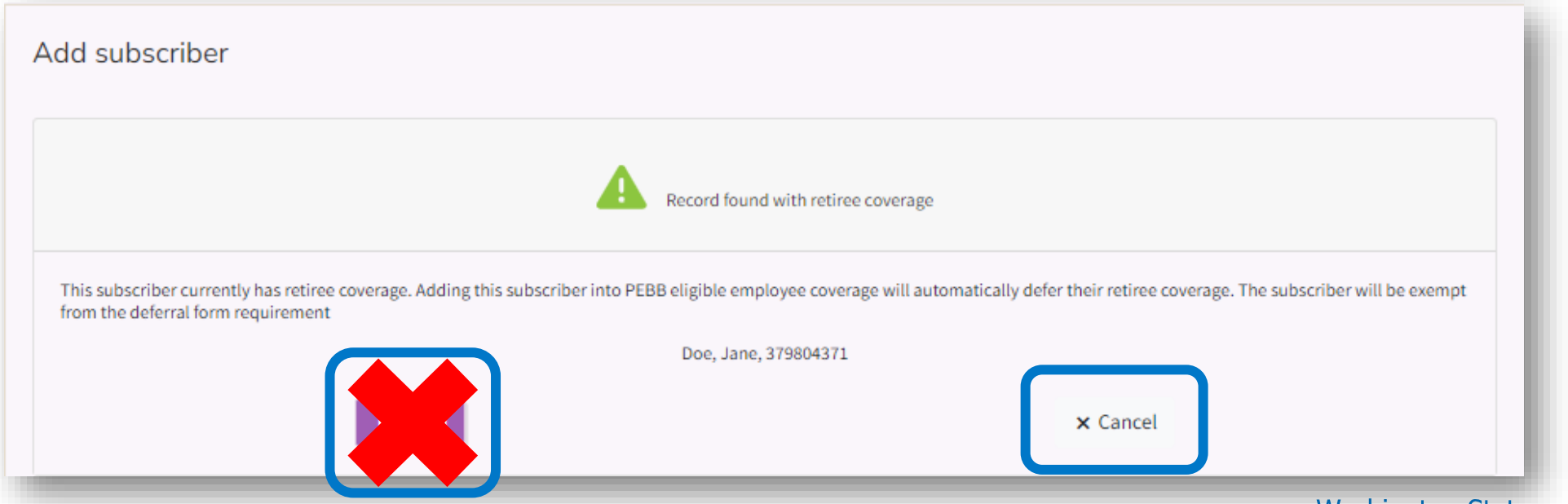


Washington State Health Care Authority

Adding New Subscriber

When currently enrolled in PEBB Retiree or Continuation Coverage:

- Will receive message – **do not claim them**



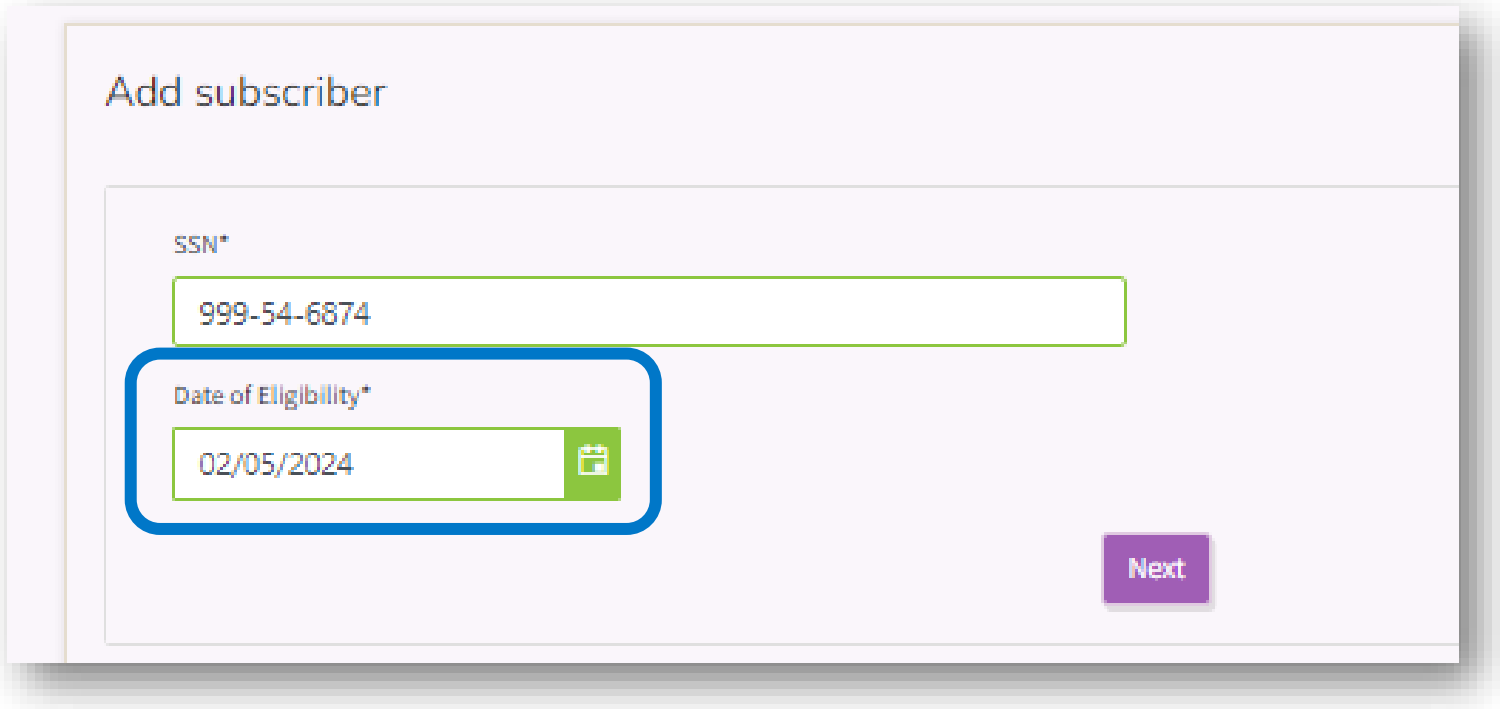
Washington State Health Care Authority

Adding New Subscriber

When currently enrolled in PEBB Retiree or Continuation Coverage:

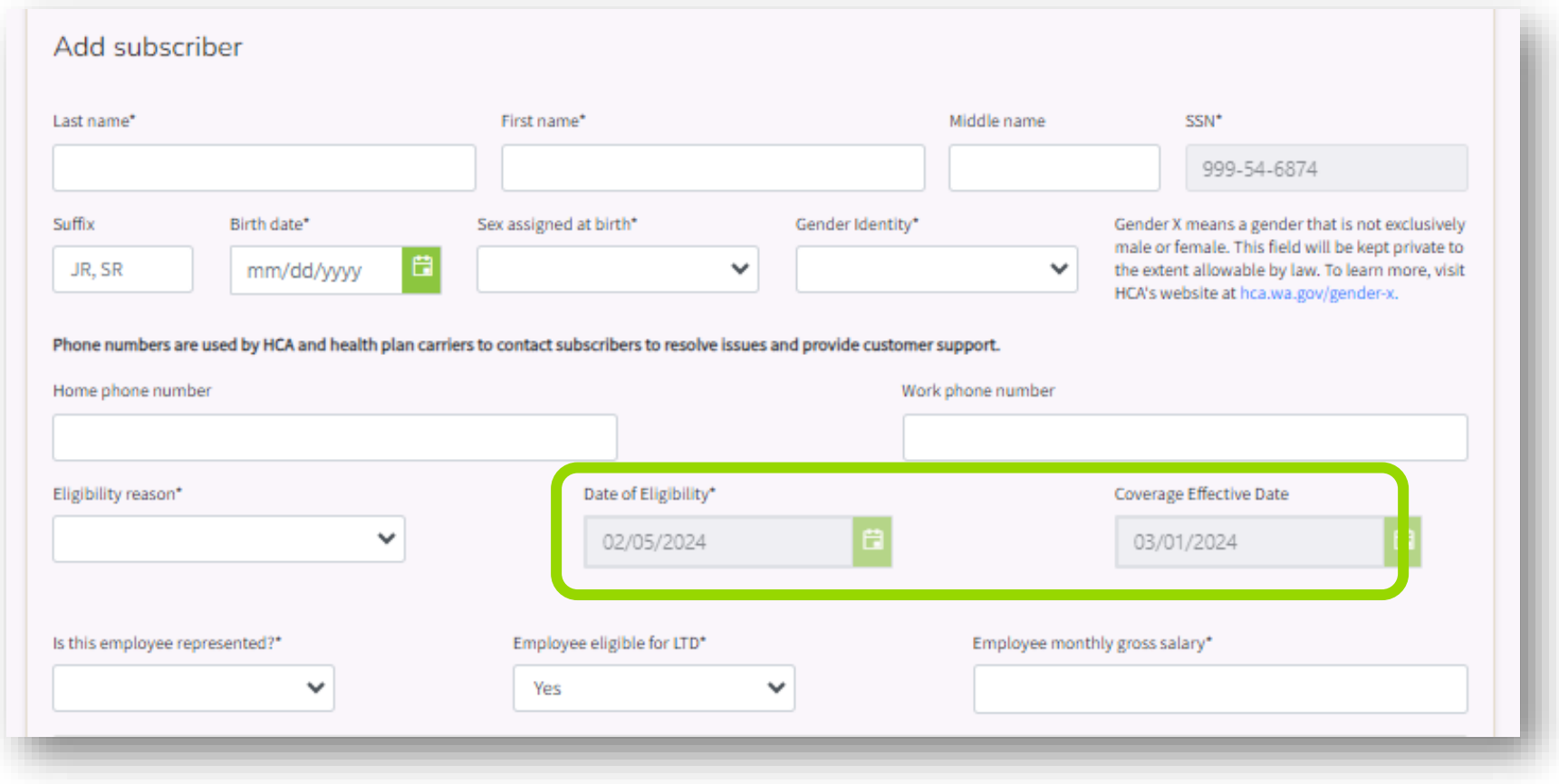
- Will receive message – **do not claim them**
- Submit HCA Support ticket and HCA will terminate retiree/continuation coverage
- Then you can add new subscriber and claim them

