

Benefits 24/7 FAQs

For PEBB benefits administrators (BAs)

1. Will the Benefits 24/7 live environment look the same as the training environment?

The Benefits 24/7 live environment will have a similar layout and structure to the training environment. However, there will be some updates to the language and colors to improve user experience. Additionally, ongoing enhancements will be implemented to further optimize the system. The core functionality and features will remain consistent, ensuring a smooth transition from the training environment to the live environment.

2. How do BAs get assigned user roles in Benefits 24/7?

To assign user roles in Benefits 24/7, a BA needs to be granted "Admin" access by their employer's security designee. A BA who has been granted "Admin" access has the authority to assign user roles to other BAs within the system. These roles can include "Edit" access, which allows BAs to make changes and updates, or "Read only" access, which permits BAs to view information without the ability to make edits. It is important that the appropriate access levels are assigned to each BA based on their responsibilities and requirements within the system.

3. Is there a limit on how many BAs can be assigned access to Benefits 24/7 per employer?

There is no specific limit on the number of BAs that can be assigned access to Benefits 24/7 per employer. The system allows for flexibility in accommodating the required number of BAs based on an employer's needs. However, it is essential for each employer to proactively manage BA access to ensure proper control and oversight. This involves regularly assessing the access requirements and making necessary adjustments by adding or removing BAs as needed. By maintaining an appropriate and well-managed number of BAs, employers can effectively streamline operations and ensure smooth access to Benefits 24/7.

4. Will Benefits 24/7 be added as a service in SAW?

While benefits 24/7 is not currently available as a service integrated within SAW (Secure Access Washington), benefits 24/7 uses SAW authentication to verify the identity of users before they can access the program. To access Benefits 24/7, users should log in using the dedicated Benefits 24/7 portal.

NEW!

5. Should BAs manage their own employee benefits when logged in as a BA or do they need a separate account?

BAs should not manage their own accounts.

- BAs who log in to Benefits 24/7 using SAW will need two SAW accounts; One to manage employee benefits as a BA (using a work email address) and another to manage their own benefits as an employee (using a personal email address).
- BAs who log in using Active Directory to manage employee benefits will need to create a SAW account, using a personal email address, to access their own benefits as an employee.

6. Currently, PAY1 is only available from 6 am to 6 pm. Are there time limitations for when a BA can access Benefits 24/7?

Unlike PAY1, which has restricted operating hours from 6 am to 6 pm, Benefits 24/7 can be accessed at any time. However, it is worth mentioning that there may be exceptional circumstances, such as system releases or updates, that could temporarily impact system availability. In such cases, timely notices from Outreach and Training (O&T) will be sent to inform BAs about any scheduled periods of unavailability or maintenance. These notices will ensure that BAs are aware of any potential interruptions and can plan their activities accordingly.

7. How do BAs receive notices and updates from Outreach and Training (O&T)?

[Registration](#) is required to receive notices from O&T. Instructions on how to register are available on the [New resources for benefits administrators](#) webpage.

8. If we currently use Enterprise Reporting and EOS reports, will those continue to be in use with Benefits 24/7?

If your organization currently relies on Enterprise Reporting and EOS reports, rest assured that these processes will be maintained. There are no changes or disruptions planned for these reporting mechanisms. You can continue to gather the necessary data and insights using Enterprise Reporting and EOS reports as usual.

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9. Will billing processes change with Benefits 24/7?

Generally, billing processes will stay the same with Benefits 24/7 as they are currently with Pay1. Updated accounting manuals are being developed which will identify any changes to the billing processes.

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10. How will employee transfers work with billing?

The process will not change from what it is currently. Once the effective date of the transfer is entered in Benefits 24/7, the system will release an employer's obligation of that employee, effective the last day of the month in which the transfer is effective.

11. When will Benefits 24/7 log a user out due to non-activity?

Benefits 24/7 has a built-in security feature that automatically logs users out after a period of inactivity. Typically, if there is no activity detected within the system for approximately 20 minutes, the user will be logged out for security purposes. This ensures that your account remains protected in case of unintentional access or prolonged periods of idle time.

12. Can two people access an employee's account in Benefits 24/7 at the same time?

Benefits 24/7 allows for simultaneous access by multiple individuals, such as a BA and an employee or two BAs, to an employee's account. However, it's important to be aware that if both parties are making changes to the same account concurrently, the system will only process the changes submitted by the individual whose changes were made last. This ensures that any conflicting modifications are avoided and that the most recent changes take precedence.

13. How far in advance of the coverage effective date can BAs enter the date of eligibility in to Benefits 24/7?

The date of eligibility cannot be entered any earlier than the month before the effective date of coverage.

NEW! 14. Do BAs have to enter eligibility for every newly eligible employee, or can multiple employees be added simultaneously?

