




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

TO: State and County Employees with EUTF Health Benefits
FROM: Derek M. Mizuno, Administrator 
SUBJECT: Updates on New Benefits Administration System

Thank you for your continued patience as we manage the various challenges related to our new benefit administration system (BAS). Please see the following updates.

Open Enrollment (Effective July 1, 2022)

EUTF staff was able to process open enrollment changes received. There are a handful of forms that we were unable to process. We are working on completing them. If you submitted open enrollment changes, you should receive confirmation notices detailing your updated plan selections in the mail this week. If you did not submit supporting documentation (e.g., marriage or birth certificate, student verification), your dependents were not enrolled in plans. You may receive more than one confirmation notice. The latest dated confirmation notice is the correct one. If you find an error on your confirmation notice, please contact EUTF at (808) 586-7390.

Enrollment Processing for Recurring and Qualifying Event Changes

During the next two weeks of July, EUTF staff are processing enrollment forms for life events (e.g., new hire, birth, marriage, loss of coverage, retirement, etc.). If supporting documentation was not attached to the enrollment form, this will result in your dependents not being enrolled. If you do not receive a confirmation notice in the mail of these enrollment changes, please wait until Monday, July 22 before calling the EUTF at (808) 586-7390.

Domestic Partners

Coverage was reinstated for domestic partners who were dropped from medical, drug, dental, and vision plans inadvertently by the system. There is no impact to your premiums.

HSTA VB Dependent Vision Coverage

EUTF staff are still working on reinstating vision coverage for HSTA VB dependents. If your dependent needs to use their vision benefit, please email the EUTF at eutf@hawaii.gov and put in the subject line "Urgent".

Member Self Service

We will formally launch the member self-service portal in the future as EUTF would like to process the backlog of enrollment forms first. Information on portal features, access, and training will be available at a later date. However, the BAS has been generating letters to new hires inviting them to access the portal to enroll in benefit plans. At this time, only newly hired employees should enroll online.

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.