



# Preparing for the End of the School Year

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**Welcome! Thank you for attending today's webinar**

**The presentation will begin shortly around 10:05 a.m.**

- **All attendees are muted.** Please do not unmute yourself if the program allows you to.
- **Please use the "Question" feature** to submit a question. Questions will be addressed:
  - During the presentation by topic when appropriate
  - End of the presentation – in summary – as time allows
  - Questions not addressed will be answered via email, phone, or HCA Support
- We apologize if technical issues keep you from participating
- This webinar is being recorded and will be available on the SEBB BA website 
- **Closed Captioning is available** – click on "**Show Captions**" at the bottom of your screen 
- Please send all employee related questions or scenarios via HCA Support
- **Contact Outreach & Training (O&T) at 1-800-700-1555 for urgent matters**





# Preparing for the End of the School Year

School Employees Benefits  
Outreach & Training  
May 30, 2025.

Washington State  
Health Care Authority

SCHOOL EMPLOYEES BENEFITS BOARD

# Agenda

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- |  |                                 |
|--|---------------------------------|
| 1 End of the school year actions           | 5 Approved Leave                |
| 2 Returning Eligible Employees             | 6 Terminating Coverage          |
| 3 Employees not returning next school year | 7 Retiree/Continuation Coverage |
| 4 Worked 630th hour in August              | 8 Reminders, Tips & Resources   |





# Actions at the end of each school year

School Year: **September 1-August 31**

Plan Year: **January 1-December 31**

2025 Annual Open Enrollment: **October 27 –November 24, 2025**

# Organization Profile

## Add/Update contact information

- Add/Remove contacts
  - Can assign multiple contact types:
    - Benefit Specialist
    - Insurance/Billing
    - LTD
    - Other
    - Payroll
    - Superintendent
- Name, phone # and email address

Contact information is used by O&T, Accounting, and Customer Service

[benefits247.hca.wa.gov/auth](https://benefits247.hca.wa.gov/auth)

The screenshot shows a web form for managing contact information. It is divided into three main sections: Billing address, Mailing address, and Shipping address. Each section has a checkbox for 'Same as physical address'. The Mailing address section is expanded, showing fields for 'Mailing Address line 1\*' (containing '2200 M AVE'), 'Mailing Address line 2' (containing 'Unit #, Suite #'), 'City\*' (containing 'ANACORTES'), 'State/Province\*' (a dropdown menu with 'WA' selected), 'County\*' (a dropdown menu with 'Skagit' selected), and 'Zip code\*' (containing '98221'). Below the address sections is a 'Notes' field and a 'Contacts' section. At the bottom right, there is an 'Add contact' button. At the bottom center, there is a 'Submit changes' button, and at the bottom right, there is a 'Clear changes' button.

# Managing Admin Access

## Send Admin Access request using the HCA Support portal

- For public and school benefits administrators only
  - Benefits administrator inquiry
    - Select SEBB Program
    - Select *"Is this inquiry related to the Benefits 24/7 online enrollment system?"* **YES**
    - Add/Remove admin access
      - Admin Information

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.



Public inquiry

I am a resident of Washington State and do not currently work for a state agency. I am making a request on behalf of myself or someone else.

Note: You MUST have (or create) a Secure Access Washington (SAW) account to submit and view responses for HCA Support inquiries.

[View login and SAW account instructions](#)



Agency to agency inquiry

I am a(n):

- Active employee of a Washington State agency that uses WaTech's Office 365 managed services.
- PEBB benefits administrator and I am making a request related to my work with HCA.

Note: If you are a SEBB benefits administrator or your agency does not use WaTech's Office 365 managed service, please use the public login.

[View login instructions](#)

# Managing Admin Access cont.

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## Managing Administrator access

- **Requires Authorizing Security Designee approval**
  - Submit Benefits administrator inquiry form
    - *Is this inquiry related to the Benefits 24/7 online enrollment system?* **Yes**
      - Add/Remove admin access
- Admin roles are responsible for managing access
  - Can add or remove edit and read only access only
- Notify HCA for incorrect admin email addresses in Benefits 24/7



# Benefits Admin inquiry

## Send Benefits Admin inquiry using the HCA Support portal

- For public and school benefits administrators only
  - Benefits administrator inquiry
    - Select SEBB Program
    - Select *"Is this inquiry related to the Benefits 24/7 online enrollment system?"* **NO**
    - Select 'What does your Benefits 24/7 inquiry relate to?'

Benefits Admins should not use the "general support" form!

<https://support.hca.wa.gov/hcasupport>

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.



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[View login instructions](#)





# Returning Eligible Employees

**WAC 182-31-040** How do school employees establish eligibility for the employer contribution toward school employees benefits board (SEBB) benefits and when do SEBB benefits begin?

# Returning eligible employees

## Benefit Elections

- Benefit elections remain the same until the end of the plan year. (**December 31, 2025**)
  - Plan selections
  - FSA/DCAP contributions
  - No eligibility worksheet required
    - No change in eligibility status
      - Eligible-Eligible

## Annual Open Enrollment

- Next Open Enrollment (OE):  
**Monday, October 27 – Monday, November 24, 2025**
- Enrollment changes must be received **no later than the last day** of open enrollment (**November 24, 2025**)
- Changes are effective **January 1** of the following year

## Making Changes

- **Changes made anytime**
  - ✓ Name, address, email and phone#
  - ✓ Enroll, reduce or decline employee-paid LTD (EOI may be required)
  - ✓ Apply, cancel or change supplemental life, AD&D
  - ✓ Submit SOE events
  - ✓ Start, stop, or change HSA contribution
  - ✓ Attest to Tobacco premium surcharge
  - ✓ Remove ineligible dependents (SOE)





# Employees not returning next school year

**WAC 182-31-050** When does eligibility for the employer contribution for school employees benefits board (SEBB) benefits end?

# Employee not returning next school year



Markus is an eligible school employee at Granite Falls SD. He submits his letter of resignation effective August 5.

Employer contribution towards SEBB benefits will end **August 31**.

- Complete and provide the *C-3 worksheet*
- Terminate employee's coverage no earlier than month of coverage ending (**August 1**)
  - Coverage will not end automatically at the end of each school year (**August 31**)
- SEBB Program will mail *SEBB Continuation Coverage Election Notice* **no later than 14 days** after coverage has been terminated in Benefits 24/7
  - *SEBB Continuation Coverage Election Notice* includes enrollment forms
  - Employee can apply for SEBB Continuation Coverage using Benefits 24/7 **or** mail-in the SEBB Continuation Coverage election/change form



# Retiring Employees



Jackson is an eligible employee at Heights SD. He is retiring and submits his letter of resignation effective June 10. He has elected to enroll in PEBB Retiree Insurance coverage effective July 1.

Employer contribution towards SEBB benefits will end **June 30**.