BAs will need to enter eligibility for all newly eligible employees into Benefits 24/7 individually. There is not currently a way to enter eligibility for multiple employees simultaneously.

NEW! 15. Will Benefits 24/7 indicate to a BA if an employee is already enrolled in other PEBB/SEBB coverage (dual enrollment)?

Yes, PEBB Program rules, which do not allow dual enrollment within the PEBB Program or across the PEBB and SEBB Programs, are built into the system. When BAs enter eligibility for an employee who is already enrolled in other PEBB or SEBB coverage, the system will alert the BA to the dual enrollment.

NEW! 16. Will employees receive notification when they're able to access Benefits 24/7?

No, BAs should communicate with their employees as to when they can access the system to make elections.

17. If an incorrect SSN is entered into HRMS, and is later corrected, will the updated SSN create a duplicate record in Benefits 24/7?

No, a duplicate will not be created. When you correct an SSN in HRMS, the updated information will automatically transfer to Benefits 24/7 and correct the existing SSN. This ensures accurate and up-to-date information across both systems.

18. Will employees be able to enroll in supplemental life and accidental death and dismemberment (AD&D) insurance in Benefits 24/7?

No, the process to enroll in supplemental life and AD&D coverage will remain the same. After eligibility has been entered in Benefits 24/7, employees will have the choice to enroll through MetLife's MyBenefits portal or by using a paper form. It's important to note that the potential will remain for a delay between when eligibility is entered in Benefits 24/7 and when employees can access and make their elections in the MyBenefits portal. Benefits 24/7 will provide a direct link to the MyBenefits portal.

19. Will employees be able to enroll in a flexible spending arrangement (FSA) or the dependent care assistance program (DCAP) in Benefits 24/7?

No, the enrollment process will remain unchanged. Benefits 24/7 will provide a link to the Navia Benefits Solutions portal that employees can use to enroll.

NEW! 20. Do employees need to take any action in Benefits 24/7 if they wish to waive PEBB medical?

Yes, employees who wish to waive PEBB medical should log in to Benefits 24/7 to make their elections (including to waive PEBB medical). However, employees do have the option of completing the paper Employee Enrollment/Change form instead of using Benefits 24/7. If an employee does not make any elections, they will be enrolled in the default coverages.

21. When is the enrollment process considered complete?

The enrollment process in Benefits 24/7 is considered complete once users reach Step 6 and select the "Confirm" button after reviewing the legal notice. This final step signifies a user's acknowledgment and acceptance of the terms and conditions outlined in the legal notice, indicating that they have successfully completed the enrollment process.

NEW! 22. Will employees need to complete a paper enrollment form?

No, employees will be able to enter their enrollments and changes directly in their account in Benefits 24/7. However, paper enrollment forms will be available for employees who would prefer to use the form instead. If an employee submits a paper form, the BA will need to enter the employee's enrollment elections in Benefits 24/7.

NEW! 23. Will Benefits 24/7 send a notification to BAs when an employee has uploaded dependent verification documents that are pending review?

No, the system does not provide notifications. BAs will need to log in to Benefits 24/7 and view the Dependent Verification tile, located on the Dashboard, which will indicate if dependent verification documents are pending review.

NEW! 24. Once a dependent has been verified in Benefits 24/7, can they be added back to coverage without having to complete the verification process again?

While dependent information will be retained in Benefits 24/7, verification may be required depending on the type of dependent being reenrolled (e.g., step-child, child with a disability, etc.).

NEW! 25. If a dependent child turns age 26, coverage will be auto terminated. Will the employer and employee be notified of the termination?

The process will continue as it does today. Both the employer and employee will receive termination notification letters from the PEBB Program.

26. Can BAs of employer groups update an employee's address in Benefits 24/7?

BAs need to update an employee's address directly within the Benefits 24/7 system. To accomplish this, simply navigate to the "Eligibility" tab, where you'll find the necessary fields to input and modify the employee's address information.

27. Will Benefits 24/7 require both a physical and mailing address in HRMS?

No, when integrating HRMS data into Benefits 24/7, both the physical and mailing (if provided) addresses are transferred to the system. If a mailing address is not specified in HRMS, the system will automatically use the physical address as the default mailing address.

28. Can BAs of state agencies update an employee's address in Benefits 24/7?

The ability for BAs to update an employee's address in Benefits 24/7 depends on their agency's use of HRMS (Human Resource Management System). If your agency utilizes HRMS as the system of record, any address updates should be made within HRMS itself. These updates will then automatically feed over to Benefits 24/7, ensuring the accuracy of the employee's address information.

On the other hand, for state agencies that do not utilize HRMS, BAs need to update an employee's address within the Benefits 24/7 system. By accessing the "Eligibility" tab, BAs can make necessary changes to the employee's address details.

