



JOSH GREEN, M.D.
GOVERNOR

SYLVIA LUKE
LIEUTENANT GOVERNOR

**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

BOARD OF TRUSTEES
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ADMINISTRATOR
DEREK M. MIZUNO

ASSISTANT ADMINISTRATOR
DONNA A. TONAKI

March 6, 2024

**NOTICE OF MEETING OF THE BOARD OF TRUSTEES
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

DATE: March 12, 2024, Tuesday

TIME: 9:00 a.m.

PLACE: HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND (EUTF)
CITY FINANCIAL TOWER
201 MERCHANT STREET, SUITE 1700
HONOLULU, HAWAII

A G E N D A

**OPEN SESSION PARTICIPATION IN PERSON, VIA TELECONFERENCE AND
VIA TELEPHONE**
(see below for teleconference and telephone details)

- I. Call to Order
- II. Review of Minutes – February 13, 2024
- III. Old Business
 - A. Benefits Administration System Implementation Status Update
 - B. Maui Update
 - C. 2024 EUTF Related Legislation
- IV. Investment Committee Report
 - A. Quarterly Performance Report – Q4 2023
 - B. Manager Watch Status Recommendation
 - C. Quarterly Real Assets Report and Annual Portfolio Review – Q3 2023
 - D. Quarterly Private Equity Report – Q3 2023
 - E. Quarterly Private Credit Report – Q3 2023
 - F. OPEB Asset-Liability Study Part 2 – Capital Market Assumptions

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.

V. Reports

A. Segal

1. Legislative Update

B. Administrator

1. Meetings with Legislators and Unions
2. Staffing Update
3. Training

C. EUTF Managers' and Program Specialists' Reports

1. Member Services Branch (MSB)
 - a. MSB Data
 - b. Outreach & Training
 - c. 2024 Active Employee Open Enrollment
 - d. Launch of Member Self-Service Portal
2. Information Systems (IS)
 - a. EUTF New Benefits Administration System (BAS) Project
 - b. EUTF New Benefits Administration System (BAS) Project – Data Conversion
 - c. Security Assessment
 - d. Enrollment Counts
3. Eligibility and Enrollment Report
 - a. Audits Currently in Progress
 - b. Point in Time Reconciliation Audits
 - c. Recurring Audits
4. Health and Wellness Report
 - a. Worksite Wellness
 - b. Preventive Health
 - c. Chronic Disease Management
5. Financial Services Branch (FSB)
 - a. FSB Performance Data
 - b. Refunds and Medicare Part B Overpayments Status
 - c. EUTF Collections
 - d. Financial Statements as of November 30 and December 31, 2023

D. Carrier Reports

1. CVS Caremark
2. SilverScript
3. Hawaii Dental Service (HDS)
4. Hawaii Medical Service Association (HMSA)
5. Humana
6. Kaiser Health Foundation
7. Securian
8. Verdegard Administrators (formerly known as HMA)
9. Vision Service Plan (VSP)

VI. Executive Session

A. Investment Committee Report

1. Private Equity Manager Evaluation [Authorized under HRS 92-5(a)(8) and HRS 87A-31(g)]
2. Private Credit Manager Evaluation [Authorized under HRS 92-5(a)(8) and HRS 87A-31(g)]
3. Private Real Assets Manager Evaluation [Authorized under HRS 92-5(a)(8) and HRS 87A-31(g)]
4. RFP No. 22-002 Investment Consulting Services [Authorized under HRS 92-5(a)(8) and HRS 103(d)]

B. Deputy Attorney General Legal Opinions [Authorized under HRS 92-5(a)(4)]

C. Review of Minutes – February 12, 2024 [Authorized under HRS 92-5(a)(8) and 92-9(b)]

VII. Next Meeting

Tuesday, April 16, 2024, 9:00 a.m. – EUTF related legislation and Benefits Committee Report

VIII. Adjournment

If you need an auxiliary aid/service or other accommodation due to a disability, please contact Ms. Desiree Yamauchi at (808) 587-5434 or eutfadmin@hawaii.gov, as soon as possible, preferably at least 3 business days prior to the meeting. Requests made as early as possible have a greater likelihood of being fulfilled.

Testimony may be submitted prior to the meeting via email to eutfadmin@hawaii.gov or via postal mail to: Hawaii Employer-Union Health Benefits Trust Fund, Attn: Board Meeting-Testimony, 201 Merchant Street, Suite 1700, Honolulu, HI 96813. Please include the word “testimony”, the agenda item number, and subject matter following the address line. There is no deadline for submission of testimony, however, the EUTF requests that all written testimony be received no later than 9:00 a.m., one (1) business day prior to the meeting date in order to afford Board members adequate time to review materials.

To view the meeting and provide live oral testimony during the meeting, following are the Microsoft Teams Meeting details:

- [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGRjMzk5OTctYTc5YS00NmNiLThlMWQtMGMxNGU1ZGZjNTEx%40thread.v2/0?context=%7b%22Tid%22%3a%223847dec6-63b2-43f9-a6d0-58a40aaa1a10%22%2c%22Oid%22%3a%221ec28820-992a-428a-a6a0-44c156209163%22%7d) or copy and paste the following URL into your browser:
https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGRjMzk5OTctYTc5YS00NmNiLThlMWQtMGMxNGU1ZGZjNTEx%40thread.v2/0?context=%7b%22Tid%22%3a%223847dec6-63b2-43f9-a6d0-58a40aaa1a10%22%2c%22Oid%22%3a%221ec28820-992a-428a-a6a0-44c156209163%22%7d
 - For instructions to turn on live captions in Microsoft Teams, [please click here.](#)
- Dial-in number: [+1 808-829-4853](tel:+18088294853) United States, Honolulu (Toll)
- Phone Conference ID: 684 234 124#

The Board packet can be accessed at the EUTF website (eutf.hawaii.gov) through the Events Calendar forty-eight (48) hours prior to the meeting. A copy of the packet will also be available for public inspection in the EUTF office at that time.

Please contact Ms. Desiree Yamauchi at (808) 587-5434 or eutfadmin@hawaii.gov if you have any questions.

Upon request, an electronic copy of this notice can be provided.

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

Minutes of the Board of Trustees

Tuesday, February 13, 2024

TRUSTEES PRESENT

Ms. Jacqueline Ferguson-Miyamoto, Chairperson
Mr. James Wataru, Vice Chairperson
Mr. Wesley Machida, Secretary-Treasurer
Mr. Christian Fern
Ms. Audrey Hidano

Ms. Sabrina Nasir (entered at 11:04 a.m.)
Mr. Osa Tui
Ms. Maureen Wakuzawa
Mr. Ryan Yamane
Mr. Robert Yu

TRUSTEES ABSENT

None

ATTORNEY

Mr. Michael Chambrella, Deputy Attorney General

EUTF STAFF

Mr. Derek Mizuno, Administrator
Ms. Donna Tonaki, Assistant Administrator
Ms. Desiree Yamauchi
Ms. Amy Cheung (via video conference)
Mr. Marvin Judd (via video conference)
Ms. Emily Kaimulua (via video conference)

Ms. Katie Matsushima (via video conference)
Ms. Jessica McDonald (via video conference)
Mr. Todd Nishida (via video conference)
Ms. Lara Nitta (via video conference)
Ms. Melissa Tom (via video conference)

CONSULTANTS

Ms. Shelley Chun, Segal Consulting (via video conference) Mr. Stephen Murphy, Segal Consulting

OTHERS PRESENT (via video or audio conference)

Ms. Stacia Baek, HDS
Ms. Sandra Benevides, CVS
Ms. Carol Bernal, Verdegard
Mr. Ty Bowers, CVS
Mr. Su Chai, Kaiser
Mr. Francis Cuenca, CVS
Ms. Erin Dey, Humana
Mr. Joe Ebisa, WithIntelligence
Mr. Thomas England, Kaiser
Ms. Samantha Furutani, CVS
Ms. Reyna Galinato, HMSA
Dr. Rupal Gohil, HMSA
Mr. Galen Haneda, HMSA
Ms. Monica Kim, VSP
Ms. Mae Kishimoto, HSTA-Retired

Ms. Joey Lee, HDS
Mr. Chris Letoto, HMSA
Ms. Charina Masatsugu, Kaiser
Ms. Denise Mercil, Securian
Dr. Christopher Miura, Kaiser
Mr. Kurt Neuenfeld, CVS
Mr. Dave Shiroma, Kaiser
Ms. Jenny Smith, Humana
Dr. Rodd Takiguchi, Kaiser
Mr. Troy Tomita, Kaiser
Ms. Anne VanHaaren, CVS
Mr. Dany Vignola, TELUS Health
Mr. Scott Yamaguchi, Kaiser
Mr. Isaac Yuen, HMSA

I. CALL TO ORDER

The meeting of the Board of Trustees of the Hawaii Employer-Union Health Benefits Trust Fund (EUTF) was called to order at 9:00 a.m. by Chairperson Jacqueline Ferguson-Miyamoto, in the EUTF Board Room, 201 Merchant Street, Suite 1700, Honolulu, Hawaii, on Tuesday, February 13, 2024.

II. REVIEW OF MINUTES – JANUARY 8, 2024

The Board reviewed the draft minutes of January 8, 2024.

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

Board of Trustees Meeting

February 13, 2024 Minutes

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MOTION was made and seconded to approve the minutes of January 8, 2024, as circulated. (Wataru/Yu) The motion passed unanimously. (Employer Trustees-4/Employee-Beneficiary Trustees-5)

III. OLD BUSINESS

A. Benefits Administration System Implementation and Enrollment Processing Status Update
Ms. Donna Tonaki and Mr. Dany Vignola, TELUS Health, provided an update on the implementation of the new Benefits Administration System (BAS) and enrollment processing noting the following:

- Software updates related to recurring payroll issues that required manual intervention were completed.
- Payroll and other accounting reports are being worked on. The expected completion date has been pushed back to June 30, 2024 from April 30, 2024 since the last 5 out of 12 updates are expected to be completed by the end of May.
- Death imports and SSI Medicare Part D enrollment continue to be worked on with SilverScript, the Department of Health, and TELUS Health. The expected completion date is June 30, 2024.

