

How SHIBA can help PEBB retirees

The information below is designed to help you as a PEBB (Public Employees Benefits Board) retiree determine who to contact when you need help with your Medicare benefits.

PEBB retirees on Medicare

Potential enrollees often contact SHIBA for help with Medicare questions and ask about choosing and enrolling in PEBB plans. SHIBA counselors are not trained to provide detailed assistance with choosing PEBB plans. PEBB offers health care benefits to many active and retired public employees in Washington state. The Washington state Health Care Authority manages:

- Eligibility
- Enrollment
- Plan changes

For more information, go to: www.hca.wa.gov/employee-retiree-benefits.

When PEBB members should contact SHIBA

SHIBA counselors help retirees with their Medicare options and questions. You should contact SHIBA at 1-800-562-6900, Monday through Friday, 8 a.m. to 5 p.m. if you need help with the following questions:

- How and when should I enroll in Medicare?
- What does Medicare cost and cover?
- I'm choosing the PEBB retiree Premera Medicare Supplement plan that does not include prescription drug coverage. Can you help me choose a Part D prescription drug plan?
- I already have a Part D prescription drug plan and it's Open Enrollment. Can you help me compare drug plan options for the next year? (Medicare Annual Open Enrollment runs Oct. 15 through Dec. 7 each year.)
- I have limited income. Am I eligible for any help with my Medicare costs?

When you should contact PEBB Benefits Services

For help with your PEBB benefits, you can contact PEBB Benefits Services at:

- Phone: 1-800-200-1004
- Times: Monday through Friday, 8 a.m. to 4:30 p.m.

You can view and make some existing account changes online at Benefits 24/7 at: <https://benefits247.hca.wa.gov/auth>. You can also send a secure online message to HCA Support at: <https://support.hca.wa.gov/hcasupport> using a SecureAccess Washington (SAW) account for help with the following services:

- Enroll or change plans in the Annual Open Enrollment Period Oct. 28, 2024 -Nov. 25, 2024) or in a Special Open Enrollment (for example, new to Medicare, moved to another area, change in eligibility)
- Compare and contrast medical coverage options
- Provide information about dental and vision coverage
- Add or drop dependents
- Defer retiree coverage
- Make a change to a name, phone number, etc.
- Help with eligibility or eligibility changes (like divorce, or becoming eligible for Medicare)
- Eligibility complaints or appeals
- Forms
- Payroll deductions or premium payments

Who to contact once you enroll in a PEBB plan

After you enroll in a PEBB retiree medical coverage plan, you should contact your plan directly for questions about your coverage, benefits or costs. The phone number is listed on your plan ID card, or visit: <https://www.hca.wa.gov/employee-retiree-benefits>.