- Complete and provide the *C-4 worksheet*
- Terminate employee's coverage no earlier than month of coverage ending (**June 1**)
- SEBB Program will mail the *SEBB Continuation Coverage Election Notice* **no later than 14 days** after coverage has been terminated in Benefits 24/7
  - Employee can apply for Continuation Coverage and PEBB Retiree coverage using Benefits 24/7
- Employee may request a PEBB Retiree Enrollment guide
  - Download enrollment guide on the PEBB Retiree website or call **1-800-200-1004**
- Benefits Admin can order the enrollment guide on the SEBB BA website

[hca.wa.gov/employee-retiree-benefits/retirees](https://hca.wa.gov/employee-retiree-benefits/retirees)

# Defining Layoff



Change in employment status due to a SEBB organization's lack of funds or organizational change.

- Employee will **lose eligibility** if:
  - Change in employment status (due to layoff) **results in the termination of the employment relationship**
- Employee would **remain eligible** if:
  - Change in employment status **does not result in the termination of the employment relationship**, unless change in employment status ends earlier than the end of the school year

Definitions (WAC 182-31-020)

[hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies](https://hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies)

# When benefits may end earlier

Employees who have already worked 630 hours in the school year will maintain coverage through the end of the school year (August 31).

- Do not terminate coverage for employees not working during the summer months

Employer contribution may end earlier than the end of the school year if:

## When eligibility ends for the employer contribution

The employer contribution toward School Employees Benefits Board (SEBB) benefits ends the last day of the month in which the school year ends (WAC 182-31-050). However, the employer contribution will end earlier than the end of the school year under the following circumstances:

If the...	...then eligibility for the employer contribution will end on...
<b>SEBB organization terminates</b> the employment relationship.	The last day of the month in which the employer-initiated termination notice is effective.
<b>School employee terminates</b> the employment relationship.	The last day of the month in which the school employee's resignation is effective.
<b>School employee's work pattern is revised</b> such that the school employee is no longer anticipated to work six hundred thirty hours during the school year.	The last day of the month in which the change is effective.
<b>School employee returns from approved leave without pay and</b> maintained or established eligibility as described in WAC 182-31-040 (4)(d), who subsequently has a change in work pattern that, had the work pattern been in effect at the start of the school year, would not have resulted in the school employee being anticipated to work the minimum hours to meet SEBB eligibility for the employer contribution in the school year.	The last day of the month in which the change is effective.
<b>Nine-to-ten-month school employee</b> , hired late in the year and eligible for the employer contribution as described in WAC 182-31-040 (4)(c)(i), who subsequently has a change in work pattern such that the school employee is no longer eligible under the criteria described in WAC 182-31-040 (4)(c)(i).	The last day of the month in which the change is effective.
<b>Twelve-month school employee</b> , hired late in the year and eligible for the employer contribution as described in WAC 182-31-040 (4)(c)(ii), who subsequently has a change in work pattern such that the school employee is no longer eligible under the criteria described in WAC 182-31-040 (4)(c)(ii).	The last day of the month in which the change is effective.
<b>School employee hired later in the year</b> and eligible for the employer contribution as described in WAC 182-31-040 (4)(c), who is no longer anticipated to work six hundred thirty hours the next school year.	The last day of the month in which the change in the anticipation occurs.

2025 School Employee Enrollment Guide page 67. (WAC 182-31-050)

[hca.wa.gov/sebb-benefits-admins/eligibility/when-eligibility-benefits-ends](https://hca.wa.gov/sebb-benefits-admins/eligibility/when-eligibility-benefits-ends)

# Laid Off Employees



Tiffany is an eligible school employee at Grandview SD. She received notification of her lay off which will result in the termination of her employment relationship effective April 20.

Employer contribution towards SEBB benefits will end **April 30**.

- Complete and provide the *C-1 worksheet*
- Terminate employee's coverage no earlier than month of coverage ending (**April 1**)
- SEBB Program will mail the *SEBB Continuation Coverage Election Notice* **no later than 14 days** after coverage has been terminated in Benefits 24/7
  - *SEBB Continuation Coverage Election Notice* includes enrollment forms
    - Employee can apply for SEBB Continuation Coverage using Benefits 24/7 **or** mail-in the SEBB Continuation Coverage election/change form
- Complete and provide *D-1 worksheet* if employees returns to work





# Worked 630th hour in August

Eligible?

Yes, no, yes, no 😊

# Works 630th Hour in August



Savanah is an employee at Bremerton SD and was anticipated to **only** work 550 hours in the school year but reaches 630 hours worked on August 5.

## Anticipated to work 630 hours in the next school year.

- Eligible for benefits effective **Sept 1**
- Provide eligibility *D-4 worksheet*
- Employee may make new elections during annual OE
  - Changes are effective **January 1**



## Not anticipated to work 630 hours in the next school year

- Does not become eligible for coverage in the new school year
- No eligibility worksheet required
  - No change in eligibility status
  - Ineligible-Ineligible
    - Routinely monitor employees work hours to establish eligibility



# Works 630<sup>th</sup> Hour in August cont.



Savanah is an employee at Bremerton SD and was anticipated to **only** work 550 hours in the school year but reaches 630 hours worked on August 5.

## Two-year lookback

- Worked the **past two school years** at least **630 hours per year, and**
- Is returning to the **same type of position(s)** and **same SEBB organization**
  - Presumed eligible for SEBB benefits on **September 1**
  - Complete and provide the *D-4 worksheet*

SEBB organization may rebut this by notifying the school employee, in writing, of the specific reasons why the employee is not anticipated to work 630 hours in the next school year.

How do school employees establish eligibility? (WAC 182-31-040)

[hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies](https://hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies)





# Approved Leave

**WAC 182-31-110** What options are available if a school employee is approved for the Federal Family and Medical Leave Act (FMLA) or the Paid Family and Medical Leave (PFML) program?



# Leaving on Approved Leave- FMLA



Victoria is an eligible school employee at Central SD. She is placed on approved FMLA in August. Her approved leave ends October 16.

- Complete and provide the *C-1 worksheet*

Anticipated to work 630 hours in next school year (2025-2026)

- SEBB Benefits coverage **continue uninterrupted** with no new elections
  - SEBB organization is responsible for determining FMLA eligibility
  - May continue supplemental life and AD&D, and employee-paid LTD insurance
  - No action required in Benefits 24/7
- Employee may make new elections during next Annual Open Enrollment
  - Changes are effective **January 1**

Employee-paid LTD waived for the first 90 days (WAC 182-31-110)

[hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies](https://hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies)

# Leaving on Approved Leave- FMLA/ PFML



Emma is an eligible school employee at Lakes SD. She is approved for FMLA and PFML in August. Her FMLA lasts until October 30. Her PFML overlaps FMLA for another 4 weeks – ending November 27.

- Complete and provide the *C-2 worksheet*

Goes on approved LWOP.

