

SEBB My Account Special Open Enrollment User Guide

Benefits Administrator functionality

A special open enrollment (SOE) can be created for specific life events

A subscriber must provide proof of the event that created the special open enrollment (for example, a marriage or birth certificate) along with the required enrollment/change forms to your payroll or benefits office, or in SEBB My Account, **no later than 60 days** after the event.

Benefits Administrators may submit a special open enrollment for their subscribers. Please see instructions in the [School Employee SEBB My Account Special Open Enrollment User Guide](#).

Events and required eligibility documents

Please refer to [SEBB Administrative policy 45-2](#) and [addendum 45-2A](#) for more information; including the conditions that apply for each SOE event which require submission of eligibility documents specific to the event.

Available special open enrollments SOE events that can be submitted via SEBB My Account

- Marriage
- Registering a state-registered domestic partnership
- Birth or adoption
- Newly eligible extended dependent
- Dependent loses eligibility
- Loss of other coverage
- Change in employment status (dependent)
- Change in school district
- Change under other employer-based group health plan's open enrollment
- Dependent moves from outside USA to USA, or from USA to outside USA
- Change in residence (**Subscriber must notify district to update address in SEBB My Account for new plan elections**)
- Court order
- Gain or lose eligibility for Medicaid or CHIP

- Become eligible for state premium assistance subsidy for SEBB health plan coverage from Medicaid or CHIP
- Gain or lose eligibility for Medicare
- Health plan becomes unavailable
- Continuity of care
- Gain or lose eligibility for Tricare

Verifying a special open enrollment

All submitted special open enrollments require verification of the event and dependent verification where applicable.

Washington State Health Care Authority
SCHOOL EMPLOYEES BENEFITS BOARD

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Admin Dashboard Dependent Verification SOE Verification Subscribers Access Eligibility Billing SmartHealth Reports Profile Enrollment Docs FSA / DCAP

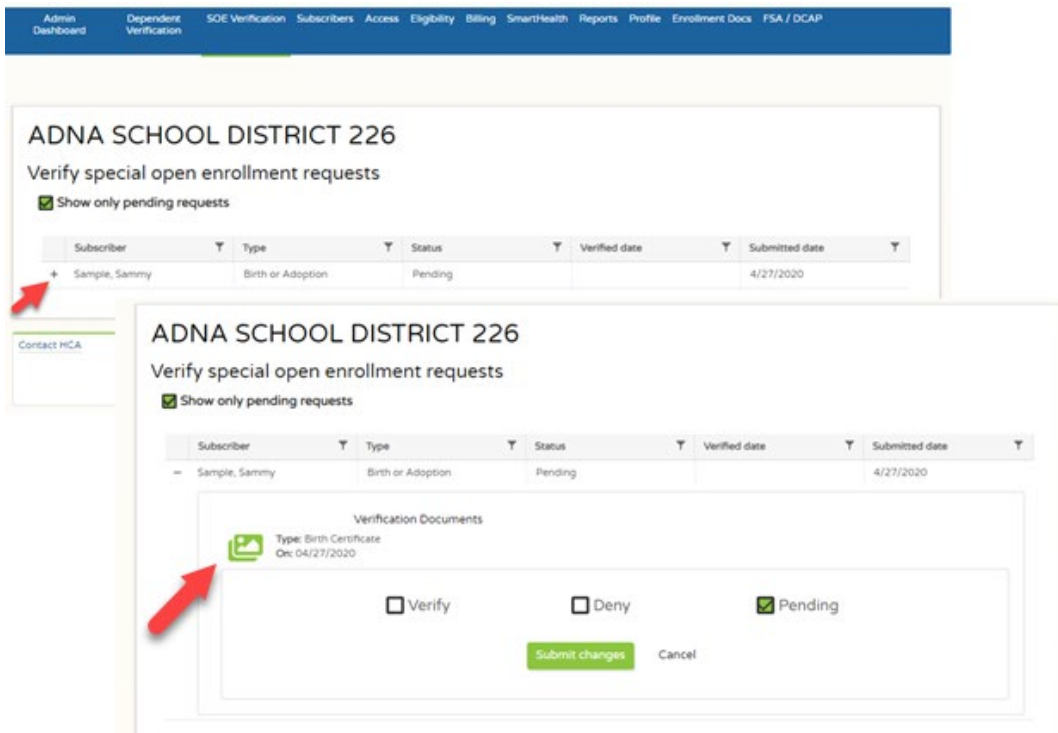
ADNA SCHOOL DISTRICT 226 Administrative Dashboard

Welcome, Chattrina Admin!

- Manage subscribers**
Search, view, add or update subscribers
- Manage access**
- Organization profile**
- Dependent Verification**
You have 2 verification request(s)
- Special Open Enrollment Verification**
You have 1 special open enrollment request(s)
- Eligibility file**
Last eligibility file uploaded N/A
The file contained N/A errors or warnings
- Billing file**
Last billing file: N/A
- SmartHealth file**
Last SmartHealth file: N/A
- Reports**
- 0 enrollment doc(s) awaiting review**
- Medical FSA / DCAP**

Verify special open enrollment requests

1. Select Special Open Enrollment Verification from the dashboard, or 'SOE Verification' from the top navigation menu. All pending requests will be present on the screen.
2. Click on the plus icon (+) to open details on request.
3. Click the check box on 'Show only pending requests' to see requests in Approved or Denied status.