Date of Eligibility



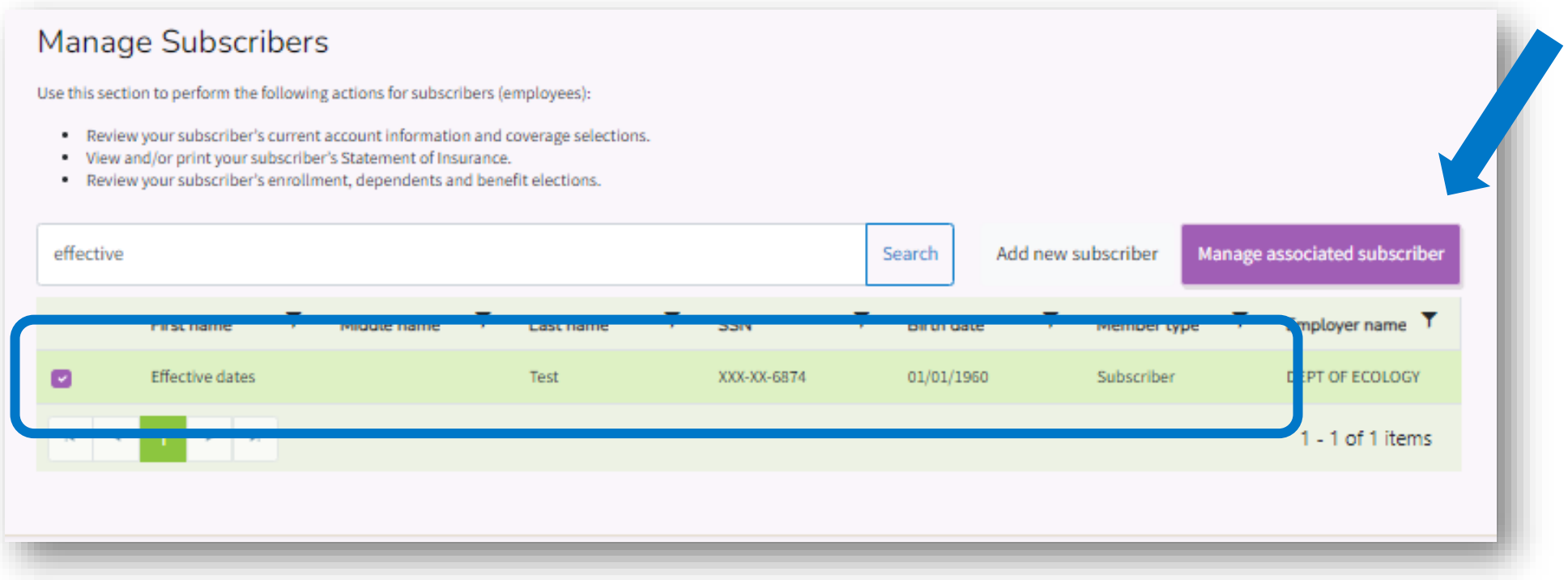
Washington State Health Care Authority

Date of Eligibility



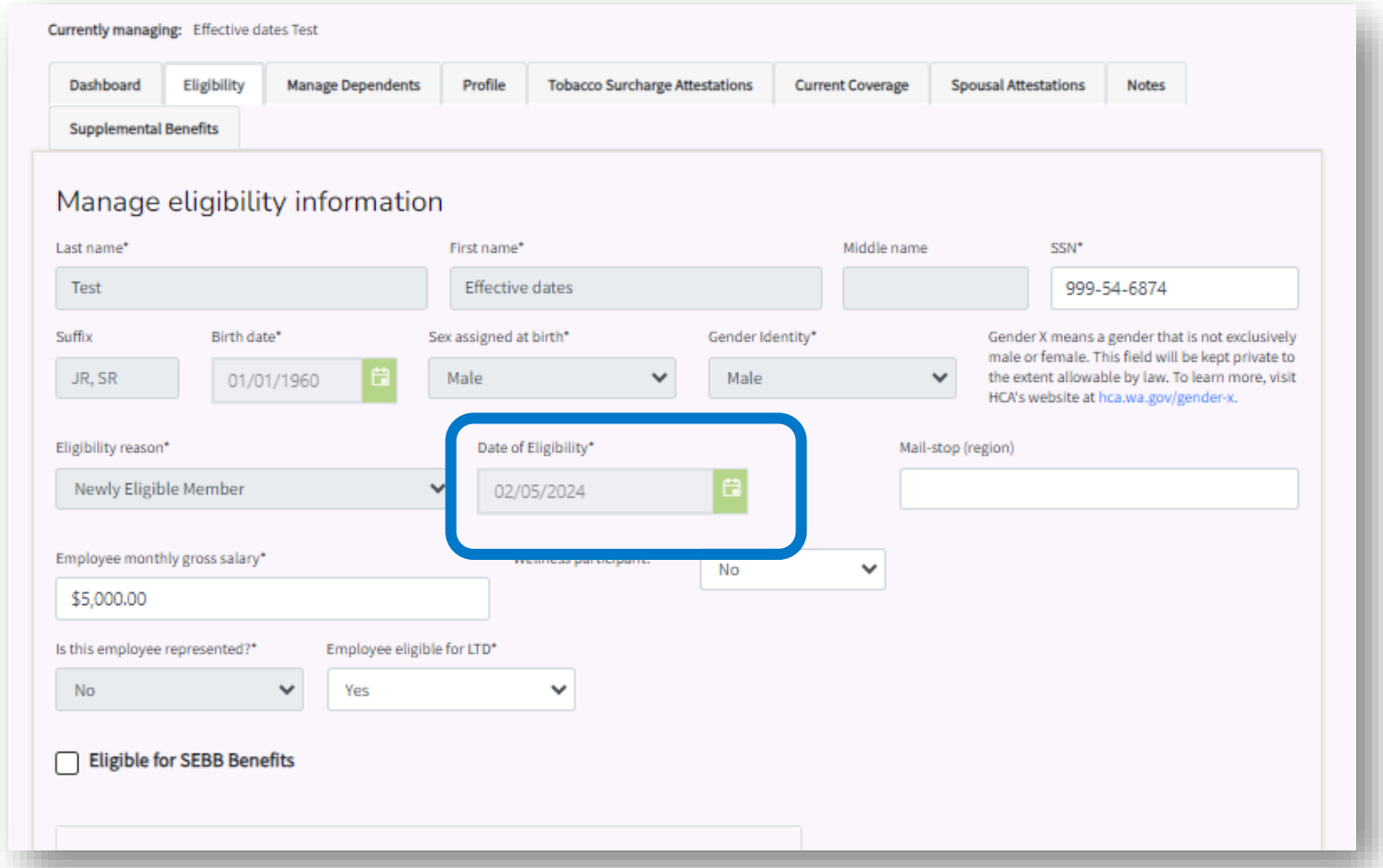
Washington State Health Care Authority

Date of Eligibility



Washington State Health Care Authority

Date of Eligibility

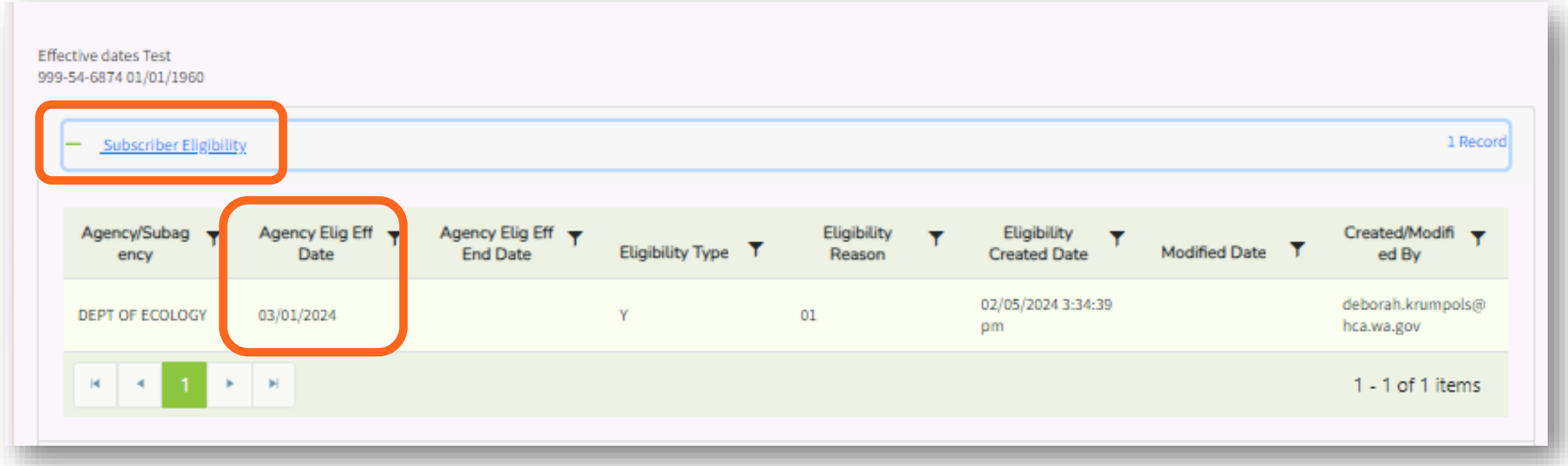


Washington State Health Care Authority

Finding Date of Eligibility Later

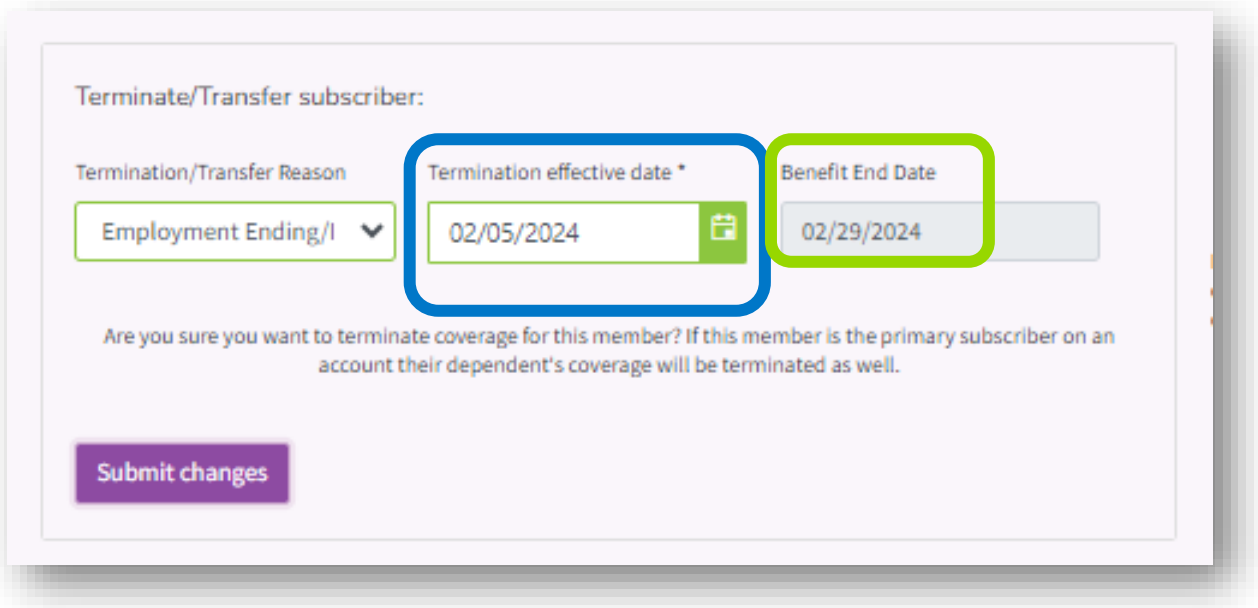
“History tile”

- “Subscriber Eligibility” option



Termination Dates

- **Termination effective date** – last day worked/pay-status
- **Benefit end date** – automatically determined by system



Washington State Health Care Authority