- As a result, she is not anticipated to work 630 hours this school year
  - Routinely monitor employees work hours to establish eligibility
- Employer contribution towards SEBB benefits will end **November 30**
  - When approve Paid Family and Medical Leave (PFML) ends
- Employment Security Department is responsible for determining Paid Family and Medical Leave (PFML) eligibility

Refer to WAC 192-700-020. (WAC 182-31-110)

[hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies](https://hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies)

# Returning from Approve LWOP Rule

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A school employee who returns from approved leave without pay will **maintain** or **establish eligibility** for the employer contribution toward SEBB benefits if:

- Their work schedule, had it been in **effect at the start of the school year** (September 1), would have resulted in the school employee being anticipated to work the minimum (630) hours to meet SEBB eligibility for the employer contribution in the school year

A school employee who regains eligibility, **establishes eligibility** for the employer contribution toward SEBB benefits as of the **date they returned from approved leave without pay.**

Refer to the [D-1 Eligibility worksheet. \(WAC 182-31-040\) \(4d\)](#)

[hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies](https://hca.wa.gov/employee-retiree-benefits/sebb-rules-and-policies)

# Returning from Approve LWOP



Harrison lost benefits while going on Approve LWOP on January 1. He is now returning to work on March 15 and will work a **full-time schedule**. He is unlikely to reach 630 hours, however, if his **full-time work schedule**, had it been in effect at the **start of the school year** (September 1), He would regain eligibility for SEBB benefits on the day he returned from Approved LWOP (March 15). He experienced a break in coverage.

- Complete and provide the *D-1 worksheet*

Add eligible employee with date of eligibility of **March 15**.

- Employee may make new elections **no later than 31 days** after the date of eligibility
- Coverage effective **April 1**

How do school employees establish eligibility. ([WAC 182-31-040](#))



# Returning from Approve LWOP cont.



Mia lost benefits while going on Approve LWOP on February 5. She is now returning to work on April 17 and has decided to work **one day per week**. If her new work schedule, had it been in effect at the start of the school year (September 1), she would unlikely be able to work the minimum (630) hours to meet SEBB eligibility in the school year.

- Complete and provide the *D-1 worksheet*

SEBB Organizations should determine how many hours the school employee would have worked if:

- Working 8 hours per week/52 weeks per year ( $8 \times 52 = 416$  hours)
  - Employee is not eligible for the employer contribution
  - Routinely monitor employees work hours to establish eligibility

How do school employees establish eligibility. (WAC 182-31-040)

# D-1 Worksheet

## Employee returning from LWOP:

- ✓ Is anticipated to work at least 630 hours in the school year **or**
- ✓ Their work schedule, had it been in effect at the start of the school year, would have resulted in the employee being anticipated to work the minimum hours to meet SEBB eligibility for the employer contribution in the school year **or**
- ✓ Is returning from active duty

**SEBB Benefit Eligibility**

Washington State Health Care Authority

**D-1:** Employee who lost eligibility for the employer contribution due to leaving work on authorized Leave Without Pay (LWOP), worker's compensation, Paid Family and Medical Leave (PFML - which is not concurrent with FMLA), layoff that results in employment ending, active military duty (USERRA), applying for disability retirement or appealing a grievance, and is now returning to work.

Employee Name: \_\_\_\_\_

SEBB Organization: \_\_\_\_\_

Date notice provided to employee: \_\_\_\_\_

*\* Notice should be provided to the employee within a reasonable time frame as part of the return to work process. If the employee is determined to be eligible, they must have no less than ten calendar days after the date of receiving notice to elect coverage.*

1. Requirements for Maintaining or Regaining Eligibility (WAC 182-31-040 and 182-31-080 (3))	
Employee returning from LWOP:	Enter a Y or N
<b>a)</b> Is anticipated to work at least 630 hours in the school year <b>Or,</b> Their work schedule - had it been in effect at the start of the school year - would have resulted in the employee being anticipated to work the minimum hours to meet SEBB eligibility for the employer contribution in the school year. <b>Or,</b> Is returning from active duty.	<input checked="" type="checkbox"/>
<b>b)</b> Previously lost the employer contribution by no longer being anticipated to work at least 630 hours due to leaving work for at least one of the following reasons: <ul style="list-style-type: none"><li>• Called to active military duty (USERRA),</li><li>• Authorized Leave Without Pay (LWOP),</li><li>• Paid Family and Medical Leave (PFML - which is not concurrent with FMLA),</li><li>• Appealing a grievance (WAC 182-31-120)</li><li>• Applying for a disability retirement,</li><li>• Receiving time-loss benefits under workers' compensation</li><li>• Employment ends due to layoff (as defined in WAC 182-31-020)</li></ul>	<input checked="" type="checkbox"/>
2. Eligibility Decision	
If you answered "Yes" to all of the requirements in section 1, the employee is eligible for the employer contribution. Continue with section 3.	<input checked="" type="checkbox"/> Yes
If you answered "No" to any of the requirements, the employee is not eligible for the employer contribution. Routinely monitor the employee's eligible hours to determine potential eligibility based on the appropriate B-1 or B-2 worksheet. Skip to section 6.	



# Terminating Coverage

**WAC 182-31-050** When does eligibility for the employer contribution for school employees benefits board (SEBB) benefits end?



# Terminating coverage

## When to terminate coverage

- Terminate coverage **no earlier than the month of coverage ending** for employees:
  - Leaving your SEBB Organization
  - No longer eligible
  - Not eligible the next school year
- **Example:**
  - Last day: **August 10**
  - Enter term date: No earlier than **August 1**
- Provide appropriate *C series worksheet*

## Employees losing eligibility at the end of the school year

- Terminate coverage
  - **Before August 12 cut off date** to be removed from September billing file
  - **Coverage will not end automatically** at the end of each school year (**August 31**)
  - Provide appropriate *C series worksheet*

# Employee never eligible



Human Resources (HR) notified the Benefits Office that John Martin was eligible for SEBB Benefits on May 7. Benefits Office entered him into Benefits 24/7. HR then notified the Benefits Office on May 20 that the employee never worked and has accepted a new position at another SEBB Organization.

- Complete and provide the *A-1 worksheet*

Terminate employee as soon as notified by Human Resources (**May 20**)

- Complete and provide the *A-2 worksheet*
- Enter Termination reason "**Employee never eligible**"
  - Benefit End Date Auto populates with an effective date: **June 1**
    - No termination date is required
    - Submit changes

# Employee never eligible

## Search for subscriber

- Eligibility Tab
  - Terminate/Transfer subscriber field
    - Enter Termination reason
    - Benefit End Date Auto populates
    - Submit changes

Send O&T secure message using HCA Support to correct any errors with termination dates.

Currently managing: Larry Martin

Dashboard | Eligibility | Manage Dependents | Special Open Enrollment | Profile | Tobacco Surcharge Attestations | Current Coverage | Spousal Attestations

Notes | Supplemental Benefits

Confirmation Message  
Are you sure you want to terminate coverage for this member? If this member is the primary subscriber on an account, their dependent's coverage will be terminated as well.

Confirmation Message  
If this subscriber/account was terminated in error and needs to be reenrolled without a break in benefits, add the subscriber again using the eligibility date that is the first of the month following the benefit end date.