B. Maui Update

Mr. Derek Mizuno noted that since the situation in Maui has not improved significantly, EUTF staff recommended continuing postponement of canceling members for non-payment and waiving submission deadlines for qualifying events for members with Maui addresses for March 2024.

MOTION was made and seconded to waive EUTF Administrative Rules section 4.11(b) *Cancellation Due to Failure to Pay Contribution Shortage* and section 4.05(b) *Failure to File Properly Completed Enrollment Application Within the Prescribed Time* for the month of March 2024 for members with Maui addresses. (Wataru/Yu) The motion passed unanimously. (Employer Trustees-4/Employee-Beneficiary Trustees-5)

Mr. Mizuno also noted that EUTF staff will provide options for stopping the waiver of cancellation for non-payment at the next Board meeting. The trustees mentioned concerns about those impacted by the wildfires who continued to make payments and about ensuring that we have current addresses on file.

IV. NEW BUSINESS

A. 2024 EUTF Related Legislation

Mr. Derek Mizuno provided an update on the status of the EUTF bill related to the base monthly contribution and other bills related to board composition, board meeting material, the conduct of board meetings; telework; employee salaries; ERS vesting periods; and health insurance coverage mandates.

MOTION was made and seconded to oppose HB2211/SB2599 Relating to Public Employee Compensation. (Fern/Wataru) The motion passed unanimously. (Employer Trustees-4/Employee-Beneficiary Trustees-5)

Trustee James Wataru was excused from the meeting at 9:32 a.m.

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

Board of Trustees Meeting

February 13, 2024 Minutes

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MOTION was made and seconded to support HB1599 Relating to the Sunshine Law, HB1858/SB2198 Relating to Public Agency Meetings, and SB3203 Relating to Public Agency Meetings and Records. (Tui/Yu) The motion passed unanimously. (Employer Trustees-4/Employee-Beneficiary Trustees-4)

Trustee Wataru entered the meeting at 9:34 a.m.

MOTION was made and seconded to oppose SB2530/HB2519 Relating to the Hawaii Employer-Union Health Benefits Trust Fund Board of Trustees and SB2506 Relating to the Board of Trustees of the Employer Union Health Benefits Trust Fund. (Tui/Fern) The motion passed unanimously. (Employer Trustees-4/Employee-Beneficiary Trustees-5)

V. Benefits Committee Report

A. Kaiser Permanente Burden of Disease and HEDIS Report – January 1, 2022 – December 31, 2022

B. HMSA 2023 EUTF Annual Disease Burden and HEDIS Summary – Calendar Year 2022

C. 2024 Health and Wellness Communication Plan

D. Upcoming Plan Changes

Mr. Mizuno summarized the Benefits Committee Report.

VI. REPORTS

A. Segal

1. Quarterly Plan Performance Report through December 31, 2023

2. Quarterly Performance Guarantee Report through December 31, 2023

3. 2024 Health Plan Cost Trend Survey Summary

4. 2024 First Quarter Trends

Mr. Stephen Murphy, Segal, summarized the Segal reports.

B. Administrator

1. Meetings with Legislators and Unions

2. Staffing Update

3. Training

Mr. Mizuno noted that a new hire started today, we identified three candidates for Member Services positions and two interns will be assisting Financial Services.

C. EUTF Managers' and Program Specialists' Reports

1. Member Services Branch (MSB)

a. MSB Data

b. Outreach & Training

c. 2024 Active Employee Open Enrollment

2. Information Systems (IS)

a. EUTF New Benefits Administration System (BAS) Project

b. EUTF New Benefits Administration System (BAS) Project – Data Conversion

c. Security Assessment

d. Enrollment Counts

3. Eligibility and Enrollment Report

a. Audits Currently in Progress

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

Board of Trustees Meeting

February 13, 2024 Minutes

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- 1 b. Point in Time Reconciliation Audits
- 2 c. Recurring Audits
- 3 4. Health and Wellness Report
- 4 a. Worksite Wellness
- 5 b. Preventive Health
- 6 c. Chronic Disease Management
- 7 5. Financial Services Branch (FSB)
- 8 a. FSB Performance Data
- 9 b. Refunds and Medicare Part B Overpayments Status
- 10 c. EUTF Collections
- 11 d. Financial Statements as of September 30 and October 31, 2023
- 12 D. Carrier Reports
- 13 1. CVS Caremark
- 14 2. SilverScript
- 15 3. Hawaii Dental Service (HDS)
- 16 4. Hawaii Medical Service Association (HMSA)
- 17 5. Humana
- 18 6. Kaiser Health Foundation
- 19 7. Securian
- 20 8. Verdegard Administrators (formerly known as HMSA)
- 21 9. Vision Service Plan (VSP)
- 22

23 VII. EXECUTIVE SESSION

24 MOTION was made and seconded to move into Executive Session at 10:19 a.m.
25 (Wataru/Machida) The motion passed unanimously. (Employer Trustees-5/Employee-
26 Beneficiary Trustees-4)

27
28 Trustee Sabrina Nasir entered the meeting at 11:04 a.m. during Executive Session.

29
30 The regular meeting reconvened at 11:16 a.m.

31
32 Chairperson Ferguson-Miyamoto reported that during Executive Session, the Board:

- 33 • Approved awards under RFP 24-001 for Medical Benefits and Pharmacy Benefit
34 Management Services.
- 35 • Reviewed and discussed the January 8, 2024 Executive Session Minutes.
- 36

37 MOTION was made and seconded to approve the Executive Session minutes of January 8,
38 2024, as circulated. (Tui/Wataru) The motion passed unanimously. (Employer Trustees-5/
39 Employee-Beneficiary Trustees-5)

40
41 VIII. NEXT MEETING

42 Tuesday, March 12, 2024, 9:00 a.m. – EUTF related legislation and Investment Committee
43 Report

44
45 IX. ADJOURNMENT

46 MOTION was made and seconded for the Board to adjourn the meeting at 11:17 a.m.
47 (Wataru/Yu) The motion passed unanimously. (Employer Trustees-5/Employee-Beneficiary
48 Trustees-5)

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND

Board of Trustees Meeting

February 13, 2024 Minutes

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Respectfully submitted,

Wesley Machida, Secretary-Treasurer

Documents Distributed:

1. Draft Board Minutes of January 8, 2024. (6 pages)
2. Hawaii EUTF – Ariel BAS Update, prepared by TELUS Health, dated February 13, 2024. (5 pages)
3. Memorandum to BOT from Assistant Administrator, regarding Maui Update – Possible Waiver of EUTF Administrative Rule Related to Non-Payment of Premiums and Failure to File Supporting Documents Timely, dated February 7, 2024. (2 pages)
4. EUTF Legislative Update, dated February 9, 2024. (8 pages)
5. Memorandum to EUTF BOT from EUTF Benefits Committee, regarding Benefits Committee Report, dated February 6, 2024. (1 page)
6. EUTF, Year to Date Contract Plan Experience Report, Contract Year to Date through December 2023, prepared by Segal Consulting, dated February 13, 2024. (41 pages)
7. Memorandum to BOT from Segal Consulting, regarding Segal’s 2024 Health Plan Cost Trend Survey, dated February 13, 2024. (42 pages)
8. Memorandum to BOT from Segal Consulting, regarding Segal’s 2024 First Quarter Trends Report, dated February 13, 2024. (3 pages)
9. Administrator’s Monthly Report to the Board for December 30, 2023-February 2, 2024, dated February 2, 2024. (1 page)
10. Memorandum to BOT from Member Services Branch Manager, regarding December 2023 – February 2024 Member Services Operations Report, dated February 2, 2024. (9 pages)
11. Memorandum to BOT from Information Systems Chief, regarding December 2023 – February 2024 Information Systems (IS) Operations Report, dated February 2, 2024. (17 pages)
12. Memorandum to Administrator from Eligibility Specialist regarding December 2023 – February 2024 Eligibility and Enrollment Report, dated February 2, 2024. (2 pages)
13. Memorandum to BOT from Health and Wellness Specialist regarding December– February Health and Wellness Specialist Report, dated February 2, 2024. (7 pages)
14. Memorandum to BOT from EUTF Financial Management Officer regarding December 2023 – February 2024 Financial Services Branch (FSB) Report, dated February 2, 2024. (28 pages)
15. CVS Caremark Monthly Carrier Report for January 2024 dated February 2, 2024. (2 pages)
16. SilverScript Monthly Carrier Report for January 2024 dated February 1, 2024. (2 pages)
17. HDS Monthly Carrier Report for December 2023 dated January 9, 2024. (2 pages)
18. HDS Monthly Carrier Report for January 2024 dated February 8, 2024. (2 pages)
19. HMSA Monthly Carrier Report for January 2024 dated February 5, 2024. (3 pages)
20. Humana Monthly Carrier Report for December 2023 dated January 9, 2024. (3 pages)
21. Humana Monthly Carrier Report for January 2024 dated February 8, 2024. (3 pages)
22. Kaiser Permanente Monthly Carrier Report for December 2023 dated January 9, 2024. (2 pages)
23. Kaiser Permanente Monthly Carrier Report for January 2024 dated February 9, 2024. (2 pages)
24. Securian Financial Monthly Carrier Report for January 2024 dated February 7, 2024. (1 page)
25. Verdegard Monthly Carrier Report for January 2024 dated February 2, 2024. (3 pages)
26. VSP Monthly Carrier Report for December 2023 dated January 8, 2024. (6 pages)
27. VSP Monthly Carrier Report for January 2024 dated February 5, 2024. (6 pages)



Hawaii EUTF – Ariel BAS Update

March 12, 2024



Issue Summary

Item	Population Impacted	Cases Resolved	Status	Planned Resolution Date	Impact
	Employee and employer contributions; and carrier billing		EUTF prioritized 12 payroll and Accounting report issues to be fixed by TH. 4 have been resolved. 3 are planned in Sprint 2 and the 5 remaining will be in Sprint 3. No further updates from last month report.	12/31 4/30/24 6/30/24	Unable to reconcile accounts with over or under balances
			No monthly electronic system to upload certified members. EUTF staff manually uploading. TH working on issues for electronic upload in the Sprint 3.	10/28 2/14 3/24 5/31 6/30 9/30 12/31 6/30/24	SSI - Retirees/dependents are not enrolled in SSI but are enrolled in CVS non-Medicare plan.

