



**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
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April 5, 2022

**PLEASE DISTRIBUTE TO EMPLOYEES**

**TO:** Departmental Human Resource Officers  
County Personnel Officers

**FROM:** Derek M. Mizuno, Administrator 

**SUBJECT:** New Benefits Administration System

The EUTF is pleased to introduce a new Benefits Administration System (BAS) called Ariel. The Member self-service portal will go-live on July 1, 2022.

The Member self-service portal will allow employees to access their health plan enrollment and premium deductions, make qualifying life event (e.g., marriage, birth, etc.) and open enrollment changes, and upload required supporting documents online. Member self-service will allow enrollments to be processed more efficiently and enable employees and their enrolled dependents faster access to their health plans and insurance ID cards. EUTF forms and required supporting documents will no longer need to be submitted through employers or human resource offices. Training for member self-service portal will occur in July.

The following is the conversion timeline:

- **April 6 to April 30, 2022 (Conversion Period):**
  - EUTF will only process terminations, loss of student status/dependent age expiration, and divorces during this time so members will receive COBRA notices. However, these employee health benefit deduction changes will not impact the State (May 5 and May 18) and City and County of Honolulu (April 30 and May 15) paychecks. The health plans will be informed of these transactions.
  - EUTF will still be able to review member information in its current system.
  - Enrollments sent to EUTF during the conversion period will be held until May 1, 2022. Once transactions are resumed, they will be processed retroactive to the effective date and premiums will be adjusted accordingly. State and City and County of Honolulu employees will likely be subject to retroactive changes (e.g. catch up premiums for a spouse added on April 16<sup>th</sup>) on the June 3 State paycheck and May 31 City and County of Honolulu paycheck and possibly future pay periods

**EUTF's Mission:** We care for the health and well being of our beneficiaries by striving to provide quality benefit plans that are affordable, reliable, and meet their changing needs. We provide informed service that is excellent, courteous, and compassionate.

- If you need services immediately, please contact the EUTF and a rush enrollment can be processed.
- **July 1, 2022 (Member Self-service Portal):**
  - EUTF's Outreach & Training Team will conduct Ariel informational webinars for Member self-service portal and post short videos on "How to Navigate the Ariel Self-Service System" as well as PowerPoint presentations in the EUTF Learning Center and on the EUTF YouTube channel. In addition, employees will be able to access the videos and PowerPoint information on-demand.
  - Employees can access Ariel to view their current enrollment and premiums.
  - Employees will be able to make enrollment changes, if they have experienced a qualifying life event.

The EUTF Board and staff greatly appreciate your patience as we transition to a more effective system.

For more information, contact EUTF at 808-586-7390 or toll-free at 800-295-0089, Monday through Friday, 7:45 AM – 4:30 PM. Email general questions only at [eutf@hawaii.gov](mailto:eutf@hawaii.gov).