Terminate/Transfer subscriber:

Termination/Transfer Reason: Employee never elig | Benefit End Date: 06/01/2024

Are you sure you want to terminate coverage for this member? If this member is the primary subscriber on an account their dependent's coverage will be terminated as well.

Submit changes



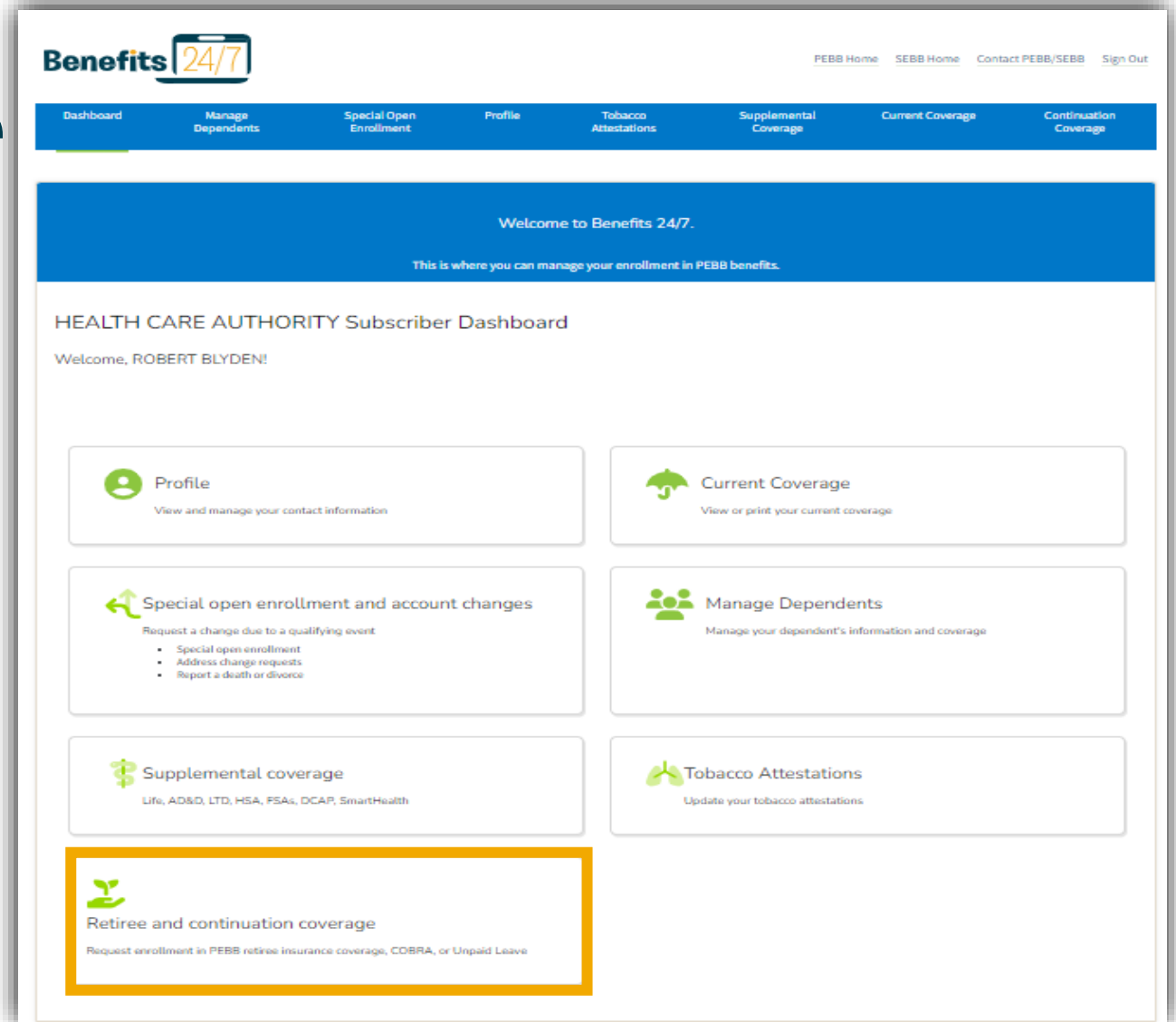


# PEBB Retiree and Continuation Coverage

# Requesting Retiree/ Continuation Coverage

## Subscriber Dashboard

- Profile & current coverage
- SOE and account changes
- Manage dependents
- Supplemental coverage
- Tobacco Attestation
- **Retiree and continuation coverage**
  - Request enrollment in PEBB Retiree Insurance coverage, COBRA or Unpaid Leave continuation coverage



# Retiree/Continuation coverage Inquiry

Retirees and continuation coverage subscribers can send request.

- Select "For public and school retiree/continuation coverage"
  - Select Retiree and continuation coverage
    - Accounting, Appeals, Add/Remove dependent, medical/dental plan changes, eligibility and enrollment
  - Select Benefits appeal request

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.



Public inquiry

I am a resident of Washington State and do not currently work for a state agency. I am making a request on behalf of myself or someone else.

Note: You MUST have (or create) a Secure Access Washington (SAW) account to submit and view responses for HCA Support inquiries.

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Agency to agency inquiry

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- PEBB benefits administrator and I am making a request related to my work with HCA.

Note: If you are a SEBB benefits administrator or your agency does not use WaTech's Office 365 managed service, please use the public login.

[View login instructions](#)



# PEBB Retiree Health Insurance Webinars

Outreach and Training (O&T) is offering online PEBB Retiree Insurance webinars.

- Employees can register on the HCA Retiree website
- Access or print the 2025 PEBB Retiree Enrollment Guide
  - Contact PEBB Customer Service at **1-800-200-1004**

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and links for 'In a crisis?' and 'Login'. The main navigation bar lists 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The page title is 'Employee and retiree benefits'. Below the title, there are links for 'Cyberattack on UnitedHealth Group company may affect you', 'Preparing for retirement?', and 'Premiera Blue Cross contract negotiations with MultiCare'. The 'Public employees' section features an icon of a person at a desk and text explaining that public employees have access to insurance options through the PEBB. A button 'Explore your PEBB benefits.' is provided. The 'School employees' section features an icon of a person at a desk and text explaining that school employees have access to insurance options through the SEBB. A button 'Explore your SEBB benefits.' is provided. The 'Retirees' section is highlighted with an orange border, features an icon of a person in a hammock, and text explaining that retired employees have access to insurance options through the PEBB. A button 'Explore your retiree benefits.' is provided.



