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HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
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November 27, 2023

TO: Departmental Human Resource Officers
County Personnel Officers

FROM: Derek M. Mizuno, Administrator

SUBJECT: EUTF Enrollment Tips

EUTF Benefits Administration System (BAS)

Please reference the attached charts (by employer) for guidance on submitting changes for common events. We would like to encourage all new hires to utilize the BAS to enroll instead of submitting an EC-1 form. An EC-1 form can be submitted as necessary or at the preference of the employee. Please keep in mind that a New Hire EC-1 form must include the following:

- Full name
- Full Social Security Number (SSN)
- Birthdate
- Gender
- Employment start date
- Physical and mailing address
- Employee's signature
- The employer section must be completed and must include the bargaining unit

Failure to properly and legibly complete all the required fields will result in a processing delay and impact the employee's enrollment and payroll deductions.

Please be advised that entering an incorrect social security number (SSN) in Ariel or via HRIS file or EC-1 form will result in the creation of a duplicate record that cannot be deleted. Please contact the EUTF immediately if you become aware that this error has occurred and we will correct the existing record with the accurate SSN.

Please visit the EUTF Learning Center HRO/Personnel Support Page,
<https://eutfemployersonly.hawaii.gov>.

If your department is in need of additional support to expand your use and comfort level with the BAS, please contact Jessica McDonald, Member Services Branch Manager, at
Jessica.s.mcdonald@hawaii.gov.

Leave Without Pay L-1 Forms

Employers are only required to submit the L-1 form to the EUTF in the following situations:

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.

1. Employee decides to waive coverage OR
 2. Employee continues coverage and is on Family Medical Leave (FMLA) or military leave.
- Please do not submit L-1 Forms if the aforementioned criteria are not met. Please continue to provide the employee with the L-1 form to inform them of their options to waive their health benefits or maintain their enrollment by making payments directly to the EUTF for the duration of their leave.

Axway Reminders

Employers may submit documents to the EUTF securely by using Axway, ETS’ secure file transfer service. If your department is already using Axway, please review the attached document as a refresher and share with new staff. Please be advised that the instructions must be followed exactly to ensure EUTF receives the files. If you are interested in using Axway or have questions or issues with Axway, please contact the EUTF Service Desk at dbf.eutf.servicedesk@hawaii.gov for assistance.

Contacting the EUTF

General questions relating to enrollment, eligibility, etc.	Phone: (808)586-7390 option 2 Email: eutf@hawaii.gov
Accounting-related questions	Phone: (808)586-7390 option 3
Submitting forms and documents	<u>Axway</u> (preferred) <u>Fax</u> (preferred): (808)586-2161 <u>Mail or drop-off:</u> 201 Merchant Street, Suite 1700 Honolulu, HI 96813 <u>Inter-office delivery</u> if available. <i>Email submissions are not accepted.</i>
Questions specific to access or issues with the employer portal	Email: eutfemployer@hawaii.gov
Questions specific to access or issues with Axway	Email: dbf.eutf.servicedesk@hawaii.gov

Tips

- Avoid calling during peak hours (Mondays, the day following a holiday, and during lunch). Best times to call are Wednesday-Friday afternoons.
- You can submit general inquiries to our Member Services email at eutf@hawaii.gov.
- Visit the EUTF website at eutf.hawaii.gov for forms, general information, the EUTF reference guide, and more.
- Visit the Learning Center at <https://eutfemployersonly.hawaii.gov> for training materials for both employers and employees.
- Check status by accessing an employee’s record through the employer portal to confirm:
 - A form or supporting documents were received by checking the Incoming Documents
 - An event was processed by checking Enrollment History
 - Current coverage by checking Coverage

Please reference the **EUTF Ariel BAS Basics** training document attached for instructions on accessing the features detailed above.

