

EUTF New Benefits Administration System

February 20, 2020

Background

- ▶ EUTF provides health and life insurance benefits to eligible Hawaii State and county employees (66,000) and dependents (61,000), retirees (49,000) and dependents (22,000).
- ▶ EUTF's Benefits Administration System (BAS) serves as the backbone of the EUTF's daily operations - enrolling and terminating members; transmitting enrollment and demographic information to insurance carriers; billing and collecting premiums from employers, employees and retirees; and remitting payments to vendors.
- ▶ EUTF is a covered entity under the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and must maintain compliance with HIPAA Privacy and Security rules ensuring confidentiality, integrity and availability of the data.
- ▶ EUTF currently uses Vitech's V3 BAS (Oracle database, maintained at Microsoft Azure) deployed in 2009 at a cost of \$10.5 million with annual maintenance costs of \$1.0 million. Since V3 BAS is pension based, significant customizations have been made to meet the EUTF's needs resulting in no updates to the software.

Business Case for a New BAS (Members and Employers)

Member Benefits

- ▶ Employees and retirees are unable to self-enroll in benefit programs and/or submit changes via a web portal.
- ▶ Communication is limited to U.S. mail.

Employers

- ▶ Employers are unable to access the BAS to view employee information (even if there's an executed confidentiality agreement - Counties of Hawaii, Maui and Kauai; City and County of Honolulu; Honolulu Board of Water Supply, County of Hawaii Water Supply; and the State - DHRD, ETS, UH, AG, Agriculture, B&F, Health, Hospitals, Library, OHA, and Public Safety).
- ▶ The EUTF is unable to electronically receive/transfer employee enrollment (e.g., termination and leave without pay) and demographic data from/to the State and county.

Status Update

Feasibility Study completed	9/18
2019 Legislature approved budget of \$10.4 million	4/12/19
RFP for project manager released	9/25/19
Contract award for project manager	3/20
RFP for new BAS released	11/27/19
Proposals due for new BAS	1/24/20
Contract award for BAS vendor	3/20
Implementation start date	5/1/20
Go-Live	11/1/21

Member Self-Service

1. Members are provided username and password to initially log on.
2. When logging on, members can agree to allow 1) notifications via text and/or email 2) EUTF sharing of home phone, cell phone and emails with carriers.
3. Members can make qualifying event and open enrollment changes and upload supporting documents. If the new BAS has new hire demographic information (via employer self service or through an upload), new hires can enroll in plans online. The portal will include instructions and supporting document requirements.
4. Employer certifies (if required by employer) and EUTF staff reviews the change and supporting documents and approves.
5. Member receives notification of approval and payroll deduction information (all employers) via the portal. Employers can receive emails of transactions that can be downloaded in a report for specified time periods for upload into their payroll system.
6. Members can also receive emails about upcoming events and notices (e.g., open enrollment, Enrollment Tips memos, etc.)
7. Members will also be able to view employment, demographics (e.g., address, e-mail, marital status, etc.), dependent information, premium deductions and charges, health benefit plans enrolled in, and Premium Conversion Plan (PCP) elections (State and possibly Counties).

Employer Self-Service

1. Able to view employee information (e.g., demographic data, health benefit plans, dependent information, premium information) if there is an executed confidentiality agreement
2. View and approve (if required by employer) employee life events initiated through employee self service
3. Import and export payroll or other demographic data files
4. Access EUTF forms
5. Report changes in employee employment status (e.g., termination, LWOP, transfer to another department or employer) without completing a EC-1.
6. Directly enter employee demographic changes
7. View employer billing information (e.g. active employee premiums, retiree premiums, OPEB prefunding contributions)
8. Generate and schedule reports
9. Upload documents

Impact to Employers

- 1) Less EC-1s to process throughout the year and during open enrollment
- 2) Ability to look up individual information
- 3) Ability to sort and prepare reports on aggregate information

Next Steps

Work with Employers to:

- 1) Determine controlling address
- 2) Employer responsibilities (e.g., approval of member EC-1s)
- 3) Create a list of standard employer reports
- 4) Create interfaces

Other Projects

1. Transfer of EC-1s via Axway
2. Open Enrollment for Active Employees - April 1-30, 2020
 1. Flyers and rates to be mailed out during the week of March 9, 2020
3. New Hire Enrollment Guide and on demand video available on the EUTF website
4. Wellness Fairs