Issue Summary

Item	Population Impacted	Cases Resolved	Status	Planned Resolution Date	Impact
Death Imports	4,100	3,992	Additional Death and Survivor updates made. File update being tested and to be included with Sprint 3.	10/28 2/14 3/24 5/12 6/30 7/31 12/31 6/30/24	Death – Members are still enrolled in plans. Medicare Part B Reimbursements were manually stopped for reported deaths.
Split Family Issue on Electronic Data Interchange (EDI) File for CVS	2,100	0	TH working with CVS on a customized EDI file resolution - in progress	6/30/24	Retiree and/or spouse is enrolled in both CVS non-Medicare Rx plan and SSI Medicare Rx plan

2024 1st and 2nd Quarter

Sprint 1 - Complete

- Scope: Payroll Issues that require Manual Intervention
- Target production date: ~~4/26/2024~~ 1/25/2024

Sprint 2 – In Progress

- Scope: Active Open Enrollment
- Target production date: 3/22/2024

Sprint 3

- Scope: Payroll Reports & SSI/DOH
- Target production date: 5/29/2024

Sprint 4: Core System Upgrade

- Scope: 2023, Release 5
- Target production date: 8/10/2024





JOSH GREEN, M.D.
GOVERNOR

SYLVIA LUKE
LIEUTENANT GOVERNOR

**STATE OF HAWAII'
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

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BOARD OF TRUSTEES
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ADMINISTRATOR
DEREK M. MIZUNO

ASSISTANT ADMINISTRATOR
DONNA A. TONAKI

March 7, 2024

TO: Board of Trustees

FROM: Derek Mizuno, Administrator

SUBJECT: Maui Update - Possible Waiver of EUTF Administrative Rule Related to
Non-Payment of Premiums and Failure to File Supporting Documents Timely

Cancellation of Coverage for Non-Payment of Premiums

For background, cancellation notices are generated on the 13th of every month for members who have not paid their premiums by the due date on their shortage notices that are issued a month prior. For example, the August 13th cancellations that were waived were for premiums due for June and July 2023. Employees who are canceled can be reinstated if full payment is made within 60 days from the date on the cancellation notice and they have not been cancelled within the last twelve months.

The following are the number and dollar amount of cancellations that have been waived by the Board for County of Maui and State employees who reside on Maui (shortage notice information provided). Previous counts and dollar amounts have been updated to remove duplicates and to reflect cumulative values.

	# of Cancellation Notices	\$ Value of Cancellation Notices	# of Shortage Notices	\$ Value of Shortage Notices
8/13/23	20	\$4,272	55	\$11,812
9/13/23	45	\$10,331	103	\$18,029
10/13/23	71	\$19,184	149	\$30,822
11/13/23	91	\$22,090	195	\$40,725
12/13/23	108	\$26,333	220	\$45,722
1/13/24	131	\$37,743	243	\$50,973
2/13/24	137	\$38,527	262	\$59,443

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.

March 7, 2024

Subject: Maui Update – Possible waiver of EUTF Administrative Rule Related to Non-Payment of Premiums and Failure to File Supporting Documents Timely

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The following is a breakdown of the members waived in February 2024:

			Premiums through March 31, 2024 or return to work	
	#	Next step	Employer	Employee
1. Terminated employees	41	Plans have been terminated. Follow standard practice and retro terminate to last premium payment.	NA	NA
2. Passed away	6	Plans have been terminated. Follow standard practice and retro terminate to last premium payment.	NA	NA
3. Employees (34) who returned to work and retirees (2) who both paid in full	36	None	NA	NA
4. Employees returned to work	47	See recommendation	\$51,800	\$19,004
5. Employees still on LWOP	7	See recommendation	\$27,312	\$3,932
Total	137		\$79,112	\$22,936

Recommendation

EUTF staff recommend that the Board take action at the March 12th board meeting as follows:

For the 54 members in groups 4 and 5, EUTF staff will mail a letter this week to identify members who have been impacted by the wildfires (e.g., unable to live in their primary residence and/or a household member lost their job because of the wildfires) and as a result have not been able to make healthcare premium payments.

1. Employees who have NOT been impacted by the wildfires and have returned to work
 - Follow standard practice and collect the unpaid amounts through payroll deductions.
2. Employees who have been impacted by the wildfires and have returned to work
 - Since the amounts will not be significant (< \$23,000) and the impact to the members may have been significant, we recommend forgiving unpaid amounts.

3. Members who have NOT been impacted by the wildfires and are still on LWOP

- Retro terminate but if members make full retroactive payments within 60-calendar days (standard practice) but waive the requirement that termination for non-payment had not occurred within the last 12-months, reinstate back to termination date.
- Inform the carriers not to collect claims if services were received during the period after the retroactive termination.
- Employees can enroll in plans during open enrollment for a July 1, 2024 effective date. There will be a gap in coverage from April 13, 2024 – June 30, 2024.

4. Members who have been impacted by the wildfires and are still on LWOP

- Continue to waive non-payment termination.
- If an employee returns to work, we would proceed with #2.

Qualifying Life Events

County of Maui and State employees residing on Maui with Qualifying Life Events (e.g. New Hires) may have difficulty submitting supporting documents (e.g. marriage and birth certificates) within the applicable enrollment period. The Board previously approved offering extended deadlines for August 2023 – March 2024 events.

The Board may continue temporarily waiving the deadlines for submitting required supporting documents from members with Maui addresses for the month of April 2024.

Past Situations in which the EUTF Board has Forgiven Amounts Due

Period	Members Impacted	Est. Amount	Description/Reasons to Forgive
Through 12/31/21	69 retirees	\$90,000	EUTF placed the retiree in the incorrect Agreement – 50%, 75% or 100% and/or self or family 1. Retiree underpayment was due to EUTF effort. 2. The retiree may have changed coverage if they were placed in the correct Agreement. 3. Difficulty in collecting amounts from retirees
2/28/18	25 surviving spouses	Unknown	Surviving spouses who remarried. Recovery of premiums for the prior two years was initiated. The collection period was limited to two years because EUTF could have improved messaging to surviving spouses.

Measure	Companion	Report Title	Measure Title	Description	Current Status	Introducers	Referral	Recommendation	EUTF Notes
EUTF Bills									
HB1639	SB3217	Hawaii Employer-union Health Benefits Trust Fund; Employer Base Composite Monthly Contribution	RELATING TO THE HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND BASE COMPOSITE MONTHLY CONTRIBUTION.	Provides that effective 1/1/2026, the employer base composite monthly contribution will be based on the change in medicare part B premiums from 2024 to 2025 and at a two-year lag thereafter. Sets the employer base composite monthly contribution effective 1/1/2025 at 5.2 per cent, which equals the ten-year annualized growth rate, of the 2024 employer base composite monthly contribution.	(S) 3/5/2024 - Passed First Reading.	MATAYOSHI, GARRETT	LGO, FIN	Support	
SB3217	HB1639	Hawaii Employer-Union Health Benefits Trust Fund; Base Composite Monthly Contributions; Adjustment	RELATING TO THE HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND.	Requires the Hawaii Employer-Union Health Benefits Trust Fund base composite monthly contribution to be adjusted annually beginning 1/1/2025 by increasing the contribution in effect on 1/1/2024 by 5.2 per cent, and thereafter based on the changes in Medicare part B premiums for the previous plan year.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 304).	AQUINO	LBT, WAM	Support	
EUTF Operations									
HB1800	SB2234	State Budget	RELATING TO THE STATE BUDGET.	Adjusts and requests appropriations for fiscal biennium 2023-2025 funding requirements for operations and capital improvement projects of Executive Branch agencies and programs.	(H) 3/4/2024 - Bill scheduled to be heard by FIN on Wednesday, 03-06-24 10:00AM in House conference room 308 VIA VIDEOCONFERENCE.	SAIKI (Introduced by request of another party)	FIN	Support EUTF budget requests	
SB2234	HB1800	State Budget	RELATING TO THE STATE BUDGET.	Adjusts and requests appropriations for fiscal biennium 2023-2025 funding requirements for operations and capital improvement projects of Executive Branch agencies and programs.	S 1/18/2024: Referred to WAM.	KOUCHI (Introduced by request of another party)	WAM	Support EUTF budget requests	
HB1599 HD1		Public Meetings; Remote Testimony; Visibility	RELATING TO THE SUNSHINE LAW.	Requires public meeting notices to inform members of the public how to provide remote oral testimony in a manner that allows the testifier, upon request, to be visible to board members and other meeting participants.	(H) 3/5/2024 - Passed Third Reading with none voting aye with reservations; none voting no (0) and Representative(s) Cochran, Martinez, Woodson excused (3). Transmitted to Senate.	TARNAS, BELATTI, COCHRAN, GANADEN, KAPELA, KITAGAWA, LAMOSAO, MARTEN, MATAYOSHI, MIYAKE, NAKASHIMA, POEPOE, TAKAYAMA, Amato, Kobayashi, Morikawa	JHA	Support	We already comply with allowing testifiers to be visible and the section on disruptive testifiers is beneficial.
SB2599 SD1	HB2211	Salaries; Employees; Executive Branch; Limitation	RELATING TO PUBLIC EMPLOYEE COMPENSATION.	Prohibits a board or commission from authorizing a base salary for a position and prohibits an employee from receiving a base salary, in excess of the amount designated in the budget enacted by the Legislature or other legislative enactment, unless approved by the Legislature.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 158) in amended form (SD 1).	KIM, DECOITE, FEVELLA, Kidani, Wakai	LBT, WAM	Oppose	Could significantly hamper our ability to hire.
HB1598 HD1		Sunshine Law; Board Packet; Public Inspection; Notice; Testimony	RELATING TO THE SUNSHINE LAW.	Establishes that board packets shall be made available for public inspection no later than two business days, rather than forty-eight hours, before a board meeting. Clarifies that public testimony may be submitted to the board before the meeting.	(H) 3/5/2024 - Passed Third Reading with none voting aye with reservations; none voting no (0) and Representative(s) Cochran, Martinez, Woodson excused (3). Transmitted to Senate.	TARNAS, AMATO, COCHRAN, GANADEN, KAPELA, MARTEN, MATSUMOTO, MIYAKE, NAKASHIMA, PERRUSO, TAKAYAMA, TAKENOUCHI, Kobayashi	JHA	None	Board packet for a Tuesday meeting will have to be sent out end of day Thursday (or Wednesday if Friday or Monday are a holiday). Same changes as SB2638.
HB1600 HD1		Sunshine Law; Permitted Interaction Groups; Scheduling; Open Meetings	RELATING TO OPEN MEETINGS.	Requires that a board may only schedule a meeting for discussion and decisionmaking on a report by an investigative group six days after the investigative group has made a report of its findings to the board.	(H) 3/5/2024 - Passed Third Reading with none voting aye with reservations; none voting no (0) and Representative(s) Cochran, Martinez, Woodson excused (3). Transmitted to Senate.	TARNAS, AMATO, COCHRAN, GANADEN, KAPELA, MIYAKE, NAKASHIMA, NISHIMOTO, PERRUSO, POEPOE, TAKAYAMA, TAM	JHA	None	Would not impact EUTF's plans for the PIG presentation of findings and any board action.
SB2637 SD2		Public Agency Meetings; Reports; Sunshine Law	RELATING TO PUBLIC AGENCY MEETINGS.	Clarifies that the third meeting of public agency meetings must occur not less than six calendar days after the second.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 164) in amended form (SD 2).	IHARA	GVO, JDC	None	Would not impact EUTF's plans for the PIG presentation of findings and any board action.
SB2202 SD2	HB1862	Hawaii Council of Mayors Package; Small Purchase Procurements	RELATING TO SMALL PURCHASES.	Increases the minimum amount for purchases constituting small purchase procurements from \$25,000 to \$50,000.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 84) in amended form (SD 2).	KOUCHI (Introduced by request of another party)	GVO, WAM	None	No impact > \$5,000 3 quotes required or vendor/price list > \$15,000 HIPRO or vendor/price list

