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HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
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July 1, 2024

TO: Departmental Human Resource Officers
County Personnel Officers

FROM: Derek M. Mizuno, Administrator

SUBJECT: EUTF Periodic Update

[EUTF Employer HRO/Personnel Support Website](#)

Employers can find memos, announcements, and resources at our new HRO/Personnel Support website at <https://eutfemployersonly.hawaii.gov>. Resources include past memos, training videos, and standard operating procedures for the Employer Portal. Also available on the website and enclosed is the **Current Benefits Administration System (BAS) Usage Chart**, which details BAS functionality and when an EC-1 form is not needed. The EUTF encourages employers to bookmark and periodically visit the HRO/Personnel Support website for reminders and updates.

[EUTF Employer Portal Training for System Administrators](#)

The EUTF is hosting a virtual User Management training on Thursday July 18th at 1:30 p.m. This training will cover new user setup, enable/disable/unlock user, and password reset functionality. This training is intended for Employer Portal users in an administrative role only. Please sign up here: [Microsoft Virtual Events Powered by Teams](#)

[EUTF Learning Center Resources](#)

The EUTF has updated our Learning Center resources for new and existing employees. Employees can be directed to the following resources:

[New Hires](#)

- New Hire Enrollment Guide
- Member Self-Service Portal Instructions for First-Time Users
- New Hire Member Self-Service Portal Guide (step-by-step instructions on completing the New Hire event in the Member Portal)

[Qualifying Events](#)

- Common Qualifying Event Chart
- Member Self-Service Portal Instructions for First-Time Users
- Member Self-Service Portal Guide by Qualifying Event (step-by-step instructions on completing events in the Member Portal)

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.

Disenroll Due to Enrollment in Other Coverage Enrollment Period Extended to Ninety (90) Days

The enrollment period for Disenroll Due to Enrollment in Other Coverage (previously Acquisition of Coverage) has been extended from 45-calendar days to 90-calendar days. Please be advised that this change is not yet in effect in the Member Portal, which is still set to a 45-calendar day enrollment period. Employees who are outside 45-calendar days from the effective date of their non-EUTF coverage will need to submit an EC-1 enrollment form and required documentation to the EUTF within 90-calendar days.

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	Axway (preferred) Fax (preferred): (808)586-2161 Mail or drop-off: 201 Merchant Street, Suite 1700 Honolulu, HI 96813 Inter-office delivery if available. Email submissions are not accepted.
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.

Current BAS Usage Chart

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, at the choice of the employee or if you receive error message “SSN: Member already belongs to the organization that you are trying to add to” when using Add Participant.
Transfers within the State	<u>Transfers within the Executive Branch:</u> 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. <u>All other Transfer-INS should be submitted via EC-1 form.</u>	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.)	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"> 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 		

Current BAS Usage Chart

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. OR Employee to submit an EC-1 Form via employer.	No Yes
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.)	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"> 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 		

Current BAS Usage Chart

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.)	Employee triggers a Qualifying Event via the Member Portal. OR Employee to submit an EC-1 form via employer.	No 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.

Current BAS Usage Chart

EMPLOYER: County of Hawai'i

Event	Notes	Submit an EC-1 Form?
New Hires AND Transfer-in from a different 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 and employee can enroll through the Member Portal. OR Employee to submit an EC-1 Form.	No Yes
Employee Demographic Updates (name, gender, BU, address change, transfer within County)	None.	Yes or Change of Address form.
All other Qualifying events (e.g. Marriage, Birth, Divorce, etc.)	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"> 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 		