29. Can BAs institutions of higher education update an employee's address in Benefits 24/7?

It depends. Institutions of higher education who use a system that interfaces with Benefits 24/7 (like CTC Link) need to update the employee's address in their system because it is the system of record. The update will feed over to Benefits 24/7.

On the other hand, institutions who are not using a system that interfaces with Benefits 24/7 need to update an employee's address within the Benefits 24/7 system. By accessing the "Eligibility" tab, BAs can make necessary changes to the employee's address details.

30. Will employees be able to update their demographics in Benefits 24/7?

No, employees do not have the capability to directly modify their demographic information within Benefits 24/7. To make changes to their demographics, such as their name, birth date, social security number, address, and other relevant details, employees are required to contact their designated BA. The BA will assist in updating the necessary information on their behalf to ensure accuracy and compliance with the system's records.

While employees do not have control over their demographic updates, they can independently manage and update their email address and phone number within the Benefits 24/7 system.

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31. Why is the employee monthly gross salary required in Benefits 24/7?

The employee monthly gross salary is required to calculate the monthly employee-paid LTD premium and benefit amount. The salary will not be required for employers who offer medical-only.

32. Will there be a way to submit/upload multiple salary changes simultaneously in Benefits 24/7 or will all changes need to be manually entered?

Salary changes need to be entered manually. The system does not currently have the capability to submit or upload multiple changes simultaneously.

33. How will BAs process the LTD premium waiver in Benefits 24/7?

BAs will find a "Temporary Waiver" button on the Supplemental Benefits tab which allows them to easily enable or disable the LTD premium waiver. This feature gives BAs the flexibility to manage the waiver based on individual circumstances and needs. Furthermore, within Benefits 24/7, a report titled "LTD 90 Day Waivers" is available to identify any subscribers currently in LTD premium waiver status.

NOTE: BAs of Higher Education Institutions will continue to manage employee-paid LTD benefits in their current system of record.

34. How far in advance of the effective date can changes be entered in Benefits 24/7?

Typically, changes cannot be entered any earlier than the month before the effective date of the change. However, changes entered during annual open enrollment that have an effective date of January 1 may be entered two months in advance.

35. How will BAs be notified of changes that are made in Benefits 24/7 by the employee?

Benefits 24/7 offers a variety of reports that BAs can use, one of which is the Benefits Elections Status report. The report reflects the following changes: health plans, family composition, LTD elections, and premium attestations.

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36. Will Benefits 24/7 prompt employees with a reminder if they attempt to remove a spouse due to divorce or death during annual open enrollment?

No, employees should not remove a spouse due to divorce or death during annual open enrollment. Instead, the employee should create a special open enrollment to remove the spouse from coverage. The BA will verify the change if the appropriate documentation is provided.

37. Does Benefits 24/7 have the functionality to intentionally lock an employee's ability to make a change to a dependent who has a National Medical Support Notice (NMSN), without BA approval/verification?

No, the current practice will remain unchanged. To remove a dependent with an NMSN, a special open enrollment request is required, which must be approved by the BA. However, it's important to note that during annual open enrollment, the system will allow employees to remove a dependent without BA approval.

38. How much subscriber history will a BA be able to see?

A BA will have access to subscriber history from the launch date of Benefits 24/7, which is June 12, 2023. If a BA requires enrollment history prior to that date, they can request the information by submitting a request to Outreach and Training (O&T) through HCA Support. Our dedicated team will assist you in obtaining the necessary information to meet your needs.

39. Will BAs be able to view subscriber history when an employee moves from one employer to another?

It depends. When an employee moves from one employer to another, the subscriber history will transfer to the new employer. The subscriber history will no longer be viewable by the previous employer.

40. Do employees lose access to their account in Benefits 24/7 if they lose eligibility or terminate employment?

No, employees will not lose access to their account in Benefits 24/7 if they lose eligibility or terminate employment. We understand the importance of providing continued access to benefits information and resources. However, it's important to note that the available actions a subscriber can take within Benefits 24/7 may vary depending on their eligibility status.

41. Can employees request to enroll in PEBA Retiree Insurance or PEBA Continuation Coverage using Benefits 24/7 while still employed or do they have to wait until after their employee coverage has been terminated?

Employees do not need to wait until their employee coverage has been terminated to request enrollment in PEBA Retiree Insurance or PEBA Continuation Coverage through Benefits 24/7. We understand the importance of a seamless transition and uninterrupted coverage. Hence, employees can initiate the enrollment process for these programs using Benefits 24/7 while still employed.

42. Can a dependent apply for PEBA Continuation Coverage COBRA using Benefits 24/7?

No, to apply for COBRA, the dependent will need to submit a paper form. Once the dependent is enrolled in COBRA, they will gain access to Benefits 24/7 as a subscriber, allowing them to conveniently manage their coverage and benefits.