Measure	Companion	Report Title	Measure Title	Description	Current Status	Introducers	Referral	Recommendation	EUTF Notes
SB3371 SD2		DHRD; Teleworking; Telework Monitoring System; Pilot; Report; Positions; Training; Expenditure Ceiling; Appropriations	RELATING TO TELEWORKING.	Requires and appropriates moneys for the Department of Human Resources Development to submit an annual report to the Legislature on the telework policies of the Executive Branch. Establishes requirements for a pilot telework monitoring system to assess the productivity of telework employees. Appropriates funds to develop, implement, and administer the pilot telework monitoring system and to establish positions. Declares that the appropriations exceed the state general fund expenditure ceiling for 2024-2025. Takes effect 7/1/2050. (SD1)	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 335) in amended form (SD 2).	MORIWAKI	LBT, WAM	None	
Health Insurance									
HB1624 HD1	SB2338	Insurance; Mandatory Coverage; Standard Fertility Preservation Services	RELATING TO INSURANCE.	For policies, contracts, plans, agreements, and plan contracts issued or renewed after 12/31/2024, requires the insurers, mutual benefit societies, and health maintenance organizations to provide coverage for standard fertility preservation services.	(H) 3/5/2024 - Passed Third Reading with none voting aye with reservations; none voting no (0) and Representative(s) Cochran, Martinez, Woodson excused (3). Transmitted to Senate.	TODD, GARRETT, HOLT, ICHiyAMA, KAHALOA, KAPELA, KILA, KITAGAWA, LA CHICA, LAMOSAO, LOWEN, MARTEN, MARTINEZ, MATAYOSHI, PERRUSO, POEPOE, TAM, Amato, Ganaden, Nakashima	HLT, CPC, FIN	None	Chapter 87A not specified. Costs of initial (\$10,000-\$15,000 per member receiving the service per KP) ongoing preservation (\$1,500 annually per KP)and issues with non-covered parties are a concern. No good estimate on financial impact to EUTF.
SB2605 SD2	HB1966	Health Care; Health Insurance; Reproductive Health Care Services; Hawaii Employer-Union Health Benefits Trust Fund	RELATING TO HEALTH CARE.	Requires health insurers, mutual benefit societies, and health maintenance organizations to provide health insurance coverage for various sexual and reproductive health care services. Applies this coverage to health benefits plans under the Hawaii Employer-Union Health Benefits Trust Fund. Effective 1/1/2025.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 159) in amended form (SD 2).	KIDANI, CHANG, DECOITE, FUKUNAGA, HASHIMOTO, MCKELVEY, SAN BUENAVENTURA	HHS, CPN/WAM	Comments on cost	Chapter 87A specified. Mandated benefits are already covered by HMSA/KP plans but may change to 100%. Estimated annual costs - actives (\$78,000 KP) and non-Medicare retirees (\$6,000)
HB2393 HD1	HB2393 HD1	Insurance; Health Insurance; External Review Procedure; Mammography	RELATING TO TITLE 24, HAWAII REVISED STATUTES.	Requires health insurers, mutual benefit societies, and health maintenance organizations to cover mandated services for mammography at least as favorably as coverage for other radiological examinations. Provides amendments to external review procedures to improve consistency with the National Association of Insurance Commissioners Uniform Health Carrier External Review Model Act. Effective 1/1/3000. (HD1)	(S) 3/1/2024 - Received from House (Hse. Com. No. 47).	SAIKI (Introduced by request of another party)	CPC, FIN	None	HMSA has no cost concerns related to mandates.
HB2079 HD2	SB2882	Gender-Affirming Health Care Services; Prescriptions; Protections; Child Custody	RELATING TO HEALTH.	Relaxes the requirements for prescribing certain controlled substances as part of gender-affirming health care services. Expands the protections established under Act 2, SLH 2023, to include gender-affirming health care services. Clarifies jurisdiction under the Uniform Child-Custody Jurisdiction and Enforcement Act for cases involving children who obtain gender-affirming health care services.	(H) 3/5/2024 - Passed Third Reading with Representative(s) Chun, Souza voting aye with reservations; Representative(s) Aiu, Alcos, Garcia, Gates, Holt, Kila, Kong, La Chica, Lamosao, Martinez, Matsumoto, Pierick, Quinlan, Ward voting no (14) and Representative(s) Cochran, Woodson excused (2). Transmitted to Senate.	KAPELA, AMATO, GANADEN, MARTEN, PERRUSO, TAM	HLT, CPC, JHA	None	Chapter 87A not specified. Minimal cost impact
Public Health									
SB2119	HB1825	Pharmacists; Out-of-State Prescriptions; Initial Fill	RELATING TO OUT-OF-STATE PRESCRIPTIONS.	Authorizes out-of-state pharmacists to transfer prescription information for the initial fill of a prescription.	(H) 3/5/2024 - Pass First Reading	KEOHOKALOLE, AQUINO, CHANG, FEVELLA, HASHIMOTO, KIDANI, MORIWAKI, RICHARDS, San Buenaventura	HHS, CPN	None	CVS Supports
HB1825 HD1	SB2119	Pharmacists; Out-of-State Prescriptions; Initial Fill	RELATING TO OUT-OF-STATE PRESCRIPTIONS.	Authorizes out-of-state pharmacists to transfer prescription information for the initial fill of a prescription.	(H) 3/5/2024 - Passed Third Reading with none voting aye with reservations; none voting no (0) and Representative(s) Cochran, Martinez, Woodson excused (3). Transmitted to Senate.	NAKASHIMA, BELATTI, MARTEN	CPC	None	CVS Supports

6-Mar										
Measure	Companion	Report Title	Measure Title	Description	Current Status	Introducers	Referral	Recommendation	EUTF Notes	
ERS Related										
SB578 SD3		ATG; ERS; Retirees; Hawaii Employer-Union Health Benefits Trust Fund; Benefits; Investigators; Counties; Report	RELATING TO GOVERNMENT.	Allows a retirant to be employed without reenrollment in the Employees' Retirement System (ERS) and without loss or interruption of benefits provided by the ERS or under chapter 88, HRS, if the retirant is employed as an investigator in a position identified by the Department of the Attorney General as a labor shortage or difficult-to-fill position, subject to certain conditions. Requires the Director of Human Resources of the appropriate state jurisdiction or the human resources management chief executive of each county to include in their annual reports to the Legislature, details on the employment of retirants as investigators pursuant to this measure. Takes effect 7/1/2050. (SD2)	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 52) in amended form (SD 3).	KANUHA	LBT, WAM/JDC	None		
SB3099 SD1	HB2410	ERS; Credited Service; Benefits	RELATING TO THE EMPLOYEES' RETIREMENT SYSTEM.	Reduces the minimum number of years of credited service qualified Tier 2 Employees' Retirement System members must have to be eligible for vested benefit status for service retirement allowance purposes from ten years to five years. Appropriates funds for investments of the ERS.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 264) in amended form (SD 2).	KOUCHI (Introduced by request of another party)	LBT, WAM	Comments	Similar to SB2220. Impact on unfunded limited to Medicare Part B reimbursements.	
HB2382 HD1	SB3071	Employees' Retirement System; Service-Connected Disability; Accidental Death	RELATING TO THE EMPLOYEES' RETIREMENT SYSTEM.	Clarifies the Employees' Retirement System's eligibility requirement definitions for service-connected disability and accidental death benefits.	(H) 3/5/2024 - Passed Third Reading with none voting aye with reservations; none voting no (0) and Representative(s) Cochran, Martinez, Woodson excused (3). Transmitted to Senate.	SAIKI (Introduced by request of another party)	LGO, FIN	None		
SB3070	HB2381	ERS; Funding Period	RELATING TO THE EMPLOYEES' RETIREMENT SYSTEM FUNDING PERIOD.	Lowering the Employees' Retirement System's funding period to amortize the System's total unfunded accrued liability.	(H) 3/5/2024 - Received from Senate (Sen. Com. No. 258).	KOUCHI (Introduced by request of another party)	LBT, WAM	None		



JOSH GREEN, M.D.
GOVERNOR

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DONNA A. TONAKI

March 7, 2024

TO: EUTF Board of Trustees

FROM: Investment Committee

SUBJECT: March 5, 2024 Investment Committee Meeting Report

The Investment Committee met on March 5, 2024 and discussed the following:

1. Quarterly Performance Report — Q4 2023: Meketa Investment Group (Meketa) presented the fourth-quarter 2023 quarterly performance report. The OPEB Trust finished the quarter at \$7.2 billion, gaining 4.5% and 9.3% for the quarter and 1-year, respectively (net of fees), underperforming the policy benchmark of 5.0% and 10.6%, respectively. Underperformance during the quarter was primarily attributed to the Diversifying Strategies class. Over the 1-year period, underperformance was due to short-term benchmarking challenges within the Private Equity and Private Credit portfolios. Since inception (June 23, 2011), the portfolio has returned 7.2% (net of fees) versus the policy benchmark return of 7.1%.

