



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

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June 27, 2022

TO: State and County Employees With EUTF Health Benefits

FROM: Derek M. Mizuno, Administrator

SUBJECT: New Benefits Administration System

On May 5, 2022, after a three-month delay, the EUTF went live on its new Benefits Administration System (BAS). As part of the implementation, the EUTF staff were not able to process enrollment forms between April 6, 2022 and May 5, 2022 which resulted in a large backlog of enrollment forms for recurring events (e.g. new hires, terminations and retirements), qualifying events (e.g. birth, marriage, divorce, loss of coverage, acquisition of coverage and student certifications) and open enrollment. As expected, we also encountered issues with the implementation that we are resolving with the BAS software vendor. This has resulted in significant delays in processing enrollment forms and call wait times. I am truly sorry for these delays. The EUTF staff are working tirelessly to catch up. Thank you for your patience during this time.

EUTF staff are currently focused on processing open enrollment changes this week to ensure your open enrollment changes are received by the carriers (i.e. HMSA, Kaiser, HMA, CVS, HDS and VSP) the first week of July and reflected on your July 20, 2022 (State) and July 15, 2022 (all other employees) paychecks. After that (the first two weeks of July), EUTF staff will focus on processing the recurring and qualifying events. The following are issues that we have identified and are working to resolve, and ways that you can assist us:

1. Domestic Partners are being dropped from medical, drug, dental and vision coverages by the BAS. Additionally, HSTA VB Members have been experiencing dependents being dropped from vision coverage
 - ♦ **EUTF steps:** EUTF staff is working with the vendor to resolve this issue. We will send out another memo when this issue has been resolved and your dependent's coverage has been reinstated. The memo will also address premium under or over collections.
 - ♦ **Member steps:** If your dependent will be obtaining services, please email the EUTF at eutf@hawaii.gov and put in the subject line "Urgent" on the email. Please include your first and last name and date of birth. Please do not submit any attachments to the EUTF address. The EUTF will send a rush enrollment to the carrier.
2. If you have not received a confirmation notice in the mail of your open enrollment changes, please wait until Monday, July 11 before calling the EUTF. Not receiving confirmation notices or a confirmation notice without all the changes could be the result of EUTF not having a current address on file, the open enrollment form was received after May 13 by your personnel office, or the open enrollment form not being properly completed (e.g. not signed or supporting documentation not included such as birth or marriage certificate or full time student certification).

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.

3. Recurring and qualifying event changes.
 - ♦ EUTF steps: EUTF staff will be processing these enrollment forms during the first two weeks of July. If you have not received a confirmation notice in the mail of these enrollment changes, please wait until Monday, July 22 before calling the EUTF. Not receiving confirmation notices or a confirmation notice without all the changes could be the result of EUTF not having a current address on file, the enrollment form was not received within the enrollment period by your personnel office, or the enrollment form not being properly completed (e.g. not signed or supporting documentation not included such as birth or marriage certificate or full time student certification).
 - ♦ Member steps: If you and/or your dependent will be obtaining services, please email the EUTF at eutf@hawaii.gov and put in the subject line “Urgent” on the email. Please include your first and last name and date of birth. Please do not submit any attachments to the EUTF address. The EUTF will send a rush enrollment to the carrier.

4. Please do not submit demographic changes (e.g. addresses, date of birth, gender, and social security number) directly to the EUTF.
 - For State (DOE, UH, Judiciary), city and counties (including water supply systems), and Charter Schools, employees should submit demographic changes through your human resource office.
 - All other State Departments, employees should update their demographic change in HIP.

Thank you again for your patience during this difficult time. We believe that the new BAS with its member self service feature will be a great benefit to the EUTF members in the long-term. We will provide more information on the member self-service portal over the next few weeks.