# Troubleshooting Benefits 24/7 Access

# Employee Troubleshooting

## Release/Unlock subscriber account

- Used when subscriber has forgotten answers to their security questions.
  - Verify subscriber information
- Used to release/unlock previously claimed subscriber SAW account.
  - **Step 1**-Check box next to name
  - **Step 2**-Click Manage Associated subscriber

The screenshot displays the 'Benefits 24/7' web application. At the top, there's a navigation bar with links like 'PEBB Home', 'SEBB Home', 'Contact PEBB/SEBB', and 'Sign Out'. Below this is a main menu with options such as 'Admin Dashboard', 'Subscribers', 'Access', 'Dependent Verification', 'Special Enrollment Verification', 'Self Pay Dashboard', 'Organizations', 'Reports', 'Settings', and 'History'. The 'Subscribers' section is active, showing 'ANACORTES SCHOOL DISTRICT 103' and 'Manage Subscribers'. A search bar contains the text 'flint', and a 'Search' button is next to it. Below the search bar, there's a table with columns for 'First name', 'Middle name', 'Last name', 'SSN', 'Birth date', 'Member type', and 'Employer name'. The table lists one subscriber, 'SUSAN FLINT', with a checkbox next to her name. A yellow box highlights the 'Release/unlock subscriber account?' button. Below the button, it says 'The member will be prompted to re-claim their account upon next login.' At the bottom, there's a blue bar with the text 'Welcome to Benefits 24/7.'



# Employee Resource

Visit the help with Benefits 24/7 webpage.

- What can I do in Benefits 24/7?
- Get started
- Help with my login
- How do I enroll when newly eligible?
- Sign up for email subscription service

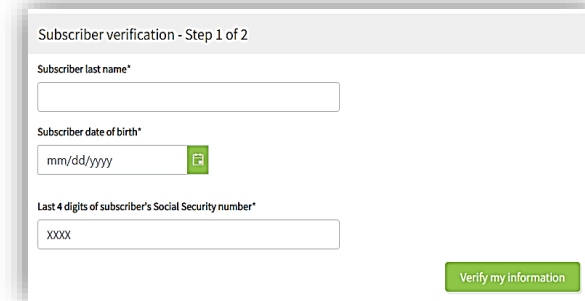
For help logging in to your Benefits 24/7 account-**Call 1-866-335-0043.**

The screenshot shows the Washington State Health Care Authority website. The header includes the logo, a search bar, and navigation links: 'Free or low-cost health care', 'Employee & retiree benefits', 'Billers, providers & partners', 'About HCA', and 'Contact'. The main content area is titled 'Help with Benefits 24/7' and includes a breadcrumb trail: 'Home > Employee and retiree benefits > Help with Benefits 24/7'. The text explains that Benefits 24/7 is a new online enrollment system that replaced PEBB My Account and SEBB My Account. It also mentions that the system follows the Americans with Disabilities Rehabilitation Act (ADA) and Website Content Accessibility Guidelines (WCAG) 2.0. A sidebar on the left lists links: 'What can I do in Benefits 24/7?', 'Get started', 'Help with my login', 'How do I enroll when newly eligible?', and 'Sign up for email subscription service'. The main content area has a section titled 'What can I do in Benefits 24/7?' with a description of the system's capabilities. Below this is a section titled 'How do I change my address?' with instructions for employees and retirees. A blue button on the right says 'Manage your benefits year-round' with a 'Log in to Benefits 24/7' link. A light blue box notes that Workday users should continue to use Workday. The 'Get started' section provides steps to set up a Benefits 24/7 account, with expandable sections for 'Things to know before you register' and 'Create a SecureAccess Washington (SAW) account'.

# Benefits Admin Troubleshooting

Benefits Admin is being sent to their subscriber acct rather than administrator acct or Benefits 24/7 is not recognizing the SAW account used

- If redirected to the verification process page (Last name, DOB, and last 4 of SSN)?
  - **Do not enter your subscriber information**
    - Release/unlock subscriber account
  - Clear History (Browsing history, cookies and other site data and cached images and files.)
  - Log in using your correct SAW Admin account with your work email



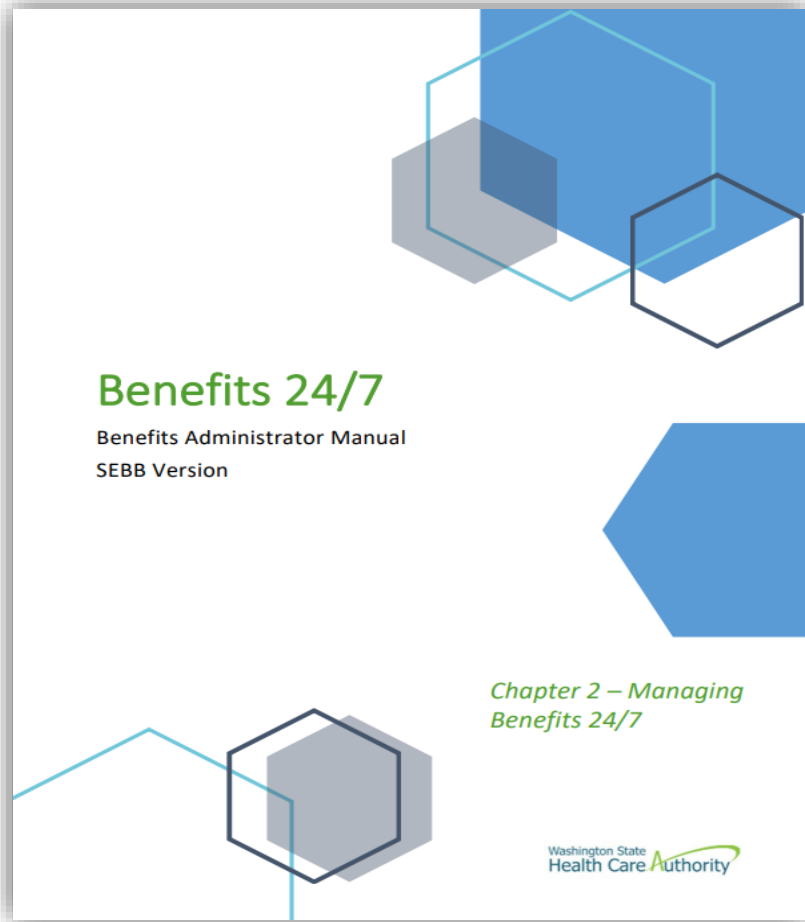
The screenshot shows a web form titled "Subscriber verification - Step 1 of 2". It contains three input fields: "Subscriber last name\*", "Subscriber date of birth\*" (with a calendar icon and placeholder "mm/dd/yyyy"), and "Last 4 digits of subscriber's Social Security number\*" (with placeholder "XXXX"). A green "Verify my information" button is located at the bottom right of the form.

SAW email address **MUST MATCH EXACTLY** the email address entered in Benefits 24/7 manage access tile.

- Do not create a new SAW account. Verify Benefits 24/7 and SAW email address matches
  - Check additional spaces or periods

Go to SAW website directly to change/update any SAW account information!

# Benefits Admin Resource



## Benefits 24/7 BA Manual Chapter 2

- Need instructions on Troubleshooting employee access
  - Employee attempting to claim their account for the first time: **Page 13-14**
  - Releasing an old SAW account for an employee: **Pages 15-16**

Releasing an employee account requires Benefits 24/7 Admin access.