The EUTF Trust Fund finished the quarter at \$561.4 million, up 5.0% and 8.1% for the quarter and 1-year, respectively (net of fees). Since inception (October 1, 2023), the portfolio has returned 3.5% (net of fees).

2. Manager Watch Status Recommendation: Meketa prepared a memorandum and presented a recommendation to the Committee to remove AlphaSimplex from Watch Status. AlphaSimplex manages an active Systematic Trend Following strategy within the EUTF's Diversifying Strategies class.

On October 19, 2022, AlphaSimplex notified Meketa that the firm would be acquired by Virtus Partners (Virtus), a publicly traded asset manager that operated a multi-boutique structure. On November 16, 2022, Meketa recommended that the EUTF place AlphaSimplex on watch, effective November 1, 2022. Virtus completed the acquisition in April 2023, acquiring AlphaSimplex wholly from Natixis, a large French financial services firm. Meketa has monitored the transaction and AlphaSimplex's operations throughout 2023 and believes the new ownership arrangement had no material impact on the strategy and team.


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.

Recommendation to the Board: Remove AlphaSimplex from Watch Status.

3. Quarterly Real Assets Report and Annual Portfolio Review – Q3 2023: Callan presented the third-quarter 2023 and annual Real Assets performance report. At the end of the quarter, Private Real Assets reported a market value of \$606.2 million (8.9% of the total portfolio), with a since inception return of 6.3% (net of fees), outperforming the asset class benchmark of 5.9%.
4. Quarterly Private Equity Report – Q3 2023: This report was included for informational purposes and was not discussed at the meeting.
5. Quarterly Private Credit Report – Q3 2023: This report was included for informational purposes and was not discussed at the meeting.
6. OPEB Asset-Liability Study Part 2 – Capital Market Assumption: Meketa presented Part 2 of the OPEB Asset-Liability (A/L) study. Part 2 focused on the methodology behind Capital Market Assumptions and the long-term risk and return expectations for the OPEB Trust. Meketa also modeled OPEB's liabilities (projected future benefit payments) and how the funded status could change under various return scenarios assuming the current asset allocation and funding policy. The Committee discussed the current funding policy and agreed that alternative scenarios (i.e., if the employers are not able to meet their funding requirements) should also be explored for comparison. At the next Investment Committee meeting, a new long-term strategic asset allocation will be recommended for approval at that meeting or a subsequent meeting.

Memorandum

To: Board of Trustees
Hawaii Employer-Union Health Benefits Trust Fund

From: Shelley Chun, Pharm.D. 

Date: March 1, 2024

Re: Segal Compliance News

Attached for the Board of Trustees' information is an update regarding CMS' Draft Guidance as a result of Inflation Reduction Act (IRA) changes effective 2025.

The cumulative changes due to the IRA are expected to increase benefit costs for Employer Group Waiver Plans (EGWPs) like EUTF's, while lowering costs for members. Segal is working with EUTF and its vendor partners to mitigate any negative consequences associated with these new program requirements.

Benefit Designs Affecting EGWPs

- Annual member out-of-pocket will be capped at \$2,000.
- The coverage gap phase of the benefit will be eliminated, going from four to three phases (i.e., initial, deductible, and catastrophic).
- Manufacturers are required to provide discounts on certain drugs in both the initial and catastrophic phases.
- Copay smoothing to allow members to pay a set amount over the year.
- Manufacturer payments under a discount program will not be counted towards the TrOOP or total out-of-pocket costs.

Creditable Coverage

Coverage by the Plan needs to be equal or better than the standard Medicare Part D prescription drug coverage. Discounts provided under the new Manufacturer Discount Program will not be counted in 2025, which may cause plans that were previously considered providing creditable coverage losing that status. If an employee does not have creditable coverage, they may face a penalty when trying to enroll in Medicare later.

cc: Derek Mizuno, EUTF
Lara Nitta, EUTF



Compliance News | February 20, 2024

CMS Draft Guidance: Part D Plans, RDS & Creditable Coverage

Changes to the Medicare Part D prescription drug benefit are likely to decrease out-of-pocket costs for retirees.

Conversely, the changes could have a significant impact on how much plan sponsors with an Employer Group Waiver Plan (EGWP) must pay for benefits. Those plan sponsors will need to understand the Part D changes soon so that they can plan for them in their 2025 benefit offerings.



New draft guidance from the Centers for Medicare & Medicaid Services (CMS) provides more detail on how the provisions of the Inflation Reduction Act will work. This insight discusses some of the changes and what the impact may be on retiree health plans.

Plan sponsors that offer retiree health benefits will need to take a close look at that coverage in 2024 to ensure that it reflects new changes coming in 2025. Plan sponsors also may want to consider whether a Medicare Advantage program might be the right solution for their retirees.

Overview

Plan sponsors that offer retiree coverage understand that federal government support for retiree benefits is available — either through the Retiree Drug Subsidy (RDS) program, which directly reimburses plan sponsors for prescription drug expenses, or through an EGWP, which is a form of a Part D plan offered by an employment-based plan.

In 2025, the amount of federal subsidies available in the RDS program versus an EGWP prescription drug plan (or Medicare Advantage prescription drug plan) will change dramatically. Consequently, plan sponsors will need to take a close look to ensure that they know about the Inflation Reduction Act changes and are offering the most cost-effective benefit to plan retirees. Refer to our [chart summarizing the changes](#).

What's changing?

The Inflation Reduction Act enacted significant changes to the Medicare prescription drug program. While some changes took effect in 2023 and 2024, the majority are effective in 2025.

In 2024, the Part D benefit no longer requires retirees to pay cost sharing during the catastrophic phase of the benefit. This means that retirees who have very high drug costs will not be responsible for paying for them once they reach the catastrophic limit. The Inflation Reduction Act also eliminated cost sharing for adult vaccines under Part D and put a cap of \$35 per month on patient costs for insulin.

For 2025, the Inflation Reduction Act will make further changes to the Part D prescription drug program, including reducing the annual out-of-pocket amount payable by patients to \$2,000. It also eliminates the coverage gap phase of the benefit; meaning the prescription drug benefit will now have three phases instead of four: the deductible phase, the initial coverage phase and the catastrophic phase.

Sponsors of EGWPs will be able to design benefits as they feel is appropriate for their group within the deductible and initial coverage phases but must maintain the same catastrophic phase as commercial Part D plans.

The Inflation Reduction Act also repealed the existing Coverage Gap Discount Program and established a new Manufacturer Discount Program. Under the new Discount Program, participating manufacturers are required to provide discounts on certain drugs (e.g., brand drugs, biologics and biosimilars) both in the initial coverage phase and in the catastrophic coverage phase of the Part D benefit. Certain discounts will be given during a multi-year phase-in period.

Additionally, the Inflation Reduction Act changed the amount that Medicare beneficiaries, plan sponsors, manufacturers and the federal government pay throughout the benefit. Payments in the catastrophic phase by the federal government to Part D plans (federal reinsurance) will decrease, with plans picking up a larger share of the costs during the period after which an individual has met their out-of-pocket costs.

Further affecting beneficiary costs, Medicare beneficiaries will be allowed to elect to smooth out-of-pocket costs over the year, instead of paying large amounts in a single month. Finally, the Inflation Reduction Act expanded income eligibility for benefits under the Medicare Part D Low-Income Subsidy Program.

Guidance published in an Advance Notice

CMS published an [Advance Notice](#) on January 31, 2024, which also includes detailed guidance on the [Part D Redesign](#) for 2025. The guidance provides additional information on how the new benefit changes will affect EGWPs.

First, the type of costs that count toward a beneficiary's True Out of Pocket (TrOOP) costs is changing. For 2025, previously excluded supplemental benefits provided by EGWPs will count toward a beneficiary's TrOOP costs. In addition, any manufacturer payments under the manufacturer discount program will not count toward a beneficiary's TrOOP. Under this new policy, the retiree would reach their TrOOP limit more quickly, resulting in getting to the catastrophic phase of the benefit where federal reinsurance payments begin and drug manufacturers may pay more.

Moreover, CMS announced that it is modifying how it will pay EGWP plans the prospective reinsurance amount, currently paid based on the average per member per month actual reinsurance paid to plans for the most recently reconciled payment year. CMS stated that if it used previous years to calculate reinsurance payments it would be overpaying the plan because of the new benefit changes. Consequently, for 2025, CMS will modify the prospective reinsurance payments based on bids for non-EGWP plans. This means plans will receive fewer prospective reinsurance dollars than in previous years, due to the amount of reinsurance paid to all part D plans decreasing from 80 percent to either 20 or 40 percent (depending on the drug).

Creditable coverage

Plan sponsors must currently provide Medicare-eligible active and retiree participants with a Notice of Creditable Coverage on an annual basis, which states whether the coverage offered by the plan is equivalent to or better than coverage of the standard Medicare Part D prescription drug coverage.

CMS revised the existing definition of creditable coverage to state that creditable coverage does not take into account the value of any discounts provided under the new Manufacturer Discount Program, effective in 2025. However, the plan would be responsible for covering any differential between the full discount and the phased-in discount. Therefore, this differential is included for purposes of determining creditable coverage.

Based on the changes made to the Part D benefit, CMS has indicated that a previously used “simplified determination methodology” for determining creditable coverage may no longer be used.

This rule may result in some plans that currently are considered creditable coverage losing that status. This could affect active employees who are Medicare eligible. If those employees do not have creditable coverage, they could face a Part D penalty when they later enroll in Medicare.

Retiree Drug Subsidy

The Inflation Reduction Act did not make any direct changes to the RDS or how it is reimbursed. However, because the Part D benefit has changed, the calculation of whether a retiree health plan provides a benefit that is “actuarially equivalent” to the Part D benefit is also changing.

Plans that received the RDS are required to annually attest that the actuarial value of prescription drug coverage under the plan is at least equal to the actuarial value of the standard Part D benefit. CMS guidance indicates that the changes discussed in this post will affect the determination of the value of the standard Part D benefit.

