

How to use Benefits 24/7

Benefits 24/7 is the online enrollment system for the School Employees Benefits Board (SEBB) Program. SEBB subscribers can use Benefits 24/7 on a computer or mobile device to enroll in or manage their SEBB Program benefits.

What can I do in Benefits 24/7?

- Choose health plans when you're newly eligible, including waiving SEBB medical (employees)
- Select medical, dental, and vision plans during open enrollment
- Enroll dependents in SEBB benefits during open enrollment or a special open enrollment, and manage their enrollment throughout the year
- Upload documents to prove dependents' eligibility
- Use links to visit vendor websites to enroll in additional benefits (employees):
 - Supplemental life and accidental death and dismemberment (AD&D) insurance
 - Medical Flexible Spending Arrangement (FSA), Limited Purpose FSA, or Dependent Care Assistance Program (DCAP)
- Manage long-term disability (LTD) insurance elections
- Submit special open enrollment requests
- Attest to premium surcharges
- View and print your statement of insurance
- Request to enroll in PEBB retiree coverage or SEBB Continuation Coverage when applicable
- Sign up to receive emails from the SEBB Program

Good to know!

Google Chrome is the preferred browser for Benefits 24/7, but Edge, Firefox, and Safari will also work. For more information, check out the *Help with Benefits 24/7* webpage at benefits247.hca.wa.gov.

How to set up your account

If you have already registered in SEBB My Account and have used SecureAccess Washington (SAW) to log in — good news! You can continue to use that to log in to Benefits 24/7 as long as you're using the same SAW account. SAW is the state's secure single-sign-on portal for external users and will keep your sensitive information secure.

If you have not registered in SEBB My Account, follow the steps below to set up your Benefits 24/7 account. If you already have a SAW account, you don't need to create a new one.



- 1 Visit benefits247.hca.wa.gov and click on the green **Login to Benefits 24/7** button. You'll be directed to SecureAccess Washington (SAW).
- 2 Click **Sign up** to create a SAW account. (If you already have a SAW account, enter your username and password, and skip to step 5.) Enter your name, email address (we recommend using your personal email address), a username, and password.
Tip: Remember to save your username and password in a safe place so you don't forget them the next time you log in.
- 3 Check the box to indicate you're not a robot, click **Submit**, and follow the link to activate your account.

- 4 Check your email for a message from SAW. Click on the confirmation link, then close the *Account Activated!* browser window that opens. Return to your original window. Follow the instructions on the screen to finish creating your account.
- 5 You will be redirected back to Benefits 24/7. Enter your last name, date of birth, and the last four digits of your Social Security number. Click **Verify my information.**
- 6 Select your security questions and answers. Like your username and password, be sure to save these in a safe place where you can find them for future use. You'll be directed to the Benefits 24/7 dashboard.



How to enroll in Benefits 24/7

Employees

Once you log in to Benefits 24/7 as a newly eligible subscriber or during open enrollment, the step-by-step tool at the top of the webpage will guide you through the enrollment process. The steps are:

- 1 **Add your dependents.** Enter your dependents' information. If you are not adding dependents, skip to step 3.
- 2 **Verify your dependents.** You must provide proof of your dependents' eligibility.

Upload documents from your computer or mobile device to verify your dependents' eligibility. Your documents must be verified and approved before your dependents are enrolled under your coverage. Acceptable documents (like a birth or marriage certificate, or recent tax return) and file types (PDF, JPEG, JPG, or PNG) are listed in Benefits 24/7.

If you are unable to upload documents online, you can submit paper documents to your payroll or benefits office.

Please make sure to keep the documents you submit. Receiving approval for verifying your dependents does not mean your dependents are enrolled.

You must select the same plans for your dependents as yourself.

- 3 **Select your plans.** When you're ready, select your plans in Benefits 24/7 by checking the box next to the medical, dental, and vision plans you want for you and any dependents you want to enroll.

You can waive SEBB medical coverage if:

- You have another employer-based group medical coverage, TRICARE, or Medicare; or
- You have Public Employees Benefits Board (PEBB) medical and dental coverage.

You cannot enroll in both SEBB and PEBB health plans.

- 4 **Attest to the premium surcharges.** Answer a series of questions to determine whether you'll be charged the monthly \$25-per-account tobacco use premium surcharge or the monthly \$50 spouse or state-registered domestic partner coverage premium surcharge.

- 5 Supplemental benefits.** Choose your supplemental benefits. You can change your coverage level or decline employee-paid LTD insurance. Learn about your life and AD&D insurance options, flexible spending arrangements, the Dependent Care Assistance Program, and health savings accounts, as well as the SmartHealth wellness program, at hca.wa.gov/sebb-employee.

Continuation coverage subscribers

Once you log in to Benefits 24/7 as a newly eligible subscriber or during open enrollment, select the **Retiree/continuation coverage** option from your dashboard.

- 1 Select the request type:** COBRA enrollment/termination or Unpaid Leave. Click **Create request**.
- 2 Select how you will pay** for your continuation coverage.
- 3 Enter your contact information**, which coverage you would like to enroll in, and attest to the premium surcharges.
- 4 Add your dependents.** Enter your dependents' information, choose which coverage to enroll them in, and attest to premium surcharges.
- 5 Choose your medical, dental, and vision plans.** Your dependents will have the same plans as you do.
- 6 Verify your dependents.** If you are not eligible for Medicare Part A and Part B, or if you are enrolling a state-registered domestic partner, upload documents to prove your dependents are eligible before we will enroll them. For a list of acceptable documents, go to hca.wa.gov/sebb-continuation and then select *Verify and enroll my dependents*.
- 7** If you are unable to upload documents online, you can submit paper documents to the SEBB Program via HCA Support at support.hca.wa.gov.

Please make sure to keep the documents you submit. Receiving approval for verifying your dependents does not mean your dependents are enrolled.
- 8 Download a copy of your form.**
- 9 Submit your request.** You can track the status of your application under the Retiree/continuation coverage option.

What if I need help?

Visit the *Help with Benefits 24/7* webpage at benefits247.hca.wa.gov for FAQs and troubleshooting tips. If you need further help with Benefits 24/7, contact:

- **Employees:** Your payroll or benefits office.
- **SEBB Continuation Coverage subscribers:** The SEBB Program. You can send a secure message through HCA Support at support.hca.wa.gov or call 1-800-200-1004 (TRS: 711).