[hca.wa.gov/assets/perspay/sebb-b247-chapter-2.pdf](https://hca.wa.gov/assets/perspay/sebb-b247-chapter-2.pdf)





# Reminders, Tips & Resources

# Benefit Admin Resource

## SEBB Benefits Administrator website

- Eligibility, Enrollment, Benefits, Administrative tools and resources, and Training Resources

## Contact Outreach & Training

- **1-800-700-1555**
- Online via **HCA Support** secure messaging system
  - [support.hca.wa.gov/hcasupport](https://support.hca.wa.gov/hcasupport)



# Benefit Admin Resource

## SEBB Benefits Admin Training

## Send training request using HCA Support

- Attn: O&T Training Request
- Provide dates & times available, hours available and subjects requested

Benefits 24/7, BA website overview, eligibility worksheets and HCA support overview

[SEBB BA website > Training Resources > Training Materials and Recordings](https://support.hca.wa.gov/hcasupport)

<https://support.hca.wa.gov/hcasupport>

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.



Public inquiry

I am a resident of Washington State and do not currently work for a state agency. I am making a request on behalf of myself or someone else.

Note: You MUST have (or create) a Secure Access Washington (SAW) account to submit and view responses for HCA Support inquiries.

[View login and SAW account instructions](#)



Agency to agency inquiry

I am a(n):

- Active employee of a Washington State agency that uses WaTech's Office 365 managed services.
- PEBB benefits administrator and I am making a request related to my work with HCA.

Note: If you are a SEBB benefits administrator or your agency does not use WaTech's Office 365 managed service, please use the public login.

[View login instructions](#)

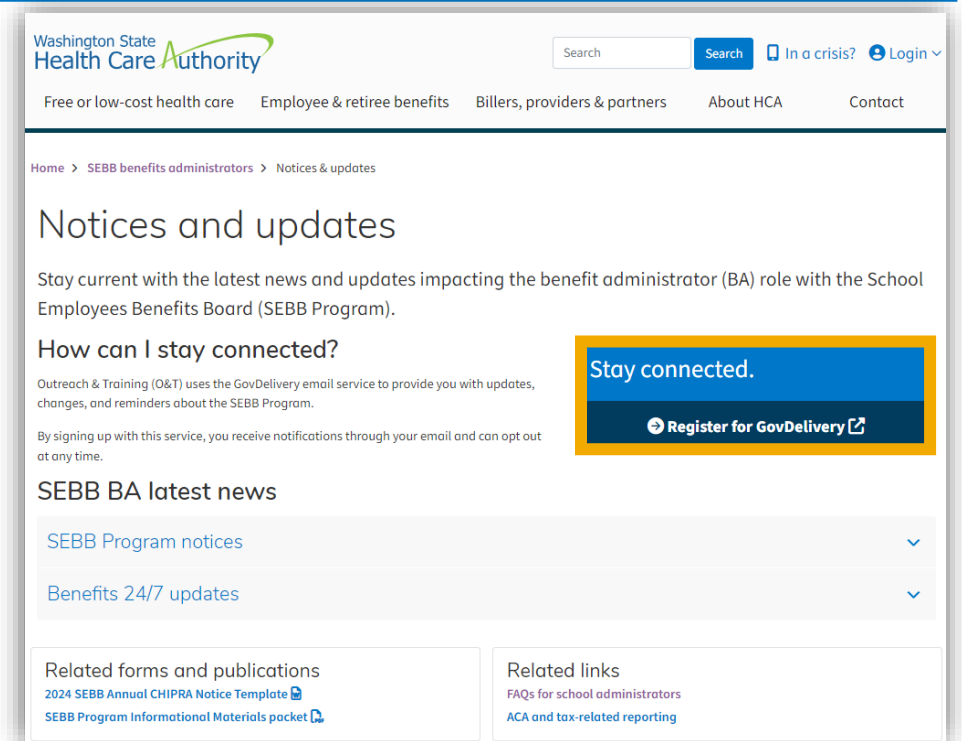


# Sign Up for GovDelivery

GovDelivery emails provide BAs with updates, changes, and reminders about the SEBB Program.

SEBB Benefits Admin's website

- Notices and updates
  - Register for GovDelivery



# Employee Communications

SEBB May Intercom Newsletter mailed and emailed **May 15, 2025**.

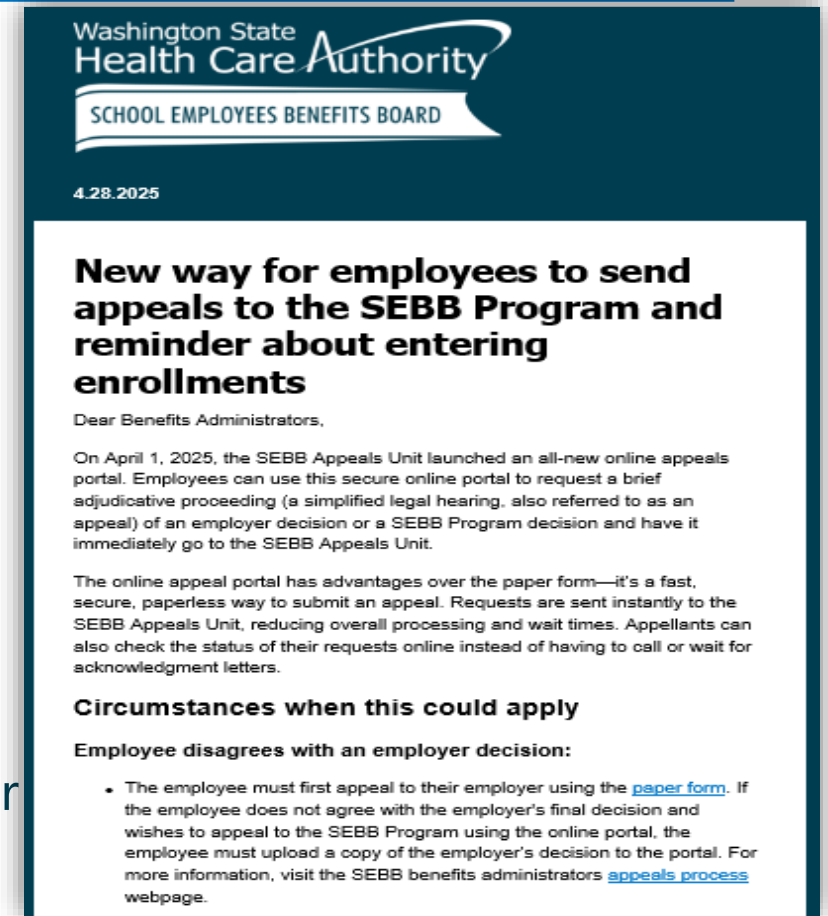
- Includes article about:
  - Getting started with behavioral health care
  - Preparing for Retiree insurance coverage
  - Summer safety and travel tips
    - Domestic/International travel
  - New way to submit appeals
  - Five unknown benefits you have
  - Path to a tobacco-free life



# Employee Secure Online Appeals Portal

GovDelivery sent on **April 28, 2025.**

- SEBB Appeals Unit launched a new online appeals portal that's Fast, secure, and paperless
- Request a brief adjudicative proceeding:
  - **Employer decision**
    - Upload a copy of employer's decision
  - **SEBB Program decision**
    - Follow appeal instructions on the decision letter
- Check status of online requests





# Employee Secure Online Appeals Portal Instructions

1. Select "Public Inquiry" and log in to Secure Access Washington (SAW)
2. Select "Make A Request"
3. Select "For Public and school employees" category
4. Select "Benefits appeal request"
5. Select primary account holder
6. Select relationship to the appellant
7. Appeal form will populate
8. Click Submit

Welcome to the Washington State Health Care Authority support portal. Please select the option below that best describes you.