MetLife Enrollment

Same process as before the launch of Benefits 24/7

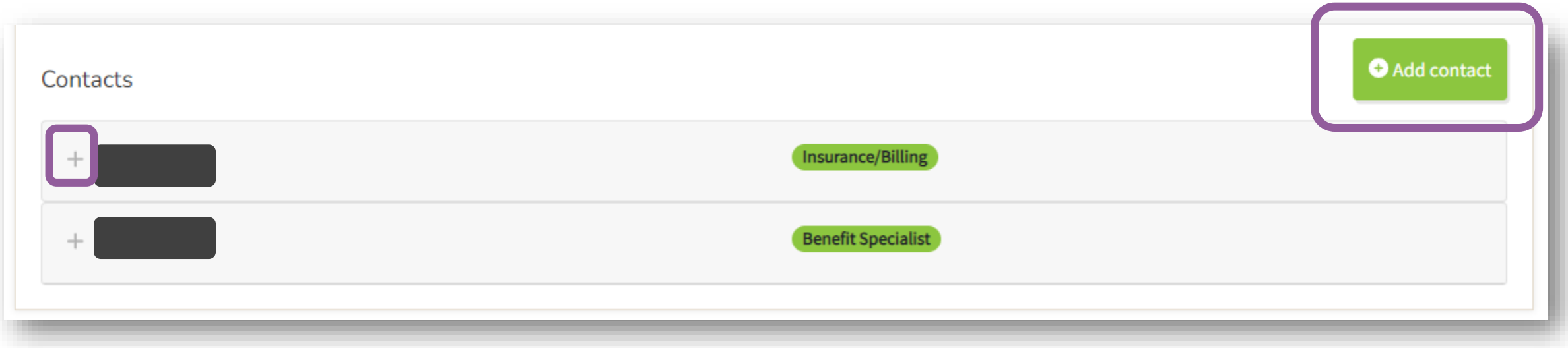
- **Newly eligible** – paper enrollment forms
  - Protects “guaranteed issue” supplemental life coverage
  - Employee continues to submit to MetLife directly
- **Outside 31-day eligibility window** – Benefits 24/7
  - From supplemental benefits/coverage tab/tile – link to MetLife portal
  - Apply for supplemental life and/or AD&D
  - Update beneficiary information

Not applicable to “Medical Only” groups

Organization Profile Tile - Contact Information

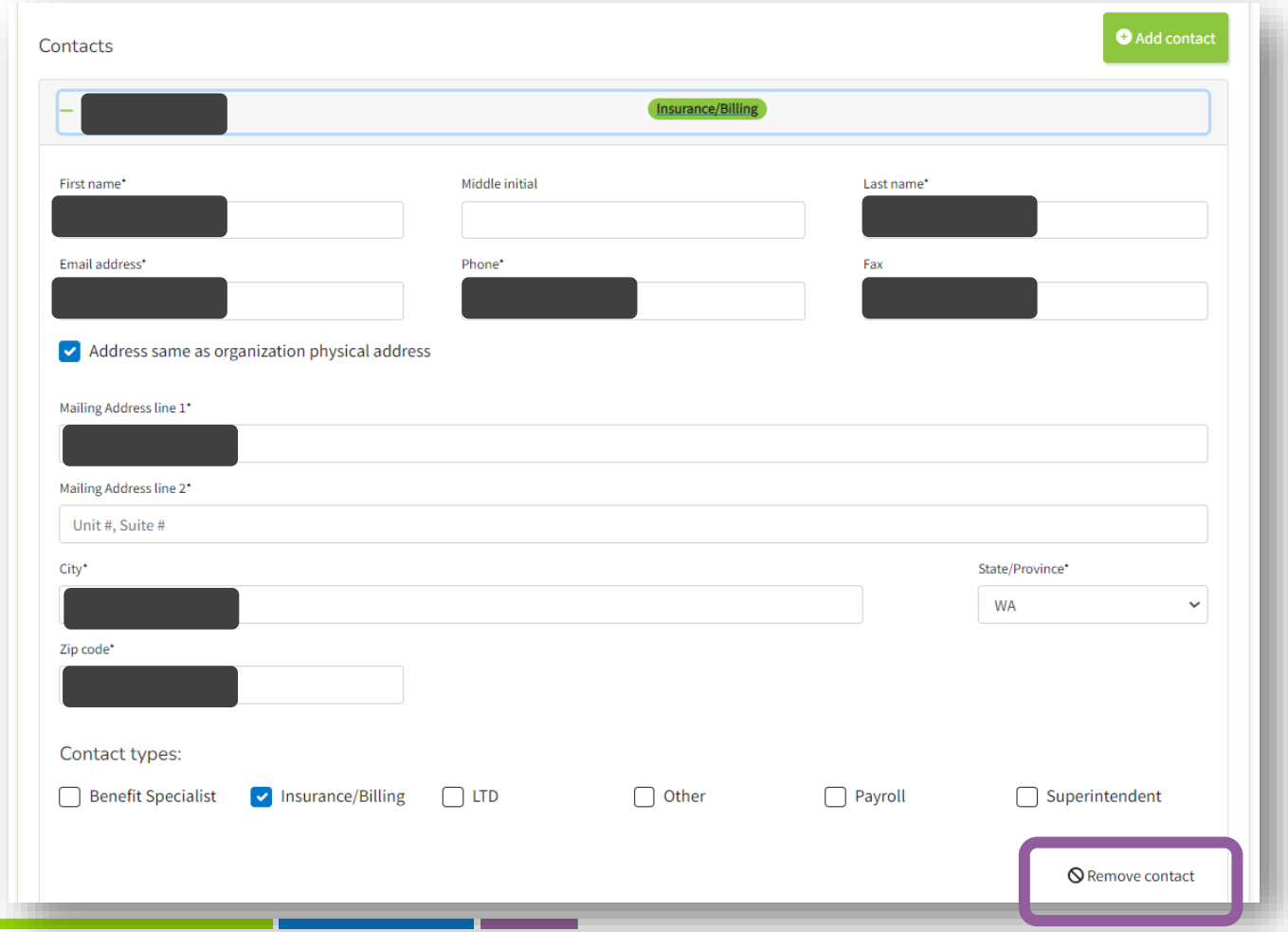
“Contacts” automatically updated from HCA database