Overall Medicare changes

In addition to the changes that affect the Part D benefit design, the Inflation Reduction Act implemented two significant changes to the overall program:

1. Beginning in 2023, manufacturers are required to pay rebates to Medicare if drug prices rise faster than inflation.
2. Medicare will negotiate with manufacturers for prices for certain drugs, which takes effect in 2026. A list of the first 10 drugs that will be negotiated is available [here](#).

Impact on plan sponsors with EGWPs

As discussed, the cumulative changes enacted in the Inflation Reduction Act are expected to increase benefit costs for EGWPs, including both prescription drug plans and Medicare Advantage prescription drug plans. In addition, federal reinsurance payments are decreasing. However, the federal government also pays a direct subsidy to these plans, which may increase because the value of the plans is increasing.

It will be important for plan sponsors with EGWPs to monitor the potential impact of these changes with their actuarial consultants.

Impact on plan sponsors with RDS

The Inflation Reduction Act is improving the Part D benefit, which means that the standard against which the plan’s retiree drug benefit is tested is higher than in previous years. If the plan sponsor does not provide a benefit that is equivalent to or better than the Part D benefit, it will lose the RDS.

Plan sponsors in danger of losing the RDS may wish to either increase benefits or consider switching to an EGWP. They should work with their actuaries to understand the impact of the new law on their retiree health plan.

Learn more

Join our [March 19, 2024 webinar](#).

This page is for informational purposes only and does not constitute legal, tax or investment advice. You are encouraged to discuss the issues raised here with your legal, tax and other advisors before determining how the issues apply to your specific situations.

Administrator's Monthly Report to the Board

Coverage Period: February 3 – March 1, 2024

Ongoing Projects/Issues

No.	Current Status	Progress Made During Coverage Period	Problems/Issues	Next Steps
1.	Meetings with Legislators and Unions	Met with 22 Legislators and all the unions (including HSTA-R) prior to the Legislative session.	None	None
2.	Staffing Update	Total positions 62 <i>Ongoing recruitment</i> 1. MSB Member Services Representative (starting 3/11) 2. MSB Member Services Representative (starting 4/2) 3. MSB Outreach & Training Specialist (starting 4/1) 4. FSB Account Clerk III 5. FSB Account Clerk III 6. FSB Account Clerk IV 7. ADMIN Investment Officer (funding from 1/1) Two interns started on 3/1 in FSB.		
3.	Training	4/15-4/17/24 Pension Bridge Annual, Half Moon Bay, CA 4/21-4/24/24 SALGBA Annual, Louisville, KY 5/19-5/22/24 NCPERS Annual, Seattle, WA		

Rev 24.03.01



JOSH GREEN, M.D.
GOVERNOR

SYLVIA LUKE
LIEUTENANT GOVERNOR

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March 1, 2024

TO: Board of Trustees

FROM: Jessica McDonald
Member Services Branch Manager

SUBJECT: February – March 2024 Member Services Operations Report

This report covers the time-period from February 3, 2024 – March 1, 2024. Additional details will be provided upon request.

a. Member Services Branch (MSB) Data

Customer Service Automated Call Distribution (ACD) Report for February 2024:

ACD	Incoming ACD Calls	Outgoing ACD Calls	Total Ans.	Average Call Duration (minutes)	% Ans.	% Ans. within 10 Sec.	% Ans. within 11-30 Sec.	% Ans. within >30 Sec.	Total Abandoned
MSB	4,171	317	3,712	4:02	89.00%	37.04%	10.69%	41.26%	459

See the attached MSB Automated Call Distribution (ACD) report for more information on call trends.

MSB's call answer rate was 89% for the month of February. Members were primarily calling to check the status of their enrollment requests and retirement/Medicare inquiries. We continue to assign more MSRs on the phones daily, including additional MSRs during peak hours. Incoming calls are manageable since we are generally processing enrollment forms within the standard processing period and are clearing the backlog of non-life event documents.

Currently, there are eleven (11) MSRs; six (6) MSRs answering the ACD line, responding to emails, and walk-ins, three (3) MSRs processing retiree enrollment forms and Medicare related events, and two (2) MSRs processing active employee enrollment forms. Additionally, there are three (3) MS clerks scanning and indexing enrollment forms into the BAS. Team members from the various branches and Administration have been assisting with processing active employee life events.

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.

Other Servicing Initiatives

- Number of General Emails received and responded: 332 (420 in February 2023)
- Number of Walk-ins serviced: 425

Document Processing Status (as of 02/09/24):

	Active EC-1s		Retiree EC-2s		Medicare Related Documents*
	2024	2023	2024	2023	
February	203	426	177	389	591
January	232	559	433*	669	1,456*
	2023	2022	2023	2022	
December	297	434	509 (0 OE)*	781	1,163*
November	234	471	294 (249 OE)	665	706
October	362	NA	239 (10 OE)	NA	420
<i>*Retiree/Medicare counts are high due to 12/31 retirements and annual SSA letters.</i>					

b. Outreach & Training

The Outreach & Training Team conducted five pre-retirement webinars and four Understanding Your Benefits presentations (HSTA's Institute Day) during the month of February. Total attendance for the month was 434.

c. 2024 Active Open Enrollment

Active Open Enrollment will be held April 1 – 30, 2024 and will be hosted in the Member Portal. EC-1 enrollment forms will also be accepted.

d. Launch of Member Self-Service Portal

The next phase of the new Benefits Administration System (BAS) is to expand current employee utilization of the Member Portal for qualifying events (e.g., marriage, birth, loss of coverage, etc.) and 2024 active open enrollment (April 2024). Currently, a handful of employers are utilizing the BAS for new hires and employees enroll in benefits through the member self-service portal. Ahead of open enrollment, we will roll-out the Member Portal to employers in phases (see schedule below). Employees will be encouraged to set-up their account, view their current enrollment, and verify their address. The EUTF met with employers on December 15, 2023 to announce the launch and provide additional information.

Memorandum to Board of Trustees

March 1, 2024

Subject: February – March 2024 Member Services Operations Report

Page 3

<i>Employer</i>	<i>Target Launch Date</i>
County of Maui County of Kauai (including Department of Water Supply)	1/8/24 (<i>email sent on 1/8/24</i>)
Executive Branch OHA Judiciary Legislature HHSC	1/29/24 (<i>email sent on 1/29/24</i>)
DOE Charter Schools	2/19/24 (<i>email sent on 2/19/24</i>)
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

Enclosures

MSB Automated Call Distribution Report

February 2024

Day	Day of Week	Incoming Calls	Answered	% Answered	Average Time Per Call (min)	% Answered within x seconds			Abandoned Time (in seconds)				# of Agents in ACD	Outgoing Calls
						10	10-30	> 30	< 10	10-30	> 30	Total		
1	Thursday	229	188	82.10%	4:29	22.27%	7.86%	51.97%	1	14	26	41	7	7
2	Friday	179	167	93.30%	4:00	54.75%	12.29%	26.26%	0	1	11	12	5	29
5	Monday	244	234	95.90%	3:38	65.98%	10.25%	19.67%	1	5	4	10	7	9
6	Tuesday	190	179	94.21%	3:41	55.26%	11.05%	27.89%	0	2	9	11	9	5
7	Wednesday	187	173	92.51%	4:19	48.66%	10.16%	33.69%	1	4	9	14	7	9
8	Thursday	198	172	86.87%	4:40	27.78%	9.09%	50.00%	0	2	24	26	7	27
9	Friday	199	174	87.44%	3:57	34.17%	7.54%	45.73%	1	5	19	25	5	16
12	Monday	287	252	87.80%	4:12	24.04%	9.76%	54.01%	0	8	27	35	6	62
13	Tuesday	208	183	87.98%	3:49	25.48%	8.65%	53.85%	2	0	23	25	6	3
14	Wednesday	170	159	93.53%	3:45	47.65%	17.65%	28.24%	1	2	8	11	7	13
15	Thursday	183	171	93.44%	3:47	55.19%	15.85%	22.40%	1	3	8	12	7	21
16	Friday	213	190	89.20%	4:21	32.39%	9.39%	47.42%	2	1	20	23	7	6
19	Monday	HOLIDAY - PRESIDENTS' DAY												
20	Tuesday	242	198	81.82%	4:10	26.03%	9.50%	46.28%	2	8	34	44	7	22
21	Wednesday	197	190	96.45%	3:52	43.65%	15.23%	37.56%	0	1	6	7	8	5
22	Thursday	152	142	93.42%	4:31	45.39%	10.53%	37.50%	1	2	7	10	6	13
23	Friday	191	169	88.48%	4:04	41.88%	8.38%	38.22%	2	4	16	22	7	24
26	Monday	301	238	79.07%	3:59	12.29%	6.31%	60.47%	0	12	51	63	6	7
27	Tuesday	215	198	92.09%	4:07	40.00%	16.74%	35.35%	2	5	10	17	7	15
28	Wednesday	190	178	93.68%	3:56	43.16%	14.74%	35.79%	1	4	7	12	7	11
29	Thursday	196	157	80.10%	3:43	20.41%	7.65%	52.04%	2	5	32	39	6	13
Monthly Totals		4171	3712	89.00%	4:02	37.04%	10.69%	41.26%	20	88	351	459	134	317

Report Created 3/1/2024

*The ACD Assigned MSRs column reflects how many MSRs were assigned to ACD over the day. The actual number of MSRs logged into the ACD may fluctuate throughout the day.

MSB Automated Call Distribution Report

January to December 2024

Month	Incoming Calls	Answered	% Answered	Average Time Per Call (min)	% Answered within x seconds			Abandoned Time (in seconds)				Agents in ACD	Outgoing Calls
					10	10-30	> 30	< 10	10-30	> 30	Total		
January	5133	4348	84.71%	4:14	23.63%	8.84%	52.23%	40	74	671	785	127	319
February	4171	3712	89.00%	4:02	37.04%	10.69%	41.26%	20	88	351	459	134	317
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													

Report Created 3/1/2024

*The ACD Assigned MSRs column reflects how many MSRs were assigned to ACD over the day. The actual number of MSRs logged into the ACD may fluctuate throughout the day.