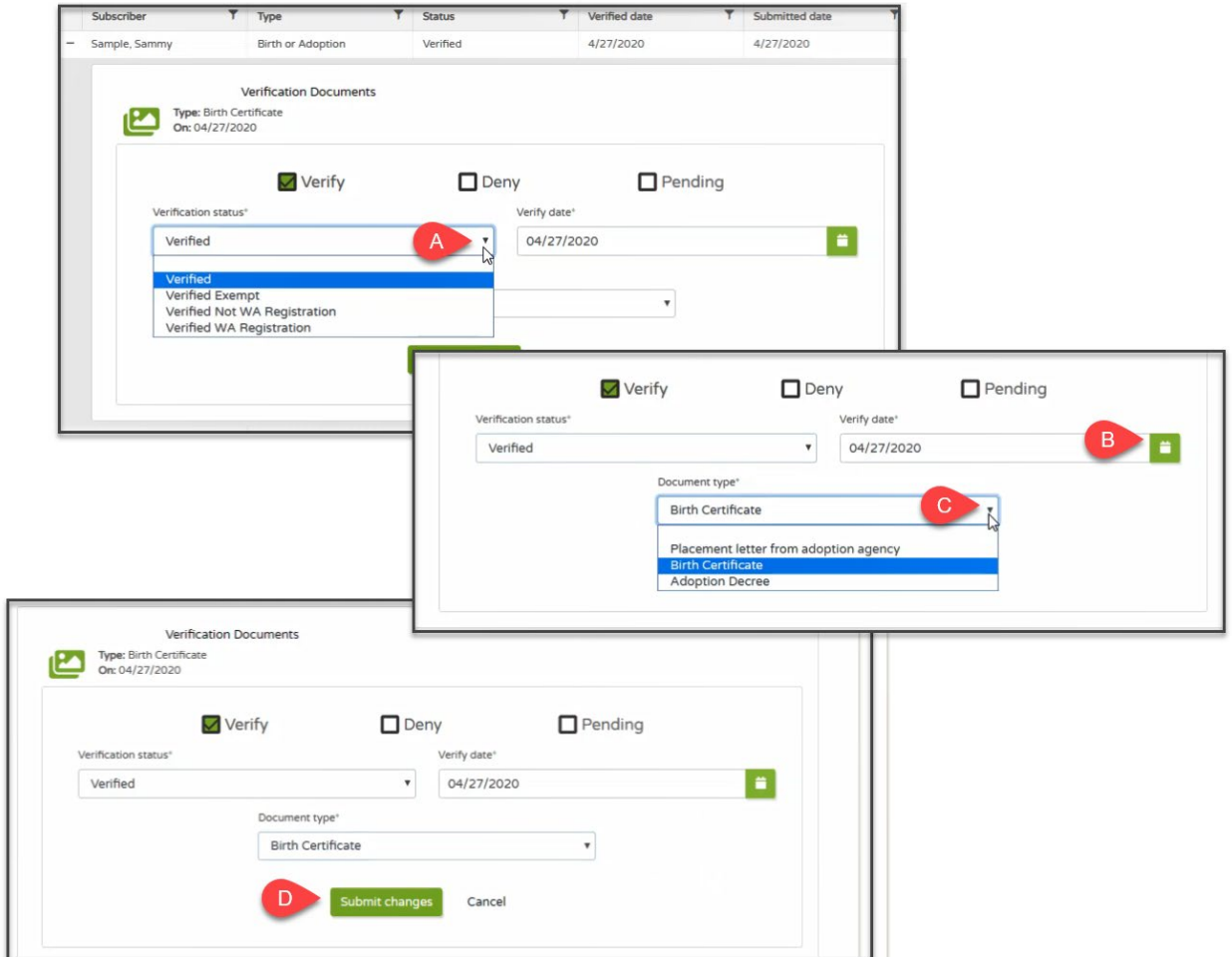


If documents are provided, as shown in the above image, they can be used to determine eligibility of the special open enrollment event. If documents are not provided in SEBB My Account, the business administrator must request and inspect the electronic or physical documents as provided by the subscriber.

NOTE: To ensure the requested changes align to the submitted SOE, review the specific changes being requested with the special open enrollment:

- a. Search for the subscriber by selecting Manage Subscribers from the dashboard.
- b. Select Manage Selected Subscriber once located.
- c. View their submitted special open enrollment tab for details.

4. After reviewing the SOE documents, select or mark the correct box: Verify if approved, Denied if not approved, or Pending box.
 - a. Select the appropriate verification status.
 - b. The verification/denied date is pre-populated with current date, this can be adjusted if verified earlier.
 - c. Document types are presented and available based on special open enrollment.
 - d. Submit Changes.



5. View pending Dependent Verification requests:
 - a. Select (+) to view details on Dependent Verification Request.
 - b. Select Verify/Deny as appropriate based on document uploaded into SEBB My Account or document as provided to Benefits Administrator in person.
 - c. Select Verification Status.
 - d. Verify/Deny date. This defaults to current day.
 - e. Select document type reviewed.
 - f. Submit changes.

ADNA SCHOOL DISTRICT 226

Verify dependents

Use this section to review status of dependent verification requests for your organization. After review of documentation provided, either within SEBB My Account or in person, record verification results.
[Accepted documents for proof of eligibility](#)

Show only pending requests

Subscriber	Dependent	Reason	Status	Request Date	Verified date	hasDocuments
+ Sample, Sammy	Sample, Wife	Married Spouse	Pending	1/1/2020		false
- Sample, Sammy	Sample, Infant	Dependent (not disabled or extended)	Pending	4/1/2020	4/27/2020	true

Subscriber: Sample, Sammy Dependent: Sample, Infant
 SSN: 100112222 SSN: 100881212
 DOB: 09/09/1990 DOB: 04/15/2020

Relationship Type: Child
 Relationship Qualify Reason: Dependent (not disabled or extended)

Verification documents
 Type: Birth Certificate
 On: 04/27/2020

Verify Deny Pending

Verification status* Verify date*

Document type*