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[View login instructions](#)

# Employee Enrollment Guidelines

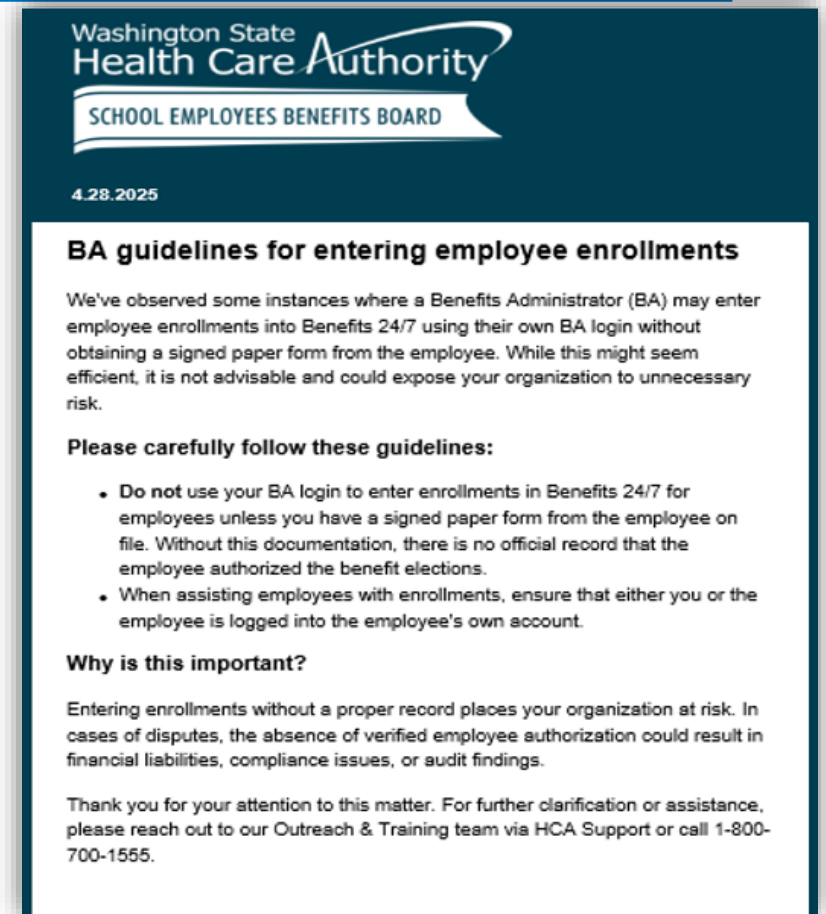
GovDelivery sent on **April 28, 2025**.

SEBB Program has observed instances of Benefits Administrators (BA) entering employee enrollments using their own BA login without a signed paper form from the school employee.

- Do not use BA login to enter employee enrollments unless you obtain a signed paper form from the employee on file
  - No official record that employee authorized benefit elections

This is not advisable and could expose your organization to unnecessary risk!

[hca.wa.gov/sebb-benefits-admins/notices-and-updates](https://hca.wa.gov/sebb-benefits-admins/notices-and-updates)



The screenshot shows an email from the Washington State Health Care Authority, School Employees Benefits Board, dated 4.28.2025. The subject is 'BA guidelines for entering employee enrollments'. The body text states: 'We've observed some instances where a Benefits Administrator (BA) may enter employee enrollments into Benefits 24/7 using their own BA login without obtaining a signed paper form from the employee. While this might seem efficient, it is not advisable and could expose your organization to unnecessary risk.' It then lists two guidelines: 1. Do not use your BA login to enter enrollments in Benefits 24/7 for employees unless you have a signed paper form from the employee on file. 2. When assisting employees with enrollments, ensure that either you or the employee is logged into the employee's own account. It concludes with a warning that entering enrollments without proper record places the organization at risk and provides contact information for the Outreach & Training team.

Washington State Health Care Authority  
SCHOOL EMPLOYEES BENEFITS BOARD  
4.28.2025

**BA guidelines for entering employee enrollments**

We've observed some instances where a Benefits Administrator (BA) may enter employee enrollments into Benefits 24/7 using their own BA login without obtaining a signed paper form from the employee. While this might seem efficient, it is not advisable and could expose your organization to unnecessary risk.

**Please carefully follow these guidelines:**

- Do not use your BA login to enter enrollments in Benefits 24/7 for employees unless you have a signed paper form from the employee on file. Without this documentation, there is no official record that the employee authorized the benefit elections.
- When assisting employees with enrollments, ensure that either you or the employee is logged into the employee's own account.

**Why is this important?**

Entering enrollments without a proper record places your organization at risk. In cases of disputes, the absence of verified employee authorization could result in financial liabilities, compliance issues, or audit findings.

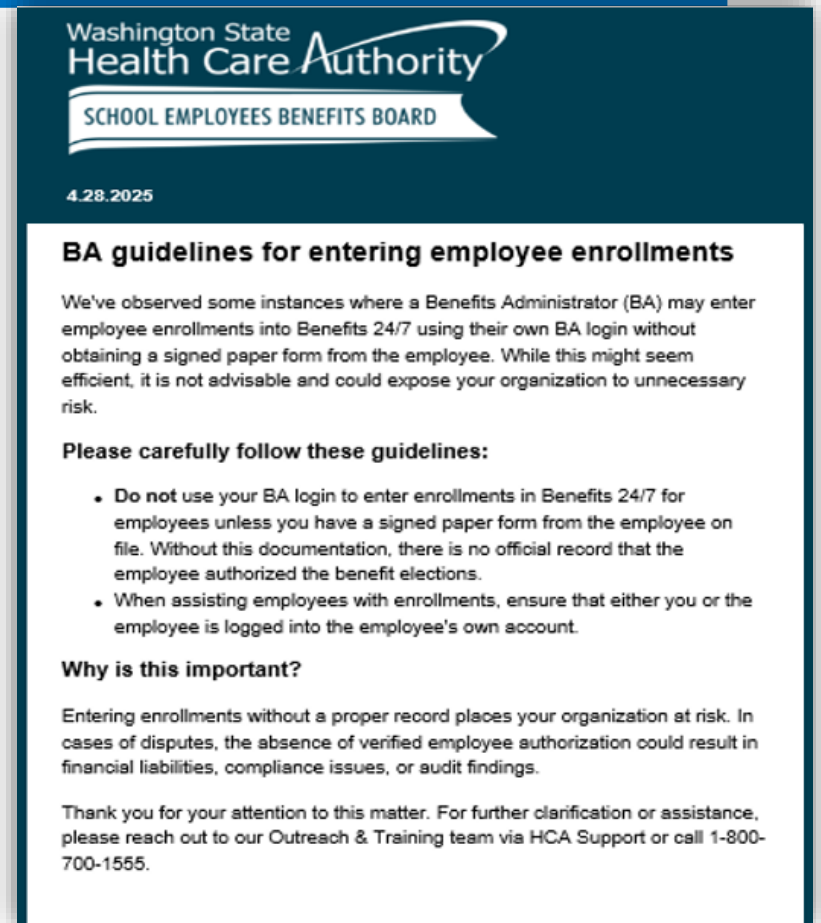
Thank you for your attention to this matter. For further clarification or assistance, please reach out to our Outreach & Training team via HCA Support or call 1-800-700-1555.