MSB Automated Call Distribution Report

January to December 2023

Month	Incoming Calls	Answered	% Answered	Average Time Per Call (min)	% Answered within x seconds			Abandoned Time (in seconds)				Agents in ACD	Outgoing Calls
					10	10-30	> 30	< 10	10-30	> 30	Total		
January	6896	3405	49.38%	6:02	2.31%	0.62%	46.45%	85	122	3284	3491	131	326
February	4125	2964	71.85%	5:18	11.44%	2.98%	57.43%	35	43	1083	1161	113	293
March	4484	3438	76.67%	4:28	18.42%	3.70%	54.55%	23	49	974	1046	115	181
April	4884	3319	67.96%	4:40	10.77%	2.38%	54.81%	27	57	1481	1565	109	220
May	4253	3798	89.30%	4:14	33.81%	6.44%	49.05%	14	31	410	455	124	238
June	4433	3654	82.43%	4:24	21.93%	4.92%	55.58%	22	47	710	779	134	180
July	4613	3425	74.25%	4:07	7.76%	3.23%	63.26%	29	52	1107	1188	116	173
August	4929	3866	78.43%	4:34	17.81%	5.42%	55.20%	40	63	960	1063	138	356
September	4742	3903	82.31%	4:23	21.78%	5.34%	55.19%	32	62	745	839	129	230
October	5013	4328	86.34%	4:09	25.71%	8.50%	52.12%	28	84	573	685	155	287
November	3989	3641	91.28%	4:16	39.18%	8.87%	43.22%	27	39	282	348	136	232
December	3875	3484	89.91%	4:22	36.39%	8.23%	45.29%	27	36	328	391	121	278

Report Created 3/1/2024



JOSH GREEN, M.D.
GOVERNOR

SYLVIA LUKE
LIEUTENANT GOVERNOR

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March 1, 2024

TO: Board of Trustees

FROM: Todd Nishida, Information Systems Chief

SUBJECT: February 2024 - March 2024 Information Systems (IS) Operations Report

This report covers the period from February 3, 2024 through March 1, 2024. This report provides updates on certain key IS items. Additional details will be provided at the Board of Trustees meeting or upon request.

a. EUTF Benefits Administration System (BAS) Project

The Applications section is currently working on address compliance for out of coverage members residing in US Territories, as it is creating issues when submitting the Medicare Eligible Prescription Drug file sent to SilverScript.

Currently, reporting enrollment on the EDI file encounters challenges when the family is split between Medicare and non-Medicare Drug coverage due to a gap in data for some coverage scenarios. We have engaged both TELUS Health and CVS to architect a solution that would help close the gap by re-mapping data on the CVS side. This change will allow for CVS to properly enroll only the dependents in non-Medicare Drug coverage.

EUTF is currently strategizing and planning how to begin the reconciliation of enrollments with the carriers. The goal is to begin reconciliation starting with Kaiser Permanente, HMSA, CVS, and SilverScript in March.

b. Security Assessment

The Systems section is currently engaged with Segal in a security assessment exercise to spotlight areas of risk and identify policy gaps in IT infrastructure, applications, and compliance. We are currently engaged in discussions with other IT experts on assessing what additional improvements are needed to modernize our security practices.

c. Enrollment Counts

Ariel BAS enrollment counts for the month of February are attached.

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Enrollment Counts - Active (Summary)

The table below shows Active enrollment for period ending 02-29-2024

Count by Subscribers and Dependents

Benefit Plan	Subscribers	Dependents	Total
Medical			
EUTF			
PPO-90/10 HMSA Medical and Chiro bundled with PPO Drug (CVS)	2,492	1,302	3,794
PPO-80/20 HMSA Medical and Chiro bundled with PPO Drug (CVS)	10,924	8,036	18,960
PPO-75/25 HMSA Medical and Chiro bundled with PPO Drug (CVS)	19,912	20,055	39,967
HMO HMSA Medical and Chiro bundled with HMO Drug (CVS)	716	385	1,101
HMO Comprehensive Kaiser Medical, Drug and Chiro	4,013	2,894	6,907
HMO Standard Kaiser Medical, Drug and Chiro	9,332	8,443	17,775
HMA Supplemental Medical and Drug	586	974	1,560
EUTF Total	47,975	42,089	90,064
HSTA VB			
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	784	756	1,540
HSTA VB PPO-80/20 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	1,704	2,592	4,296
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP)	612	789	1,401
HSTA VB Total	3,100	4,137	7,237
Medical Total	51,075	46,226	97,301
Drug			
EUTF			
PPO-90/10 CVS Prescription Drug bundled with PPO Medical (HMSA)	2,492	1,302	3,794
PPO-80/20 CVS Prescription Drug bundled with PPO Medical (HMSA)	10,924	8,036	18,960
PPO-75/25 CVS Prescription Drug bundled with PPO Medical (HMSA)	19,909	20,051	39,960
HMO CVS Prescription Drug bundled with HMO Medical (HMSA)	716	385	1,101
EUTF Total	34,041	29,774	63,815
HSTA VB			
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	784	756	1,540
HSTA VB PPO-80/20 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	1,704	2,592	4,296
HSTA VB Total	2,488	3,348	5,836
Drug Total	36,529	33,122	69,651
Dental			
EUTF			
Dental (HDS)	50,309	44,432	94,741
EUTF Total	50,309	44,432	94,741
HSTA VB			
HSTA VB Dental (HDS)	3,304	4,307	7,611
HSTA VB Supplemental Dental (HDS)	80	137	217
HSTA VB Total	3,384	4,444	7,828
Dental Total	53,693	48,876	102,569
Vision			
EUTF			
Vision (VSP)	48,220	41,293	89,513
EUTF Total	48,220	41,293	89,513
HSTA VB			
HSTA VB Vision (VSP) - Stand Alone	184	366	550
HSTA VB Vision (VSP) bundled with Medical	3,100	3,741	6,841
HSTA VB Total	3,284	4,107	7,391
Vision Total	51,504	45,400	96,904
Life			
EUTF			
EUTF Securian Life Insurance	57,797	0	57,797
EUTF Total	57,797	0	57,797
HSTA VB			
HSTA VB Securian Life Insurance	4,029	0	4,029
HSTA VB Total	4,029	0	4,029
Life Total	61,826	0	61,826

Enrollment Counts - EUTF Active

The table below shows EUTF Active enrollment for period ending 02-29-2024

Count by Subscribers by Enrollment Coverage

Benefit Plan	Self	Two-Party	Family	Total
Medical				
PPO-90/10 HMSA Medical and Chiro bundled with PPO Drug (CVS)	1,831	325	336	2,492
PPO-80/20 HMSA Medical and Chiro bundled with PPO Drug (CVS)	6,964	1,806	2,154	10,924
PPO-75/25 HMSA Medical and Chiro bundled with PPO Drug (CVS)	10,788	3,449	5,675	19,912
HMO HMSA Medical and Chiro bundled with HMO Drug (CVS)	539	73	104	716
HMO Comprehensive Kaiser Medical, Drug and Chiro	2,593	668	752	4,013
HMO Standard Kaiser Medical, Drug and Chiro	5,406	1,591	2,335	9,332
HMA Supplemental Medical and Drug	175	122	289	586
Medical Total	28,296	8,034	11,645	47,975
Drug				
PPO-90/10 CVS Prescription Drug bundled with PPO Medical (HMSA)	1,831	325	336	2,492
PPO-80/20 CVS Prescription Drug bundled with PPO Medical (HMSA)	6,964	1,806	2,154	10,924
PPO-75/25 CVS Prescription Drug bundled with PPO Medical (HMSA)	10,787	3,448	5,674	19,909
HMO CVS Prescription Drug bundled with HMO Medical (HMSA)	539	73	104	716
Drug Total	20,121	5,652	8,268	34,041
Dental (HDS)	27,713	10,618	11,978	50,309
Vision (VSP)	27,208	9,883	11,129	48,220
Life Insurance (Securian)	57,797			57,797

Count by Subscribers and Dependents

Benefit Plan	Subscribers	Dependents	Total
Medical			
PPO-90/10 HMSA Medical and Chiro bundled with PPO Drug (CVS)	2,492	1,302	3,794
PPO-80/20 HMSA Medical and Chiro bundled with PPO Drug (CVS)	10,924	8,036	18,960
PPO-75/25 HMSA Medical and Chiro bundled with PPO Drug (CVS)	19,912	20,055	39,967
HMO HMSA Medical and Chiro bundled with HMO Drug (CVS)	716	385	1,101
HMO Comprehensive Kaiser Medical, Drug and Chiro	4,013	2,894	6,907
HMO Standard Kaiser Medical, Drug and Chiro	9,332	8,443	17,775
HMA Supplemental Medical and Drug	586	974	1,560
Medical Total	47,975	42,089	90,064
Drug			
PPO-90/10 CVS Prescription Drug bundled with PPO Medical (HMSA)	2,492	1,302	3,794
PPO-80/20 CVS Prescription Drug bundled with PPO Medical (HMSA)	10,924	8,036	18,960
PPO-75/25 CVS Prescription Drug bundled with PPO Medical (HMSA)	19,909	20,051	39,960
HMO CVS Prescription Drug bundled with HMO Medical (HMSA)	716	385	1,101
Drug Total	34,041	29,774	63,815
Dental (HDS)	50,309	44,432	94,741
Vision (VSP)	48,220	41,293	89,513

Data Taken 02-20-2024

Enrollment Counts - HSTA VB Active

The table below shows HSTA VB Active enrollment for period ending 02-29-2024

Count by Subscribers by Enrollment Coverage

Benefit Plan	Self	Two-Party	Family	Total
Medical				
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	446	114	224	784
HSTA VB PPO-80/20 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	620	286	798	1,704
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP)	286	92	234	612
Medical Total	1,352	492	1,256	3,100
Drug				
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	446	114	224	784
HSTA VB PPO-80/20 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	620	286	798	1,704
Drug Total	1,066	400	1,022	2,488
Dental				
HSTA VB Dental (HDS)	1,338	677	1,289	3,304
HSTA VB Supplemental Dental (HDS)	11	32	37	80
Dental Total	1,349	709	1,326	3,384
Vision				
HSTA VB Vision (VSP) - Stand Alone	26	46	112	184
HSTA VB Vision (VSP) bundled with Medical	1,386	592	1,122	3,100
Vision Total	1,412	638	1,234	3,284
Life Insurance (Securian)	4,029			4,029