EMPLOYER: Executive Branch, Legislature (House, Senate and Legislative Service Agencies), Office of Hawaiian Affairs (OHA), Hawaii Health Systems Corporation (HHSC) including all hospitals

Event	Notes	Submit an EC-1 Form?
New Hires AND Transfer-in from a non-State employer* (Change in Public Employer)	Employer to create a new hire record in the BAS by using the “Add Participant Tool”. Employee is then mailed by the BAS an Invite to Enroll letter and employee can enroll through the Member Portal. OR Employee to submit an EC-1 Form via employer.	No Yes
Transfers within the State	Transfers within the Executive Branch: Weekly file from HIP is uploaded into the BAS and the employee's employment information (e.g., department, BU, security) is updated in the BAS. All other Transfer-INS should be submitted via EC-1 form.	No Yes (qualifying event is transfer-in).
Terminations AND Transfer-outs	Weekly file from HIP is uploaded into the BAS and the employee is terminated in the BAS.	No, unless you are reporting a termination/transfer-out more than 30 days after the event. Yes, if termination/transfer-out was not electronically updated in HIP.
Employee Demographic Updates (name, gender, BU, address change)	Weekly file from HIP is uploaded into the BAS and the employee's demographic information is updated in the BAS.	No
Dependent Demographic Updates	This information is not captured via HRIS file.	Yes
All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)	This information is not captured via HRIS file.	Yes

* For the purpose of Transfers and Change in Public Employer, employers are defined as:

- State of Hawai'i (including Executive Branch, Legislature, OHA, HHSC, Judiciary, DOE, UH, and all Charter Schools)
 - City and County of Honolulu (including Board of Water Supply and HART)
 - County of Hawai'i (including Department of Water Supply)
 - County of Kaua'i (including Department of Water Supply)
 - County of Maui

EMPLOYER: University of Hawai‘i (UH), Department of Education (DOE), Judiciary, Charter Schools

Event	Notes	Submit an EC-1 Form?
New Hires, Transfer-in from a non-State employer* (Change in Public Employer) AND Transfer-in from another State Department	HRIS file is uploaded into the BAS by the employer and a new hire record is created. Employee is then mailed by the BAS an Invite to Enroll letter and employee can enroll through the Member Portal.	No Yes, if you receive error message “SSN: Member already belongs to the organization that you are trying to add to”.
Terminations, Transfer-out to Another State Department AND Transfer-out to a non-State employer* (Change in Public Employer)	HRIS file is uploaded into the BAS by the employer and the employee is terminated in the BAS.	No, unless you are reporting a termination/transfer-out more than 30 days after the event. Yes, if termination/transfer-out was not electronically updated. (Exception – Yes for transfers to Charter Schools to ensure continuous coverage)
Employee Demographic Updates (name, gender, BU, address change)	HRIS file is uploaded into the BAS by the employer and the employee’s demographic information is updated in the BAS.	No
Dependent Demographic Updates	This information is not captured via HRIS file.	Yes
All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)	This information is not captured via HRIS file.	Yes
<p>* For the purpose of Transfers and Change in Public Employer, employers are defined as:</p> <ul style="list-style-type: none"> State of Hawai‘i (including Executive Branch, Legislature, OHA, HHSC, Judiciary, DOE, UH, and all Charter Schools) • City and County of Honolulu (including Board of Water Supply and HART) • County of Hawai‘i (including Department of Water Supply) • County of Kaua‘i (including Department of Water Supply) • County of Maui 		

EMPLOYER: City and County of Honolulu, County of Maui, and County of Kaua'i****

Event	Notes	Submit an EC-1 Form?
New Hires AND Transfer-in from a different employer* (Change in Public Employer)	HRIS file is uploaded into the BAS by the employer and a new hire record is created. Employee is then mailed by the BAS an Invite to Enroll and employee can enroll through the Member Portal. OR Employee to submit an EC-1 Form via employer.	No Yes
Transfers within CCHON, within County of Maui, or within County of Kaua'i	HRIS file is uploaded into the BAS by the employer and the employee's employment information (e.g., department, BU, security) is updated in the BAS.	No
Terminations AND Transfer-out to a different employer* (Change in Public Employer)	HRIS file is uploaded into the BAS by the employer and the employee is terminated in the BAS.	No, unless you are reporting a termination/transfer-out more than 30 days after the event. Yes, if termination/transfer-out was not electronically updated.
Employee Demographic Updates (name, gender, BU, address change)	HRIS file is uploaded into the BAS by the employer and the employee's demographic information is updated in the BAS.	No
Dependent Demographic Updates	This information is not captured via HRIS file.	Yes
All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)	This information is not captured via HRIS file.	Yes

