
From: DBF EUTF Admin
Sent: Thursday, July 28, 2022 3:43 PM
Subject: Updates on New Benefits Administration System
Attachments: 22.07.28 Memo to Employees re-Update on New Benefits Administration System.pdf

Aloha All,

Please distribute the attached memo to all Employees.

Mahalo,
EUTF Administrative Office



Hawaii Employer-Union Health Benefits Trust Fund
201 Merchant Street, Suite 1700
Honolulu, Hawaii 96813
phone: (808) 586-7390
fax: (808) 586-2320
email: eutfadmin@hawaii.gov
website: www.eutf.hawaii.gov

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DONNA A. TONAKI

July 28, 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 various challenges related to our new benefit administration system (BAS). We understand that there are lengthy call wait times on our main line (808) 586-7390. To ensure that EUTF staff are able to answer these calls in a timely manner, please consider the following:

Open Enrollment (Effective July 1, 2022)

In general, if you submitted open enrollment changes, you should have received a confirmation notice detailing your updated plan selections in the mail. However, if you did not submit supporting documentation (e.g., marriage or birth certificate, student verification), your dependents were not enrolled in plans. If you receive more than one confirmation notice, the most recent confirmation notice is the correct one. If you find an error on your confirmation notice or did not receive a confirmation notice but turned in your supporting documents, please contact EUTF at (808) 586-7390.

Enrollment Processing for Recurring and Qualifying Event Changes

EUTF staff are close to catching up on processing enrollment forms for life events (e.g., new hire, birth, marriage, loss of coverage, 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 or denial notice in the mail, please wait at least three weeks from the date you submitted your enrollment form to your personnel office* before calling the EUTF at (808) 586-7390.

*A new hire enrollment is not processed until the actual new hire date. Please also wait at least two weeks from the new hire date prior to calling EUTF.

Urgent Services

There are a limited number of instances in which coverage requests cannot be entered into the new BAS. If you have not received confirmation of EUTF coverages and you or your dependents need services, please email the EUTF at eutf@hawaii.gov and put in the subject line "Urgent".

HSTA VB Dependent Stand Alone Vision Coverage (not enrolled in HSTA VB Medical Plan)

EUTF staff are still working on reinstating stand alone vision coverage for HSTA VB dependents who are not enrolled in the HSTA VB Medical plan. If your dependent(s) need 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 stabilize the new BAS 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 may enroll online.