

UPDATED! SEBB Health Care Transition

Contact Information and Resources to answer your questions

Below is a list of who to contact for issues related to the transition to SEBB health care. If you or your members need help navigating this change, use this guide to steer people in the right direction.

Contact the insurance providers when:

- You have specific questions about insurance provider networks, treatment limits, coverage of specific procedures, etc. A chart with contact information is at the end of this document.

Call your district HR or Benefits lead when:

- You have questions about plan options that do not match what you expected to access based on where you live. Check your address in the district's system. If incorrect, you must notify the district so it can update it with HCA.
- You have questions about your benefit eligibility (for example, you expect to work more than 630 hours this school year). You should receive notification from your district in mid-September, around the same time you receive the enrollment guides from HCA.
- if you have questions about dependent eligibility. (Yes, everyone must complete dependent eligibility information)
- If you want to confirm that the district has completed the attestation to extend the disability status for your children with disabilities over the age of 26 as part of the dependent verification processes.

Call your WEA UniServ Representative or Local President:

- If you disagree with a decision made by your employer and you want to appeal their decision about:
 - Premium surcharges
 - Eligibility for or enrollment in:
 - Medical, dental, vision, life, or long-term disability coverage
 - Medical Flexible Spending Arrangement (FSA)
 - Dependent Care Assistance Program (DCAP)

Note: In addition to contacting your union representative, you must notify your employer that you are appealing within 30 days after the date of the initial denial notice. This requires a specific form, which will be included with the denial notice from your district.

WEA Health Care hotline, beginning Tuesday, Sept 3, **855-668-5039 (toll free)**

WEA is offering support for our members who need additional assistance selecting an insurance company and/or plan, or for those who have complicated health care needs, such as a chronic condition or who may be in the middle of treatment when the new plans take effect in January.

Beginning September 3, 2019, members can access this program by calling toll free, **855-668-5039**, Monday through Friday 7:30 a.m. to 5:00 p.m. **Please note: this is a new phone number.**

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Contact HCA when:

- You can't log into SEBB MyAccount (please note, SEBB MyAccount is not live until October 1.)
SEBB HCA website
<https://www.hca.wa.gov/employee-retiree-benefits/school-employees>

For updates or new information, you can visit:

WEA website: <https://www.washingtonea.org/ourvoice/health-benefits/>

HCA website: <https://www.hca.wa.gov/about-hca/school-employees-benefits-board-sebb-program>

Insurance company contact information follows on the next page.

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Here is contact information for your members if they have questions about plans and coverage related to the transition to SEBB.

Medical plans

Plan	Website	Customer service phone and Telecommunications Relay Services (TRS)*
Kaiser Permanente NW 1, 2, 3,	https://my.kp.org/sebb/plan-details/washington-clark-cowlitz-counties/	Sept. 1 to Dec. 31, 2019 1-800-728-2779 Beginning Jan. 1, 2020 503-813-2000 or 800-813-2000 TRS: 711
Kaiser Permanente WA Core 1, 2, 3, SoundChoice Kaiser Permanente WA Options Access PPO 1, 2, 3	https://wa-my.kp.org/sebb/	From 9/1 to 12/31/2019: 1-800-728-2779 Beginning 1/1/2020: 1-888-901-4636 TRS: 1-800-833-6388 or 711
Premera High PPO, Peak Care EPO, Standard PPO	premera.com	1-800-807-7310 TRS: 1-800-842-5357 or 711
Uniform Medical Plan (administered by Regence BlueShield) Achieve 1, Achieve 2, High Deductible	Regence.com/ump/sebb	1-800-628-3481; TRS: 711
UMP Plus—Puget Sound High Value Network	pugetsoundhighvaluenetwork.org	1-877-345-8760
UMP Plus—UW Medicine Accountable Care Network	uwmedicine.org/umpplus	1-855-520-9400; TRS: 711

*Telecommunications relay services for persons with a hearing or speech disability.

Dental plans

Plan	Website	Customer service phone and Telecommunications Relay Services (TRS)*
DeltaCare, administered by Delta Dental of Washington	deltadentalwa.com/sebb	1-800-650-1583 TRS: 1-800-833-6384
Uniform Dental Plan, administered by Delta Dental of Washington	deltadentalwa.com/sebb	1-800-537-3406 TRS: 1-800-833-6384
Willamette Dental Group		1-855-433-6825 TRS: 711

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Vision plans

Plan	Website	Customer service phone and Telecommunications Relay Services (TRS)*
Davis Vision	davisvision.com/hcasebb	1-877-377-9353
EyeMed Vision Care	eyemedvisioncare.com/hcasebboe	1-800-699-0993 TRS: 844-230-6498
Metropolitan Life Insurance Company (MetLife)	Metlife.com	1-855-638-3931 TRS: 1-800-428-4833

**Telecommunications relay services for persons with a hearing or speech disability.*

Additional contacts

Vendor		Website	Customer service phone and Telecommunications Relay Services (TRS)*
HealthEquity	Health savings account	learn.healthequity.com/sebb/hsa	1-844-351-6853 TRS: 711
Limeade	SmartHealth wellness program	hca.wa.gov/sebb-smarthealth	1-855-750-8866
Metropolitan Life Insurance Company (MetLife)	Life and AD&D insurance	mybenefits.metlife.com/wasebb	833-854-9624 TRS: 833-854-9624
Navia Benefit Solutions	Medical Flexible Spending Arrangement and Dependent Care Assistance Program	sebb.naviabenefits.com	1-800-669-3539 or 425-452-3500
The Standard Insurance Company	Long-term disability insurance	standard.com/employee-benefits/washington-state-hca-sebb	1-833-229-4177 (effective 1/1/20) TTY: 1-833-229-4177 (effective 1/1/20)

**Telecommunications relay services for persons with a hearing or speech disability.*