# Employee Enrollment Guidelines cont.

- When assisting employees, ensure BA or employee is logged directly into the employee's subscriber account

## Why is this important?

- Entering enrollments without a record places your organization at risk. In cases of disputes, the absence of verified employee authorization could result in financial liabilities, compliance issues, or audit findings



Washington State Health Care Authority  
SCHOOL EMPLOYEES BENEFITS BOARD

4.28.2025

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- When assisting employees with enrollments, ensure that either you or the employee is logged into the employee's own account.

**Why is this important?**

Entering enrollments without a proper record places your organization at risk. In cases of disputes, the absence of verified employee authorization could result in financial liabilities, compliance issues, or audit findings.

Thank you for your attention to this matter. For further clarification or assistance, please reach out to our Outreach & Training team via HCA Support or call 1-800-700-1555.



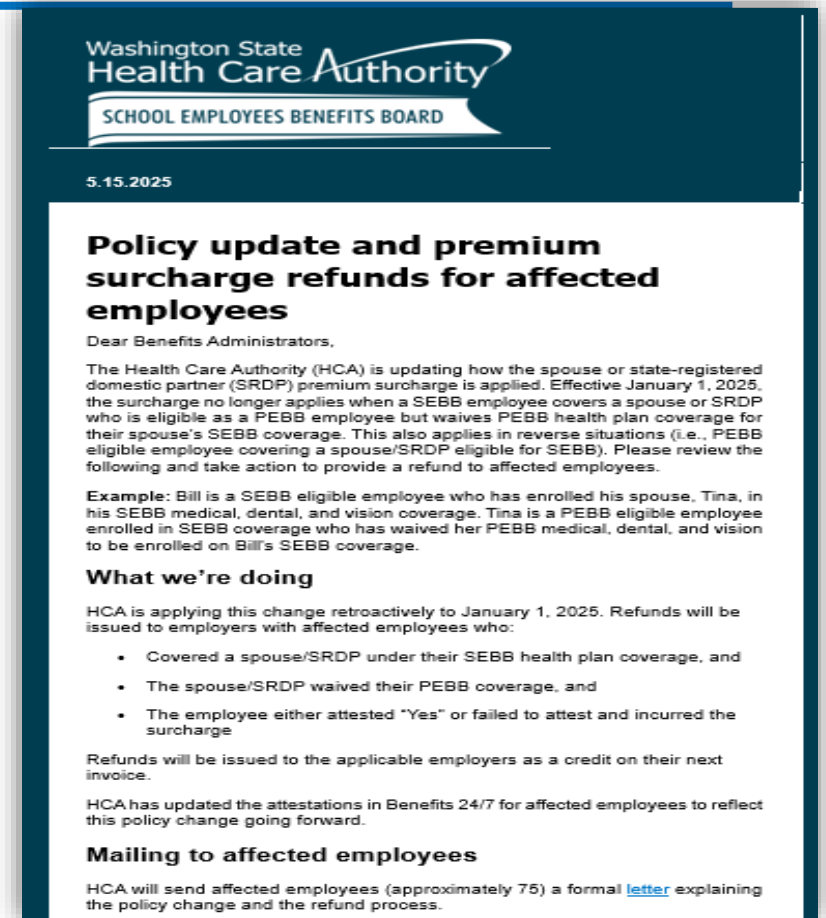
# Policy update & premium surcharge refunds

GovDelivery sent on **May 15, 2025**.

**Effective January 1, 2025**, Spousal surcharge no longer applies when a PEBB or SEBB employee covers a spouse/SRDP who is eligible for PEBB or SEBB coverage as an employee but chose to waive coverage in favor of being covered under their spouse's PEBB or SEBB plan.

- **Question 5** If the coverage offered by the spouse/SRDP's employer is through the SEBB or PEBB Program, then the answer to question 5 should be "**No**".

Letters were mailed May 16, 2025 to 76 SEBB Subscribers.



# New/Updated Benefits 24/7 Admin Reports

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Benefits 24/7 admin reports were posted **March 15, 2025**.

## **Benefit election snapshot** (New)

- Report retrieves and displays the subscriber account elections and attestation surcharges

## **Termed Accounts** (New)

- Report retrieves and displays organization termination events that occurred on or in-between the report's search parameter

## **Spousal re-attestation for an organization**

- Report shows a list of subscribers who need to complete their spousal re-attestations for the upcoming OE effective year

Reports updated in Benefits 24/7 on May 29, 2025.

# HCA Support Portal/ Benefits 24/7 Tips

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- ✓ Provide BA business phone #
- ✓ Do not use benefits or payroll department usernames
- ✓ Have employee's SSN ready when waiting in phone queue
- ✓ Enter newly eligible employees who have multiple last names with a hyphen (**Example:** Jones-Morris)
- ✓ Employees should contact Benefits office for all account issues
- ✓ Do not submit multiple tickets on the same employee issue
- ✓ Include employees full name, full SSN, Benefits Admins name, school district and BA phone #
- ✓ Submit HCA support ticket for urgent account issues then contact **1-800-700-1555**
- ✓ Do not use the profile tab when updating employee addresses

# Upcoming Webinars

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**August 1:** SEBB Preparing for the start of the new school year

**October 10:** SEBB Pre-Annual Open Enrollment (OE) (Tentative)

**October 17:** SEBB FSA and DCAP OE webinar (Tentative)

Where to register:

- [hca.wa.gov/sebb-benefits-admins/training-schedule](https://hca.wa.gov/sebb-benefits-admins/training-schedule)

All webinars are recorded and posted to the BA website.

- [hca.wa.gov/sebb-benefits-admins/training-materials-and-recordings](https://hca.wa.gov/sebb-benefits-admins/training-materials-and-recordings)



# Q&A

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We will now address some of the questions that did not get answered during the webinar.

- Any questions that do not get addressed today will be responded to by phone, email or HCA Support request
- Employee specific questions or scenarios should be sent through HCA Support request

After the webinar, participants will receive a follow up email that includes a brief survey. We would greatly appreciate your feedback.

# Thank you for participating!

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