



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
201 MERCHANT STREET, SUITE 1700
HONOLULU, HAWAII 96813
Oahu (808) 586-7390
Toll Free 1(800) 295-0089
www.eutf.hawaii.gov

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October 9, 2020

FOR DISTRIBUTION TO EMPLOYERS

TO: Departmental Human Resource Officers
County Personnel Officers

FROM: Derek M. Mizuno, Administrator

A blue ink signature of Derek M. Mizuno, written in a cursive style.

SUBJECT: EUTF Enrollment Tips

From time to time, EUTF will be sharing enrollment tips to assist employers and/or employees.

EUTF Operations

EUTF operations continue during the COVID-19 pandemic. However, the EUTF office is closed to the public until further notice. EUTF staff continue to assist members by phone at (808) 586-7390 or toll-free 1-800-295-0089. Telephone wait times may be longer than normal because the majority of EUTF staff are working from home. For general questions email us at eutf@hawaii.gov. Member specific enrollment and/or benefit questions will not be answered via the EUTF email due to HIPAA privacy concerns. Additionally, the EUTF email does not accept attachments for security reasons. Members can visit the EUTF website at eutf.hawaii.gov for more information about eligibility and benefits.

We thank you for your patience and understanding as we try to keep employees safe while still serving our members.

Inquiries About Processing Status or Documents Received

EUTF's goal is to process a completed enrollment request/change within 14-business days of receipt, if the enrollment form is properly completed and all required supporting documentation is included. If a member wishes to inquire whether EUTF has received a document, please give at least a week after mailing.

HRO/CPO Training Webinars

Does your human resource office need assistance accessing EUTF forms and qualifying life event resources? Departmental human resource officers and County personnel officers can attend a 45-minute live training that will discuss how to review and submit employee enrollment forms and supporting documents to the EUTF, tips on navigating the EUTF website to find all the resources you need, and other frequently asked questions.

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.

HRO/CPO Webinar Schedule

Date	Time
11/17/2020	9:30 – 10:15 am, 11:00 – 11:45 am
11/20/2020	

To access the webinar, go to eutf.hawaii.gov on the day of the event and select “Learning Center” in the menu bar. Click the “Webinar” tab and select the desired webinar. Registration is not required.

Pre-Retirement Health Benefits Webinars

Attend a Pre-Retirement Health Benefits Webinar and learn about how to apply for EUTF retiree health insurance benefits. It’s never too early to start planning for your future. Whether you plan to retire in a few months or a few years from now, join us for a 60-minute presentation to learn about applying for your EUTF retiree health insurance benefits. Topics covered will include:

- Dependent eligibility
- Health plan options
- Medicare
- Differences between active employee and retiree plan
- Completing the EC-2 enrollment form
- Premiums and contributions
- Making changes to your plans

Pre-Retirement Health Benefits Webinar Schedule

Date	Time
10/14/2020	11:00 – 12:00 pm, 12:30 – 1:30 pm
11/10/2020	11:00 – 12:00 pm, 12:30 – 1:30 pm
11/19/2020	11:00 – 12:00 pm, 12:30 – 1:30 pm
12/8/2020	11:00 – 12:00 pm, 12:30 – 1:30 pm
12/10/2020	11:00 – 12:00 pm, 12:30 – 1:30 pm

To access the webinar, go to eutf.hawaii.gov on the day of the event and select “Learning Center” in the menu bar. Click the “Webinar” tab and select the desired webinar. Registration is not required.