

Who to contact for help

Contact the plans directly for help with:

- Benefit questions
- ID cards
- Claims
- Checking to see if a health care provider is in the plan's network
- Choosing a health care provider
- Making sure your prescriptions are covered
- Checking if your wellness incentive was applied to your deductible

Contact your payroll or benefits office for help with:

- Eligibility for coverage and enrollment questions or changes
- Accessing paper forms
- Premium surcharge questions
- Updating your contact information (name, address, phone, etc.)
- Enrolling or removing dependents
- Payroll deduction information (including pretax or post-tax contributions)
- Appeals (see page 79)

Help with Benefits 24/7

See "How to use Benefits 24/7" on page 10.

Medical plans

Kaiser Permanente Northwest 1, 2, 3

my.kp.org/sebb

1-800-813-2000 (TRS: 711)

Kaiser Permanente Washington Core 1, 2, 3, SoundChoice

kp.org/wa/sebb

1-888-901-4636 (TRS: 711)

Kaiser Permanente Washington Options Summit PPO 1, 2, 3

kp.org/wa/sebb

1-888-901-4636 (TRS: 711)

Premera HMO, High PPO, Standard PPO

premera.com/sebb

1-800-807-7310 (TRS: 711)

Uniform Medical Plan (UMP) Achieve 1, Achieve 2, High Deductible

Administered by Regence BlueShield and Washington State Rx Services

Medical services:

ump.regence.com/sebb

1-800-628-3481 (TRS: 711)

Prescription drugs:

ump.regence.com/sebb/benefits/prescriptions

1-888-361-1611 (TRS: 711)

UMP Plus–Puget Sound High Value Network

Administered by Regence BlueShield and Washington State Rx Services

Medical services:

pugetsoundhighvaluenetwork.org

1-877-345-8760 (TRS: 711)

Prescription drugs:

ump.regence.com/sebb/benefits/prescriptions

1-888-361-1611 (TRS: 711)

UMP Plus–UW Medicine Accountable Care Network

Administered by Regence BlueShield and Washington State Rx Services

Medical services:

sebb.uwmedicine.org

1-888-402-4238 (TRS: 711)

Prescription drugs:

ump.regence.com/sebb/benefits/prescriptions

1-888-361-1611 (TRS: 711)

Dental plans

DeltaCare

Administered by Delta Dental of Washington
deltadentalwa.com/sebb
1-800-650-1583

Uniform Dental Plan

Administered by Delta Dental of Washington
deltadentalwa.com/sebb
1-800-537-3406

Willamette Dental Group

willamettedental.com/sebb
1-855-433-6825 (TRS: 711)

Vision plans

Davis Vision by MetLife

Underwritten by Metropolitan Life Insurance Company
metlife.com/wshca-sebb
1-877-377-9353
TTY: 1-800-523-2847

EyeMed Vision Care

Underwritten by Fidelity Security Life Insurance Company
eyemedvisioncare.com/hcasebb
1-800-699-0993
TTY: 1-844-230-6498

MetLife Vision Plan

Underwritten by Metropolitan Life Insurance Company
metlife.com/wshca-sebb
1-833-854-9624
TTY: 1-800-428-4833 (TRS: 711)

FSA and DCAP

Navia Benefit Solutions

sebb.naviabenefits.com
1-800-669-3539 or 425-452-3500

HSA for UMP High Deductible

HealthEquity

learn.healthequity.com/sebb
1-844-351-6853 (TRS: 711)

Life and AD&D insurance

Metropolitan Life Insurance Company (MetLife)

Enrollment and management:
mybenefits.metlife.com/wasebb

Info, docs, and more:
metlife.com/wshca-sebb
1-833-854-9624 (TRS: 711)

Long-term disability (LTD) insurance

Standard Insurance Company

standard.com/mybenefits/wash-state-hca-sebb
1-833-229-4177

Voluntary wellness program

SmartHealth

Log in and complete activities:
smarthealth.hca.wa.gov

Eligibility and deadlines:
hca.wa.gov/sebb-smarthealth
1-800-947-9541

HCA is committed to providing equal access to our services. If you need an accommodation, or require documents in another format, please contact your payroll or benefits office.