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December 20, 2023

TO: Departmental Human Resource Officers  
County Personnel Officers

FROM: Derek M. Mizuno, Administrator

SUBJECT: EUTF Benefits Administration System – Upcoming Plans (December 15, 2023 Teams meeting summary)

Thank you for your patience and understanding over the past 19-months since we went live on our new benefits administration system (BAS) on May 5, 2022. Needless to say, we struggled with the new BAS but slowly the system and internal processes have improved. A handful of employers (the DOE, UH, the Judiciary, the Honolulu Board of Water Supply and the County of Maui) are experiencing the benefits of the BAS member self-service online portal (Member Portal) which eliminates the need for hard copy EC-1 enrollment forms for new hires, terminations, internal transfers and demographic changes (e.g., address and BU changes). Other employers (the State executive branch, the Legislature, OHA, HHSC, the County of Kauai and the City & County of Honolulu) are experiencing limited benefits or are in the process of expanding usage. We continue to encourage all employers to utilize the features of the new BAS.

We are pleased to announce the next phase of the new BAS to expand current employee utilization of the Member Portal for qualifying events (e.g., marriages, births, loss of coverage, etc.) and 2024 open enrollment (April 2024). We believe this is the next step for employers already utilizing the Member Portal and a good way for other employers to experience the benefits (i.e. less administrative work) of the Member Portal. The Member Portal is currently accessible to all employees to initiate a qualifying event, upload required documents, and complete changes without an EC-1 enrollment form. We also plan to open the Member Portal to employees during open enrollment to make plan/dependent changes, upload required documents, and complete changes without an EC-1 enrollment form. To avoid overloading the BAS and EUTF staff during open enrollment, we will be encouraging employees prior to April to log onto the Member Portal to view their current coverage and options, including enrollment in the free life insurance during Open Enrollment. We will be rolling the Member Portal out in phases by employer (see tentative timeline attached) and will provide online tutorials and FAQs.

Please feel free to contact Jessica McDonald, Member Services Branch Manager, at [Jessica.s.mcdonald@hawaii.gov](mailto:Jessica.s.mcdonald@hawaii.gov) if you need further support in making this transition.

Attached is an updated Common Events Chart for guidance on submitting changes for common events. Please be advised, an EC-1 enrollment form can still be submitted as necessary or at the preference of the employee. However, we are strongly encouraging employers to utilize the BAS as detailed in the Common Events Chart.

**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.

**Launch Timeline**

<b><i>Employer</i></b>	<b><i>Target Launch Date</i></b>
County of Maui County of Kauai (including Department of Water Supply)	1/8/24
Executive Branch OHA Judiciary Legislature HHSC	1/29/24
DOE Charter Schools	2/19/24
University of Hawaii	3/4/24
City and County of Honolulu (including Board of Water Supply) County of Hawaii (including Department of Water Supply)	3/18/24

## **EUTF BAS FAQs**

### **Will employers be notified when an employee makes an enrollment change through the Member Portal and how will employers know to make adjustments to payroll?**

All employers receive a payroll file and premium deduction files from the EUTF with employee payroll deductions. Employers also receive a member master file containing enrollment information. If employees make an enrollment change that impacts their premium deductions, these changes will be reflected on the payroll files provided to the employers by the EUTF. Employers can contact [eutfemployer@hawaii.gov](mailto:eutfemployer@hawaii.gov) for reporting requests.

### **When and how can employers create New Hire records?**

New Hire records are being created in the BAS either through the employer's HRIS file, by the Add Participant Tool, or by EC-1 form. Please refer to the Common Events Chart attached to determine how your employer is submitting New Hires. New Hire records cannot be created until their start date regardless of how they are being submitted. Employers can include New Hires on their HRIS file or use the Add Participant tool upon the employee's start date.

### **How do New Hires know to enroll in benefits through the Member Portal?**

Once a New Hire record is created, the BAS will automatically generate an Invite to Enroll letter, which will be mailed via USPS to the mailing address on file. The Invite to Enroll will prompt the employee to log into the Member Portal and the New Hire event will be displayed on their home page.

### **How do employees log into the Member Portal for the first time?**

State Executive branch employees can access the Member Portal through Microsoft single sign-on. All other employees will need to follow the prompts to register for the first time. They will need to enter the last four digits of their Social Security Number, date of birth, and mailing zip code. The employee will then be prompted to create a password and setup two-factor identification. Detailed guides for New Hires can be found at <https://eutf.hawaii.gov/learning-center/lc-active/new-hire/>.

### **Will EC-1 forms be accepted for Open Enrollment and Qualifying Events?**

We strongly encourage use of the Member Portal for Open Enrollment and Qualifying Events. However, an EC-1 form can be submitted as necessary or at the preference of the employee.

### **Why are letters sent to employees not always available in the Employer Portal Outgoing Documents?**

Outgoing Documents will display all documents that are automatically generated by the BAS (e.g. confirmation notices, COBRA notices, etc.). Letters that are manually generated by EUTF staff will not appear in Outgoing Documents. Manually generated letters will appear in Incoming Documents and will be labeled File Copy- NO ACTION REQUIRED/NO WORKFLOW.