- Verify data is accurate



Washington State Health Care Authority

Contact Information (cont'd)



Washington State Health Care Authority

Types of Wizards

Newly Eligible

- Shows up on employee's dashboard when:
  - "Added as new subscriber" to your organization in B24/7, and
    - never been a **subscriber** in PEBB benefits
    - were previously enrolled as a subscriber in PEBB benefits, but there has been a break in their PEBB coverage

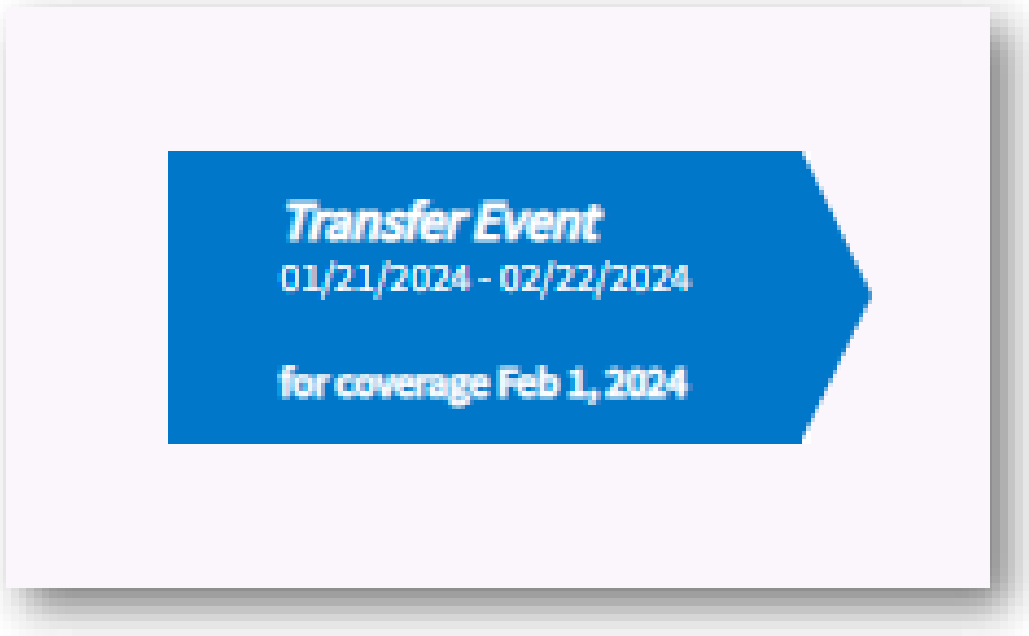
Does not show up on employee's dashboard until "date of eligibility"

Washington State Health Care Authority

Types of Wizards (cont'd)

Transfer Event

- Shows up on the employee's dashboard when:
  - "Added as new subscriber" to your organization in B24/7, and
    - were previously enrolled in PEBB benefits with a **PEBB Medical Only employer, with no break in PEBB coverage**, allowing employee to enroll in PEBB dental and employee-paid LTD, as well as add dependents to PEBB dental

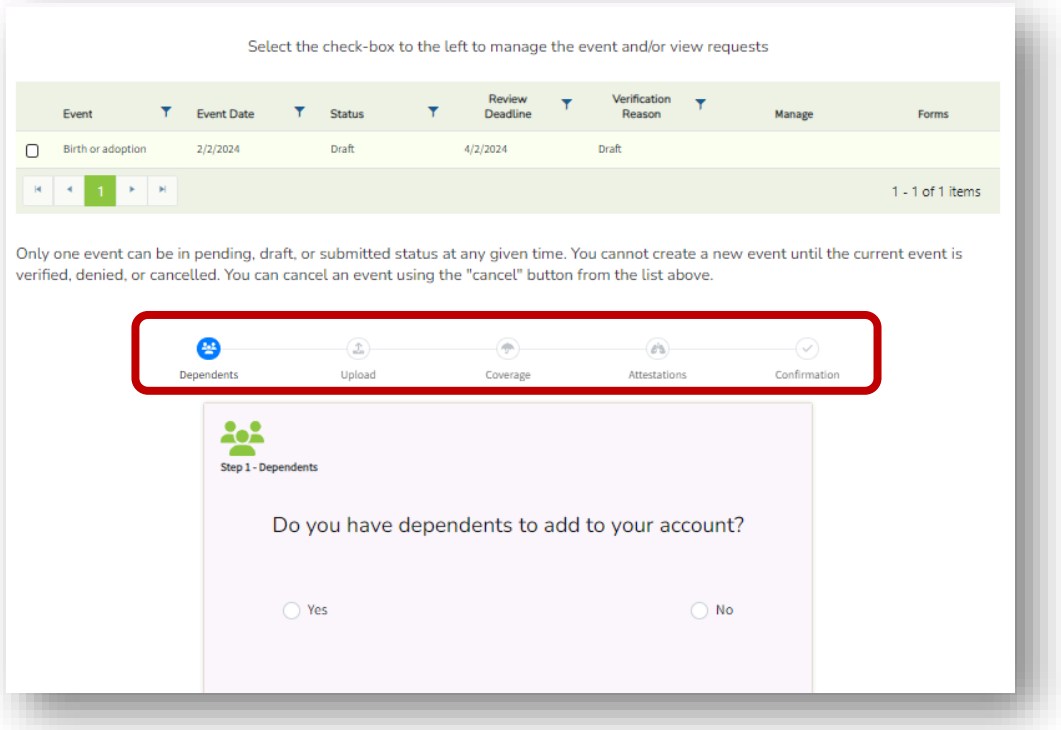


Washington State Health Care Authority

Types of Wizards (cont'd)

SOE Event

- Shows up when:
  - Employee/BA enters an SOE event under the SOE tile/tab



Washington State Health Care Authority

Types of Wizards (cont'd)

Open Enrollment

- Shows up on the employee's dashboard :
  - Each year during the open enrollment window, November 1 through November 30