Count by Subscribers and Dependents

Benefit Plan	Subscribers	Dependents	Total
Medical			
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	784	756	1,540
HSTA VB PPO-80/20 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	1,704	2,592	4,296
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP)	612	789	1,401
Medical Total	3,100	4,137	7,237
Drug			
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	784	756	1,540
HSTA VB PPO-80/20 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	1,704	2,592	4,296
Drug Total	2,488	3,348	5,836
Dental			
HSTA VB Dental (HDS)	3,304	4,307	7,611
HSTA VB Supplemental Dental (HDS)	80	137	217
Dental Total	3,384	4,444	7,828
Vision			
HSTA VB Vision (VSP) - Stand Alone	184	366	550
HSTA VB Vision (VSP) bundled with Medical	3,100	3,741	6,841
Vision Total	3,284	4,107	7,391

Data Taken 02-20-2024

Enrollment Counts - EUTF Active

The table below shows EUTF Active enrollment for period ending 02-29-2024

Count by Subscribers by Bargaining Unit

Benefit Plan	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	Total
Medical																	
PPO-90/10 HMSA Medical and Chiro bundled with PPO Drug (CVS)		76	278	20	402	32	379	83	284	128	55	112	30	133	457	21	2 2,492
PPO-80/20 HMSA Medical and Chiro bundled with PPO Drug (CVS)		209	1,557	164	2,354	169	1,221	305	742	602	210	434	198	695	1,920	107	37 10,924
PPO-75/25 HMSA Medical and Chiro bundled with PPO Drug (CVS)	1	450	2,905	205	3,782	230	2,989	291	741	1,190	473	891	1,071	861	3,523	208	101 19,912
HMO HMSA Medical and Chiro bundled with HMO Drug (CVS)		15	88	16	127	12	105	14	50	36	16	37	7	53	129	9	2 716
HMO Comprehensive Kaiser Medical, Drug and Chiro		69	593	95	814	80	512	102	326	159	81	190	83	249	599	56	5 4,013
HMO Standard Kaiser Medical, Drug and Chiro	2	195	1,234	85	1,652	93	1,823	145	509	670	203	328	341	316	1,599	89	48 9,332
HMA Supplemental Medical and Drug		17	53	4	153	10	73	12	14	24	15	12	32	26	134	7	586
Medical Total	3	1,031	6,708	589	9,284	626	7,102	952	2,666	2,809	1,053	2,004	1,762	2,333	8,361	497	195 47,975
Drug																	
PPO-90/10 CVS Prescription Drug bundled with PPO Medical (HMSA)		76	278	20	402	32	379	83	284	128	55	112	30	133	457	21	2 2,492
PPO-80/20 CVS Prescription Drug bundled with PPO Medical (HMSA)		209	1,557	164	2,354	169	1,221	305	742	602	210	434	198	695	1,920	107	37 10,924
PPO-75/25 CVS Prescription Drug bundled with PPO Medical (HMSA)	1	450	2,905	205	3,781	230	2,989	291	741	1,190	473	891	1,071	860	3,522	208	101 19,909
HMO CVS Prescription Drug bundled with HMO Medical (HMSA)		15	88	16	127	12	105	14	50	36	16	37	7	53	129	9	2 716
Drug Total	1	750	4,828	405	6,664	443	4,694	693	1,817	1,956	754	1,474	1,306	1,741	6,028	345	142 34,041
Dental (HDS)	4	1,111	6,977	624	10,063	686	7,316	998	2,735	2,825	1,097	2,104	1,834	2,416	8,797	525	197 50,309
Vision (VSP)	4	1,072	6,752	599	9,660	663	6,887	969	2,565	2,697	1,058	2,019	1,765	2,332	8,482	507	189 48,220
Life Insurance (Securian)	5	1,360	8,062	730	11,886	814	7,970	1,179	3,120	3,204	1,272	2,467	2,039	2,664	10,185	598	242 57,797

Enrollment Counts - HSTA VB Active

The table below shows HSTA VB Active enrollment for period ending 02-29-2024

Count by Subscribers by Bargaining Unit

Benefit Plan	05	06	Total
Medical			
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	784		784
HSTA VB PPO-80/20 Medical and Chiro (HMSA) bundled with PPO Drug (CVS), Vision (VSP)	1,703	1	1,704
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP)	612		612
Medical Total	3,099	1	3,100
Drug			
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	784		784
HSTA VB PPO-80/20 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA)	1,703	1	1,704
Drug Total	2,487	1	2,488
Dental			
HSTA VB Dental (HDS)	3,303	1	3,304
HSTA VB Supplemental Dental (HDS)	80		80
Dental Total	3,383	1	3,384
Vision			
HSTA VB Vision (VSP) - Stand Alone	184		184
HSTA VB Vision (VSP) bundled with Medical	3,099	1	3,100
Vision Total	3,283	1	3,284
Life Insurance (Securian)	4,028	1	4,029

Data Taken 02-20-2024

Enrollment Counts - Retiree (Summary)

The table below shows Retiree enrollment for period ending 02-29-2024

Count by Subscribers and Dependents

Benefit Plan	Subscribers	Dependents	Total
Medical			
EUTF			
PPO-90/10 Medical (HMSA) - Retiree			
Medicare	34,686	13,598	48,284
Non-Medicare	5,452	4,878	10,330
PPO-90/10 Medical (HMSA) - Retiree Total	40,138	18,476	58,614
HMO Medical (Kaiser), Drug (Kaiser) - Retiree			
Medicare	6,975	2,369	9,344
Non-Medicare	1,081	859	1,940
HMO Medical (Kaiser), Drug (Kaiser) - Retiree Total	8,056	3,228	11,284
PPO Medical - Medicare Advantage (Humana) - Retiree			
Medicare	67	9	76
PPO Medical - Medicare Advantage (Humana) - Retiree Total	67	9	76
Out-of-State Plan - Retiree			
Medicare	179	59	238
Non-Medicare	6	3	9
Out-of-State Plan - Retiree Total	185	62	247
EUTF Total	48,446	21,775	70,221
HSTA VB			
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (SilverScript or CVS), Vision (VSP) - Retiree			
Medicare	1,969	897	2,866
Non-Medicare	5	0	5
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (SilverScript or CVS), Vision (VSP) - Retiree Total	1,974	897	2,871
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with Vision (VSP) - Retiree			
Medicare	12	5	17
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with Vision (VSP) - Retiree Total	12	5	17
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP) - Retiree			
Medicare	210	68	278
Non-Medicare	4	1	5
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP) - Retiree Total	214	69	283
HSTA VB Out-of-State Plan - Retiree			
Medicare	2	2	4
HSTA VB Out-of-State Plan - Retiree Total	2	2	4
HSTA VB Total	2,202	973	3,175
Medical Total	50,648	22,748	73,396
Drug			
EUTF			
PPO Drug (SilverScript) - Medicare	33,056	12,778	45,834
PPO Prescription Drug (CVS) - Non-Medicare	6,027	5,098	11,125
EUTF Total	39,083	17,876	56,959
HSTA VB			
HSTA VB PPO-90/10 Prescription Drug (SilverScript) bundled with HSTA VB PPO Medical (HMSA) - Medicare	1,970	899	2,869
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA) - Non-Medicare	9	0	9
HSTA VB Total	1,979	899	2,878
Drug Total	41,062	18,775	59,837
Dental			
Dental (HDS)	49,332	22,722	72,054
HSTA VB Dental (HDS) - Retiree	2,204	980	3,184
Dental Total	51,536	23,702	75,238
Vision			
Vision (VSP)	49,269	22,719	71,988
HSTA VB Vision (VSP) bundled with Medical - Retiree	2,202	971	3,173
Vision Total	51,471	23,690	75,161
Life			
EUTF Securian Life Insurance - Retiree	46,078	0	46,078
HSTA VB Securian Life Insurance - Retiree	2,178	0	2,178
Life Total	48,256	0	48,256

Enrollment Counts - EUTF Retiree

The table below shows EUTF Retiree enrollment for period ending 02-29-2024

Count by Subscribers by Enrollment Coverage

Benefit Plan	Self	Two-Party	Family	Total
Medical				
PPO-90/10 Medical (HMSA) - Retiree				
Medicare	21,636	12,587	463	34,686
Non-Medicare	2,106	2,331	1,015	5,452
PPO-90/10 Medical (HMSA) - Retiree Total	23,742	14,918	1,478	40,138
HMO Medical (Kaiser), Drug (Kaiser) - Retiree				
Medicare	4,697	2,199	79	6,975
Non-Medicare	461	459	161	1,081
HMO Medical (Kaiser), Drug (Kaiser) - Retiree Total	5,158	2,658	240	8,056
PPO Medical - Medicare Advantage (Humana) - Retiree				
Medicare	58	9		67
PPO Medical - Medicare Advantage (Humana) - Retiree Total	58	9		67
Out-of-State Plan - Retiree				
Medicare	123	53	3	179
Non-Medicare	3	3		6
Out-of-State Plan - Retiree Total	126	56	3	185
Medical Total	29,084	17,641	1,721	48,446
Drug				
PPO Drug (SilverScript) - Medicare	20,777	11,860	419	33,056
PPO Prescription Drug (CVS) - Non-Medicare	2,470	2,531	1,026	6,027
Drug Total	23,247	14,391	1,445	39,083
Dental (HDS)	29,034	18,563	1,735	49,332
Vision (VSP)	28,999	18,514	1,756	49,269
Life Insurance (Securian)	46,078			46,078

Count by Subscribers and Dependents

Benefit Plan	Subscribers	Dependents	Total
Medical			
PPO-90/10 Medical (HMSA) - Retiree			
Medicare	34,686	13,598	48,284
Non-Medicare	5,452	4,878	10,330
PPO-90/10 Medical (HMSA) - Retiree Total	40,138	18,476	58,614
HMO Medical (Kaiser), Drug (Kaiser) - Retiree			
Medicare	6,975	2,369	9,344
Non-Medicare	1,081	859	1,940
HMO Medical (Kaiser), Drug (Kaiser) - Retiree Total	8,056	3,228	11,284
PPO Medical - Medicare Advantage (Humana) - