



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
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August 24, 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). As mentioned in previous updates, we are generally caught up on employee EC-1 enrollment forms. However, there continues to be lengthy call wait times on our main line. To ensure that EUTF staff are able to answer these calls and for you to receive answers to your questions in a timely manner, please consider the following:

General Questions

Visit the EUTF website eutf.hawaii.gov for answers to your general EUTF questions.

1. Descriptions, forms and deadlines related to qualifying events that allow changes to your EUTF benefits during the year (e.g. new hires, marriage, birth, loss of coverage and acquisition of coverage). <https://eutf.hawaii.gov/active/eutf-hsta-active/qualifying-events/>
2. EUTF health plan descriptions – find general information on what your EUTF health plans cover and your coinsurance or copayments. <https://eutf.hawaii.gov/health-life-insurance-providers/>
3. Preparation for retirement – overviews, pre-retirement including Medicare checklists, forms, deadlines, eligibility and descriptions of retiree health benefits can be found at <https://eutf.hawaii.gov/future-retirees/eutf-future-retirees/enrollment-overview/>. Pre-retirement workshops dates and times can be found at <https://eutf.hawaii.gov/learning-center/pre-retirees/pre-retirement-health-benefits-workshop/>

Insurance Carrier (HMSA, Kaiser Permanente, CVS, HDS, VSP, HMA and Securian) Questions

Please contact the insurance carriers directly for membership cards, claims and questions whether a specific procedure is covered by your insurance. **VSP Vision does not mail membership cards, just mention to your provider that you have VSP coverage through EUTF.** <https://eutf.hawaii.gov/health-life-insurance-providers/>

Qualifying Events and Supporting Documents

Please ensure that your EC-1 Enrollment Form is submitted to your personnel office (or online for certain employers) within the required deadlines with all supporting documents (45-days

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.

from the date of the event, except births are 180 days). Following are some of the more common events and supporting document requirements:

1. Adding dependents through a qualifying event (e.g. new hire, marriage, birth and loss of coverage, new full-time student (ages 19-23)). Include with your EC-1 a marriage certificate for spouses, birth certificates for children, student certification and domestic partner documents as described at <https://eutf.hawaii.gov/active/eutf-hsta-active/qualifying-events/>
2. Birth – include a birth certificate (or hospital notice) and the newborn’s Social Security Number. The Social Security Number is required to process the enrollment.
3. Loss of coverage – you can add yourself and/or dependents to EUTF plans if you lose non-EUTF coverage. In addition to the dependent supporting document requirements in #1, include a notice from the former employer or insurance carrier that states the coverages lost (i.e. medical, dental and/or vision), the date coverage was lost and the individuals who lost coverage.
4. Acquisition of coverage – you can drop EUTF coverage for yourself and/or dependents if you or your dependents acquire non-EUTF coverage. Include a notice from the employer or insurance carrier that states the coverages acquired (i.e. medical, dental and/or vision), the date coverage was acquired and the individuals who acquired coverage.
5. If your enrollment request impacts another EUTF member (e.g. you're adding a spouse that is terminating their EUTF plans or you're currently covered under your EUTF parent's plans), add a short note that describes the situation. This will help ensure that the effective dates are correct.

Visit <https://eutf.hawaii.gov/active/eutf-hsta-active/qualifying-events/> for more information on these and other qualifying events. Enrollment requests including RUSH enrollments will not be processed until all supporting documents and information are provided to the EUTF.

Please allow three weeks (from the time you submit your EC-1 and all supporting documents to your personnel office until the time you receive a mailed confirmation notice from EUTF) before contacting the EUTF to follow up on your enrollment.

Contacting the EUTF

If your specific question cannot be answered through one of the aforementioned options, please contact the EUTF by one of the following methods:

1. Send a secure email by visiting eutf.hawaii.gov. Go to the bottom of the EUTF home page, select Send Us a Message.
2. Call us at (808)586-7390 or (800)295-0089.
3. Set up an in person or virtual Teams appointment at eutf.hawaii.gov, under the Appointment Scheduler.