Washington State Health Care Authority

Enrollment/Change Forms

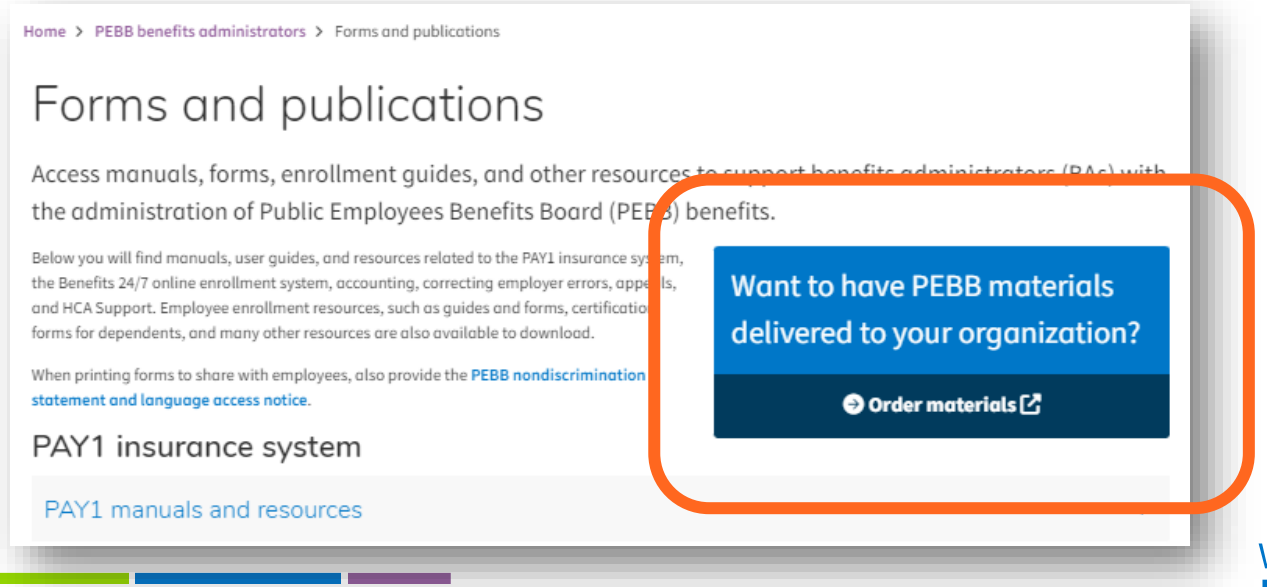
Available on PEBB BA website only

- Employees enrolling/making changes via paper form must obtain from BA
  - Stated in *Employee Enrollment Guide* as well
- Do not refer employees to BA website

Order Guides & Forms

BAs may order supply of hardcopy forms

- From PEBB BA website - forms and publications page



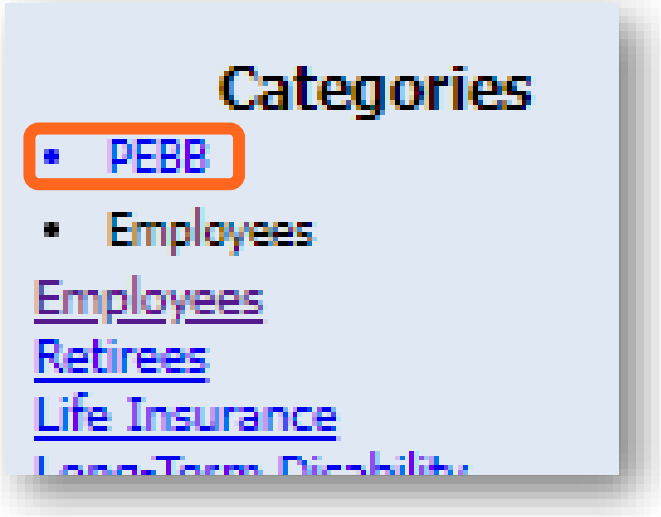
hca.wa.gov/pebb-benefits-admins/forms-and-publications