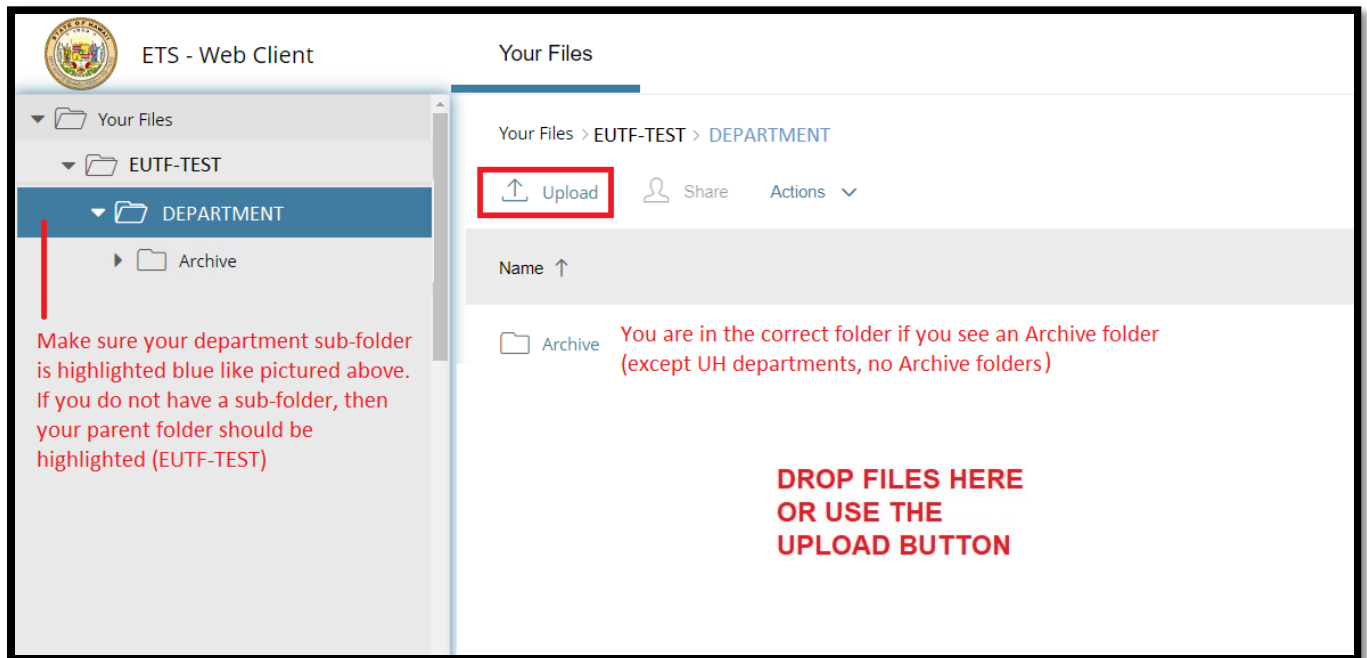
* For the purpose of Transfers and Change in Public Employer, employers are defined as:
 State of Hawai'i (including Executive Branch, Legislature, OHA, HHSC, Judiciary, DOE, UH, and Charter Schools)

- City and County of Honolulu (including Board of Water Supply and HART)
- County of Hawai'i (including Department of Water Supply)
- County of Kaua'i (including Department of Water Supply)
- County of Maui

** EC-1 forms must be submitted in all scenarios for Kaua'i Department of Water Supply and Honolulu Authority for Rapid Transportation until further notice.

Uploading to Axway folders

1. Navigate to <https://etsmft.hawaii.gov> and enter your user ID and password.
2. Once you are logged in, your screen should look like the image below. Select your upload folder in the left column and expand your parent folder if your department uploads to a sub-folder. You will be able to drag and drop files into the open space or you can use the upload button.



3. Only upload files with a **.pdf, .tiff, or .tif** file extension (ex. 20210325-085532.pdf).
4. Please avoid using the same file name more than once. If you feel you did not upload a file correctly, you can check with dbf.eutf.servicedesk@hawaii.gov or re-upload the file using a different file name.
5. Most departments will simply use the file name created by their scanning device which is usually a timestamp (ex. 20210325-085532.pdf), that works best. Please avoid using employee's name in the file name for security purposes.
6. Please do not upload any files into the Archive folder. Once EUTF picks up the files, a copy will be placed in the Archive and your upload folder will be empty.

Please email the EUTF Service Desk at dbf.eutf.servicedesk@hawaii.gov with any questions regarding your Axway account or if you wish to do testing beforehand, and indicate your Axway username.