### **Can employees enroll in life insurance through the Member Portal?**

Yes, employees will be offered the opportunity to enroll in life insurance each time they trigger a qualifying event and during Open Enrollment. The EUTF does not request or store beneficiary forms. Employers should include the current beneficiary form with their onboarding documents. The life insurance carrier (Securian) will also contact employees who have not yet designated a beneficiary.

### **How do employees report a change if they are enrolled in the Premium Conversion Plan (State of Hawaii) or other pre-tax program?**

The EUTF captures pre-tax enrollment for the State of Hawaii (PCP) and the County of Maui only. All employees should continue to complete the PCP-2 form (State of Hawaii) or other applicable pre-tax form as required. PCP-2 forms (State of Hawaii) should be sent to the Department of Human Resources and Development.

**Who can I contact if I'm experiencing issues with the Employer Portal?**

Please contact [eutfemployer@hawaii.gov](mailto:eutfemployer@hawaii.gov) for questions specific to access or issues with the employer portal.

**How can I access the recording of the 12/15/23 EUTF BAS Update meeting?**

Please visit the HRO/Personnel Support page at <https://eutfemployersonly.hawaii.gov/home/resources/memos/>.

**How can I access Employer Memos, training materials, etc.?**

Please visit the HRO/Personnel Support page at <https://eutfemployersonly.hawaii.gov/>.

**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?
<b>New Hires AND Transfer-in from a non-State employer* (Change in Public Employer)</b>	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
<b>Transfers within the State</b>	<b>Transfers within the Executive Branch:</b> 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.  <b>All other Transfer-INS should be submitted via EC-1 form.</b>	No  Yes (qualifying event is transfer-in).
<b>Terminations AND Transfer-outs</b>	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.
<b>Employee Demographic Updates (name, gender, BU, address change)</b>	Weekly file from HIP is uploaded into the BAS and the employee's demographic information is updated in the BAS.	No
<b>Dependent Demographic Updates</b>	This information is not captured via HRIS file.	Yes
<b>All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)</b>	Employee triggers a Qualifying Event via the Member Portal. OR Employee to submit an EC-1 Form via employer.	No  Yes
<p>* For the purpose of Transfers and Change in Public Employer, employers are defined as:</p> <ul style="list-style-type: none"> <li>State of Hawai'i (including Executive Branch, Legislature, OHA, HHSC, Judiciary, DOE, UH, and all Charter Schools)</li> <li>• City and County of Honolulu (including Board of Water Supply and HART)</li> <li>• County of Hawai'i (including Department of Water Supply)</li> <li>• County of Kaua'i (including Department of Water Supply)</li> <li>• County of Maui</li> </ul>		

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

Event	Notes	Submit an EC-1 Form?
<b>New Hires, Transfer-in from a non-State employer* (Change in Public Employer) AND Transfer-in from another State Department</b>	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”.
<b>Terminations, Transfer-out to Another State Department AND Transfer-out to a non-State employer* (Change in Public Employer)</b>	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)
<b>Employee Demographic Updates (name, gender, BU, address change)</b>	HRIS file is uploaded into the BAS by the employer and the employee’s demographic information is updated in the BAS.	No
<b>Dependent Demographic Updates</b>	This information is not captured via HRIS file.	Yes
<b>All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)</b>	Employee triggers a Qualifying Event via the Member Portal. OR Employee to submit an EC-1 Form via employer.	No  Yes
<p>* For the purpose of Transfers and Change in Public Employer, employers are defined as:</p> <p>State of Hawai‘i (including Executive Branch, Legislature, OHA, HHSC, Judiciary, DOE, UH, and all Charter Schools)</p> <ul style="list-style-type: none"> <li>• City and County of Honolulu (including Board of Water Supply and HART)</li> <li>• County of Hawai‘i (including Department of Water Supply)</li> <li>• County of Kaua‘i (including Department of Water Supply)</li> <li>• County of Maui</li> </ul>		

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

Event	Notes	Submit an EC-1 Form?
<b>New Hires AND Transfer-in from a different employer* (Change in Public Employer)</b>	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
<b>Transfers within CCHON, within County of Maui, or within County of Kaua'i</b>	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
<b>Terminations AND Transfer-out to a different employer* (Change in Public Employer)</b>	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.
<b>Employee Demographic Updates (name, gender, BU, address change)</b>	HRIS file is uploaded into the BAS by the employer and the employee's demographic information is updated in the BAS.	No
<b>Dependent Demographic Updates</b>	This information is not captured via HRIS file.	Yes
<b>All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)</b>	Employee triggers a Qualifying Event via the Member Portal. OR Employee to submit an EC-1 Form via employer.	No  Yes
<p>* For the purpose of Transfers and Change in Public Employer, employers are defined as:</p> <p>State of Hawai'i (including Executive Branch, Legislature, OHA, HHSC, Judiciary, DOE, UH, and Charter Schools)</p> <ul style="list-style-type: none"> <li>• City and County of Honolulu (including Board of Water Supply and HART)</li> <li>• County of Hawai'i (including Department of Water Supply)</li> <li>• County of Kaua'i (including Department of Water Supply)</li> <li>• County of Maui</li> </ul> <p>** 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.</p>		