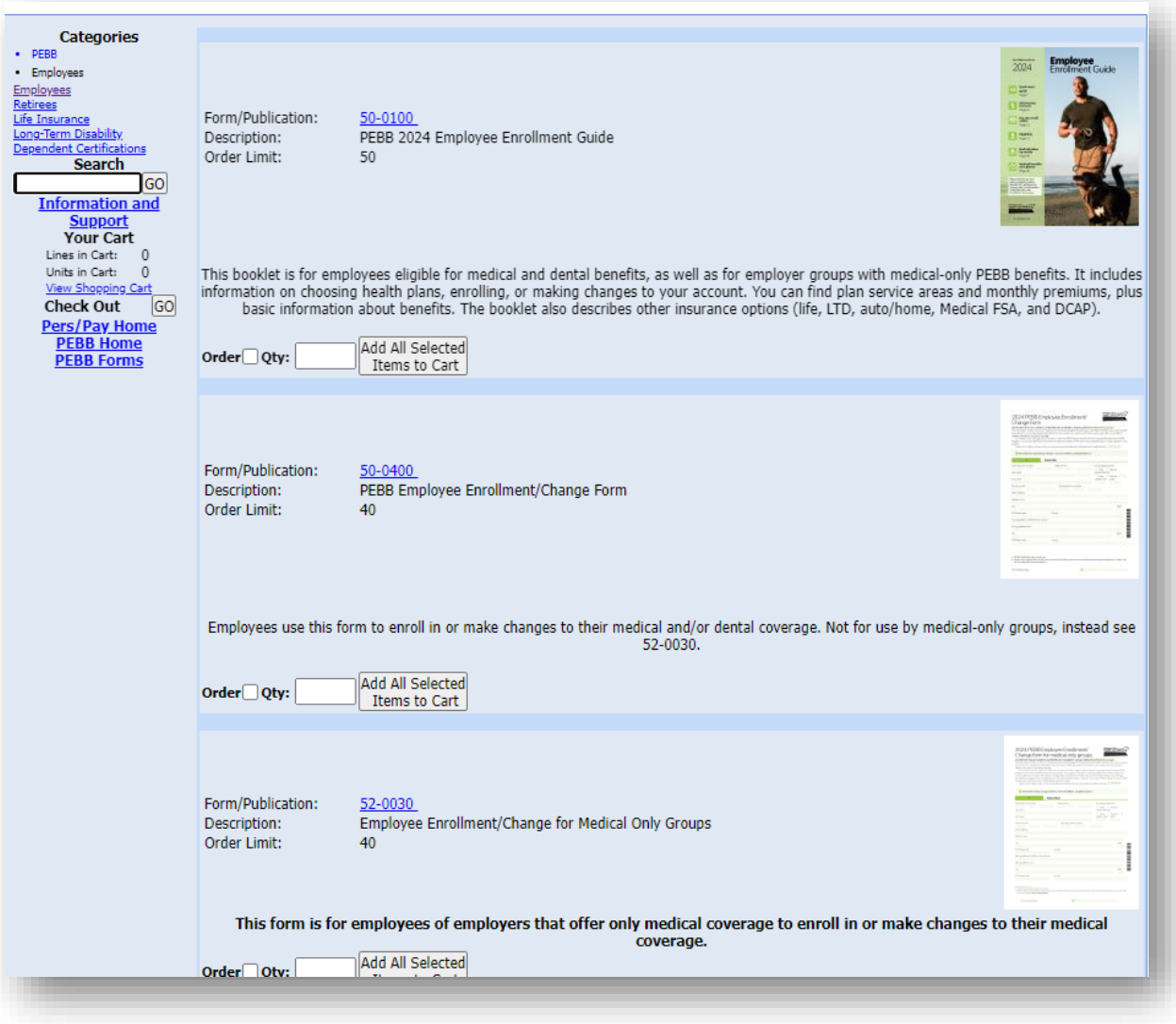
Washington State Health Care Authority

Order Guides & Forms

BAs may order supply of hardcopy forms

- From PEBB BA website - forms and publications page

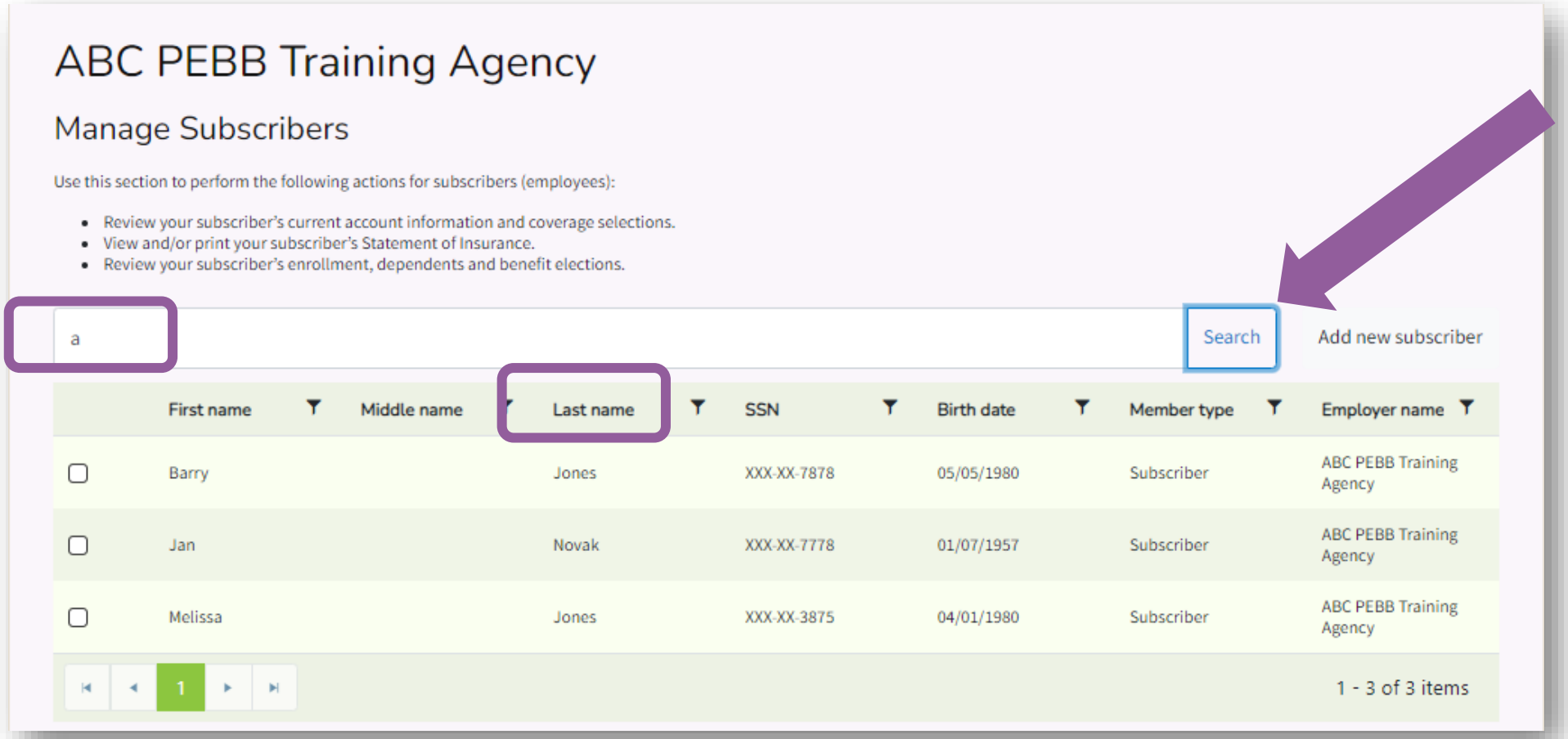




hca.wa.gov/pebb-benefits-admins/forms-and-publications

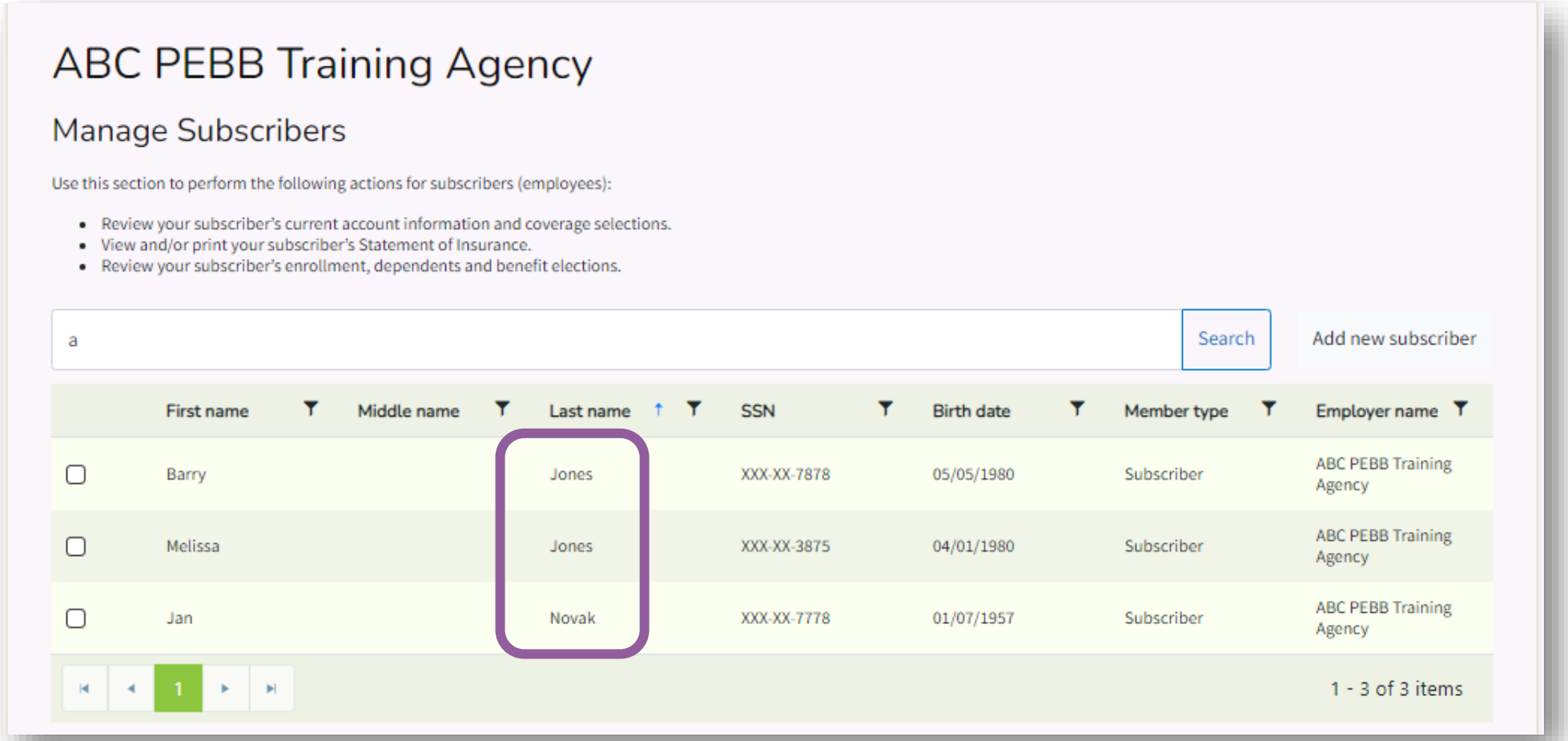
Washington State Health Care Authority

“Filter” Features



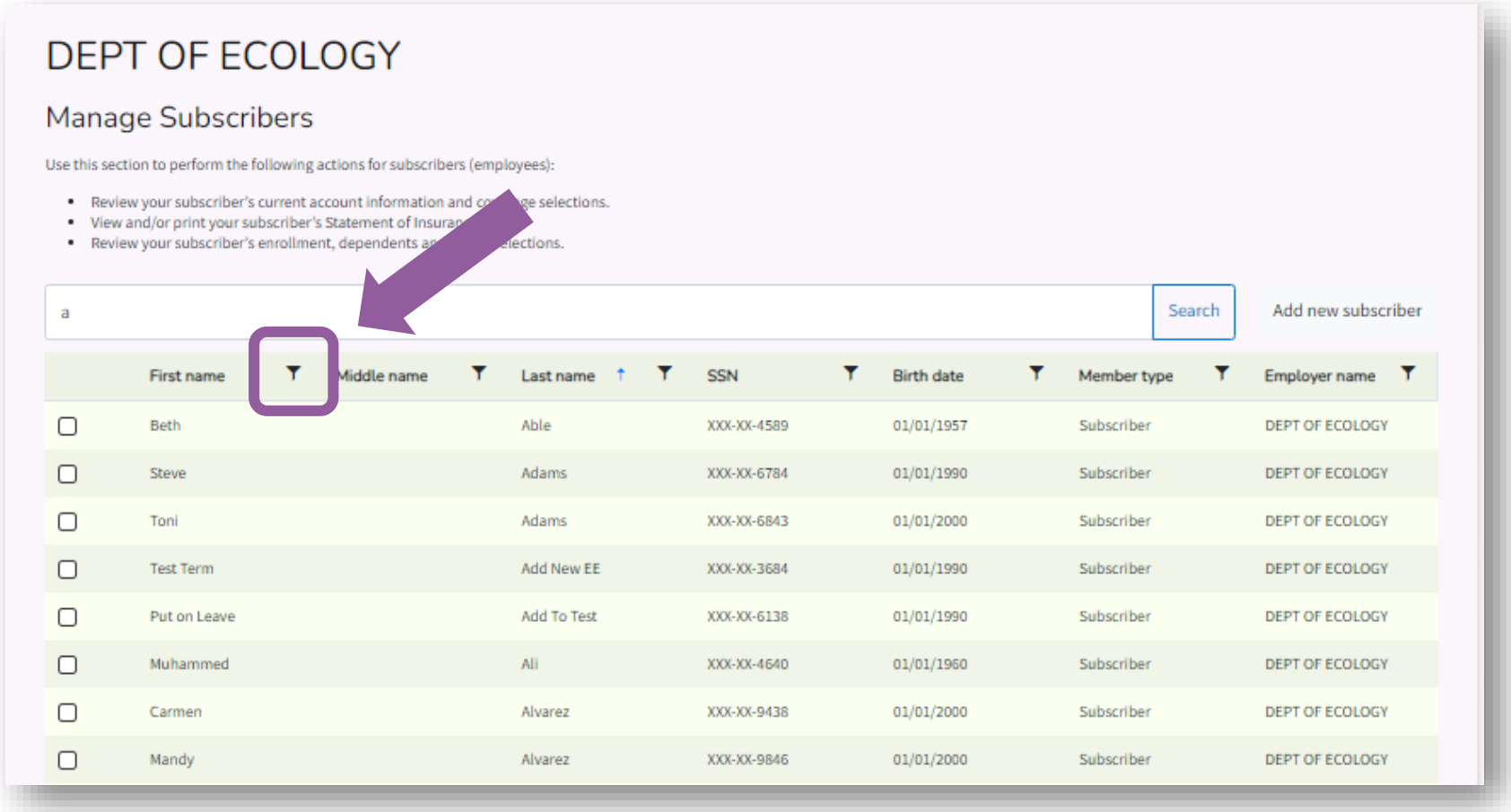
Washington State Health Care Authority

“Filter” Features (cont’d)



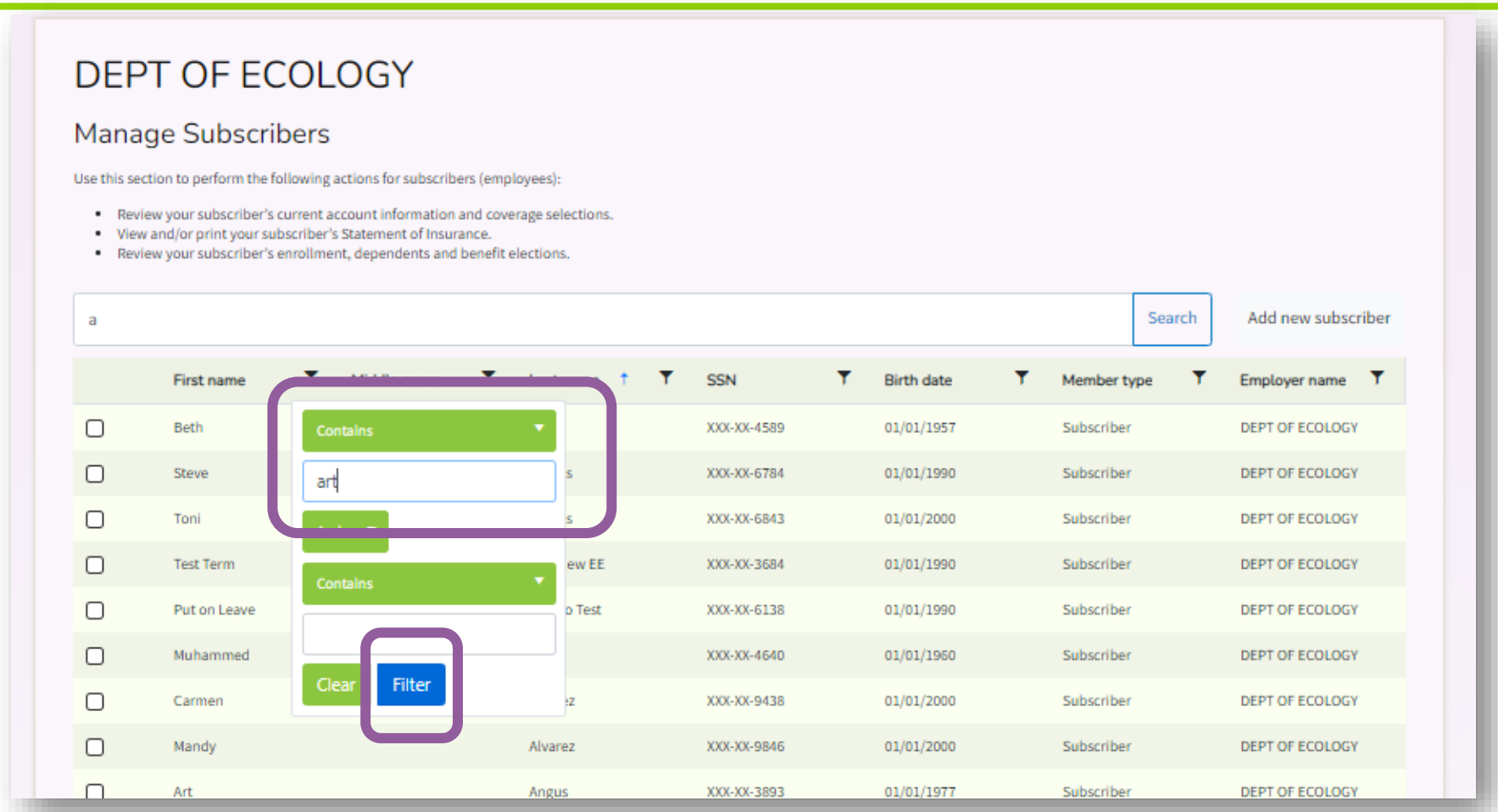
Washington State Health Care Authority

“Filter” Features (cont’d)



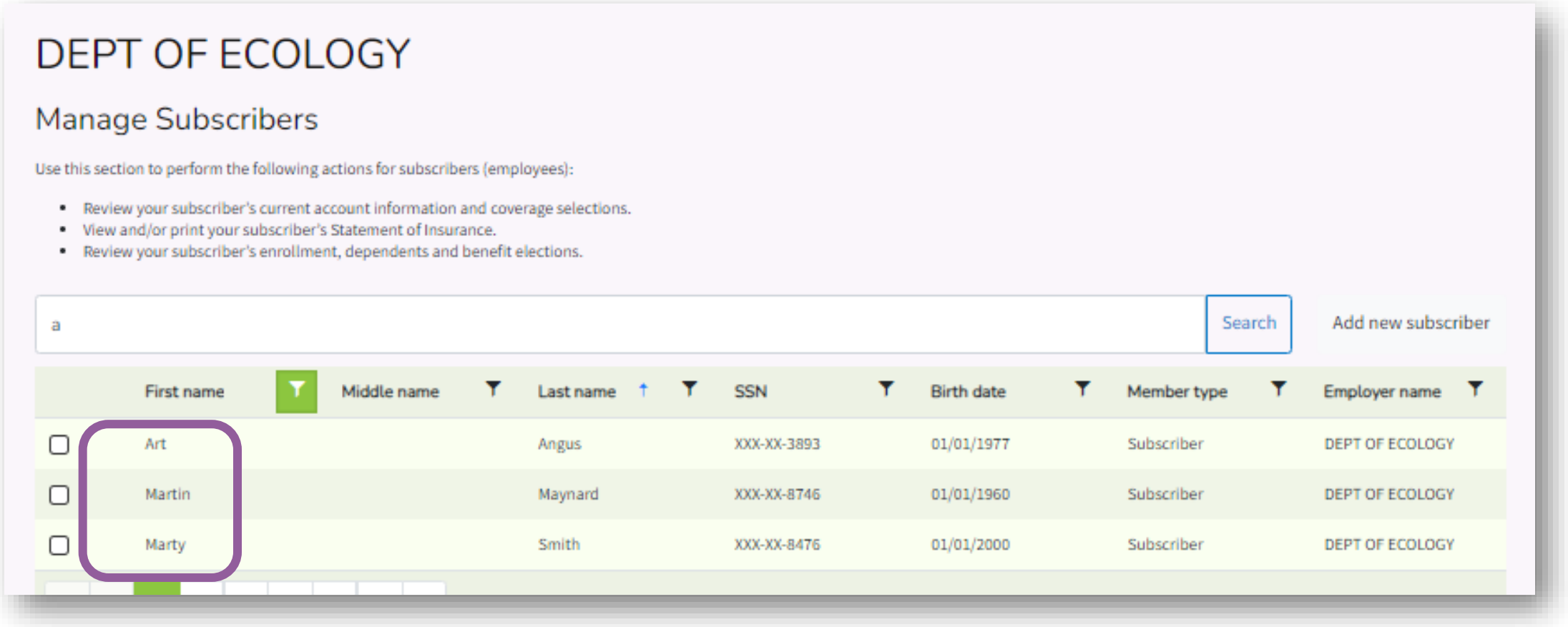
Washington State Health Care Authority

“Filter” Features (cont’d)



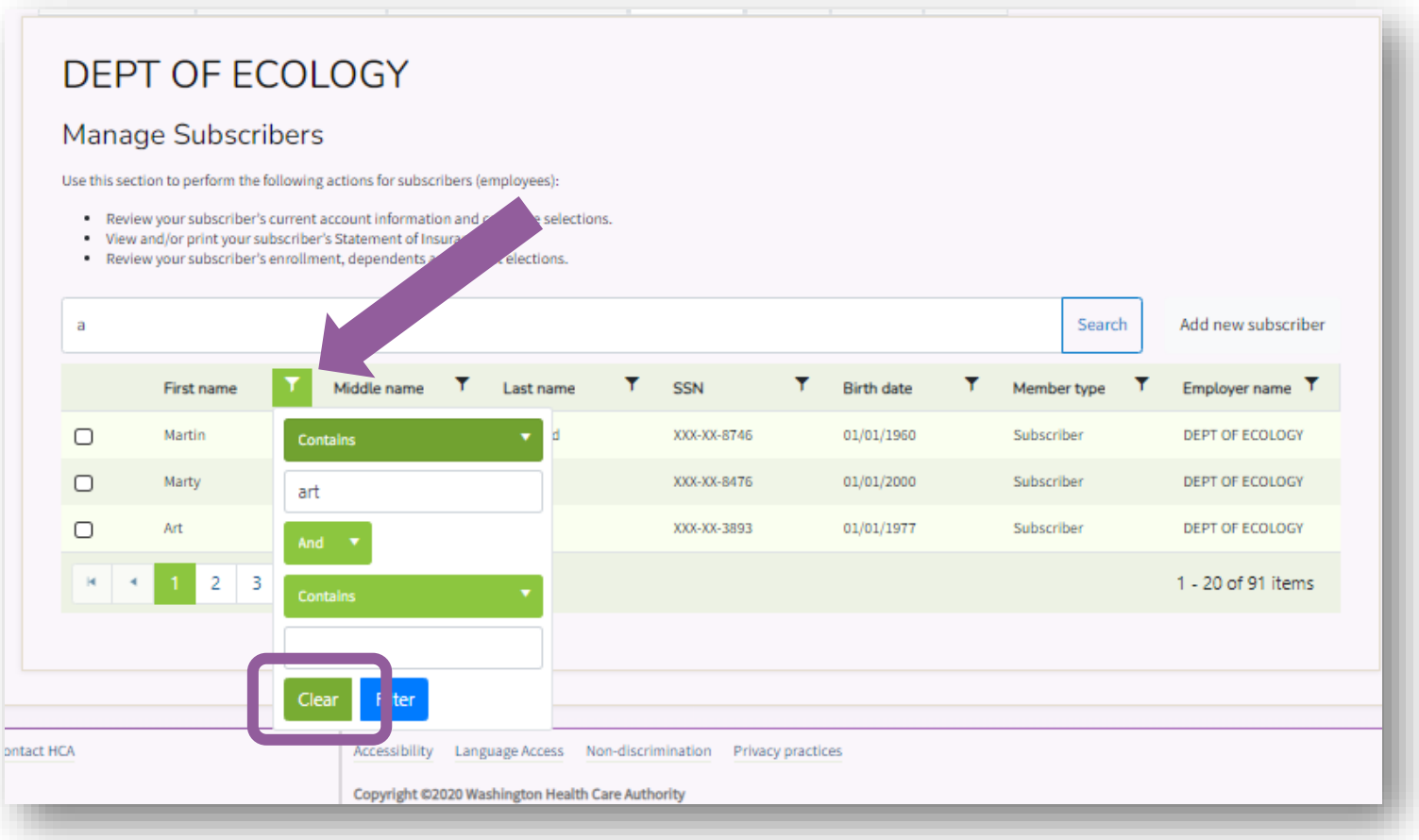
Washington State Health Care Authority

“Filter” Features (cont’d)



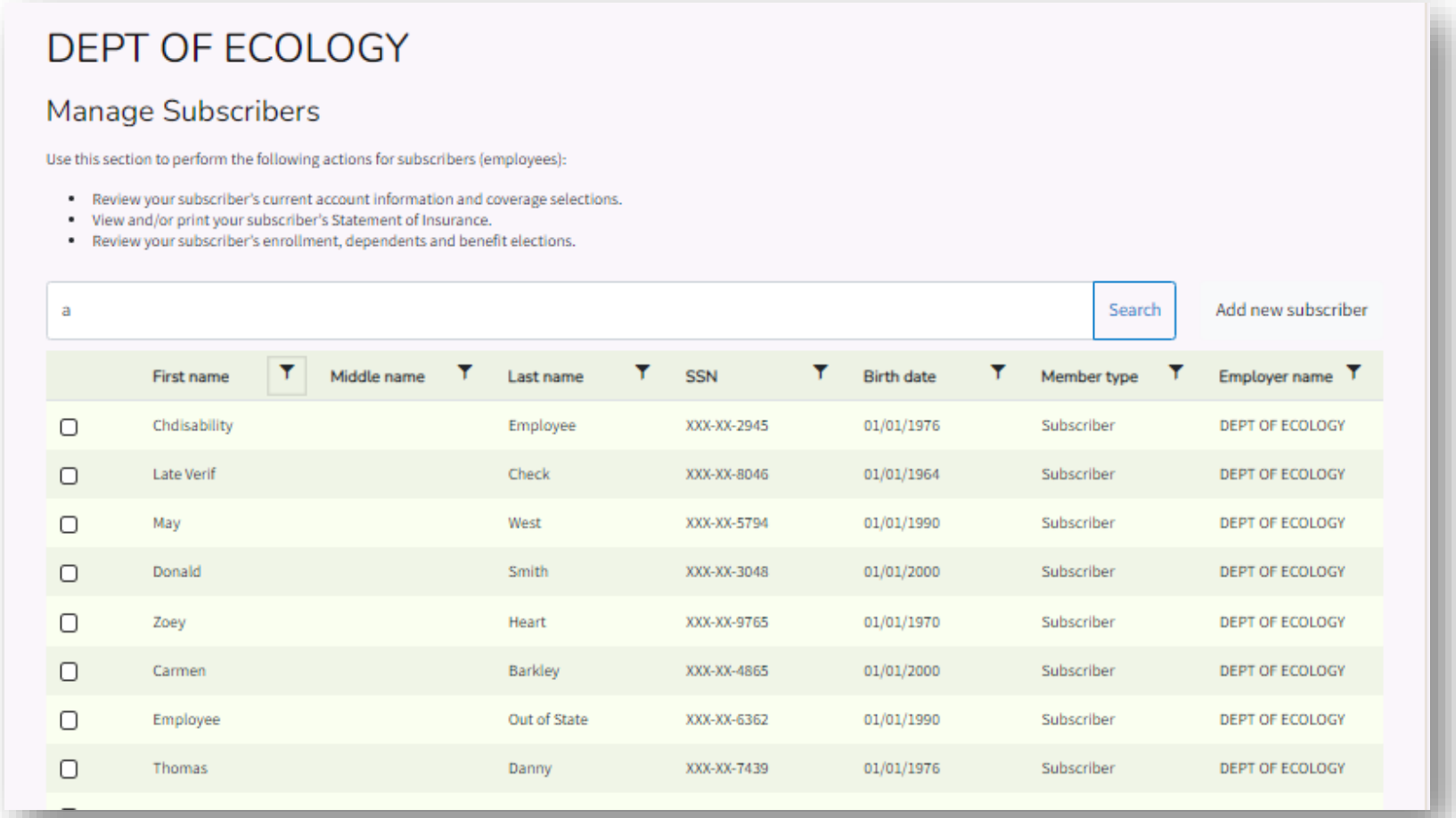
Washington State Health Care Authority

“Filter” Features (cont’d)



Washington State Health Care Authority

“Filter” Features (cont’d)



DEPT OF ECOLOGY

Manage Subscribers

Use this section to perform the following actions for subscribers (employees):

- Review your subscriber's current account information and coverage selections.
- View and/or print your subscriber's Statement of Insurance.
- Review your subscriber's enrollment, dependents and benefit elections.

a Search Add new subscriber

	First name	Middle name	Last name	SSN	Birth date	Member type	Employer name
☐	Chdisability		Employee	XXX-XX-2945	01/01/1976	Subscriber	DEPT OF ECOLOGY
☐	Late Verif		Check	XXX-XX-8046	01/01/1964	Subscriber	DEPT OF ECOLOGY
☐	May		West	XXX-XX-5794	01/01/1990	Subscriber	DEPT OF ECOLOGY
☐	Donald		Smith	XXX-XX-3048	01/01/2000	Subscriber	DEPT OF ECOLOGY
☐	Zoey		Heart	XXX-XX-9765	01/01/1970	Subscriber	DEPT OF ECOLOGY
☐	Carmen		Barkley	XXX-XX-4865	01/01/2000	Subscriber	DEPT OF ECOLOGY
☐	Employee		Out of State	XXX-XX-6362	01/01/1990	Subscriber	DEPT OF ECOLOGY
☐	Thomas		Danny	XXX-XX-7439	01/01/1976	Subscriber	DEPT OF ECOLOGY

Filters work similarly on the different screens

Resources

Benefits Administrators

Submit HCA Support ticket

- Select “yes” for Benefits 24/7 inquiry
- No emails directly to O&T staff
- Provide employee name & SSN

Benefits 24/7 FAQs

- *Administering PEBB in Benefits 24/7* page

Benefits 24/7 Manuals & Resources

Training Videos

GovDelivery

Employees

- **PEBB Employee website**
- ***For Your Benefit* newsletter - February 2024 issue**
- ***Quick Start Guide* sent January 23**
- **Employee Enrollment Guides** (for newly eligible employees)
- **Benefits Administrators**

Questions

Thank You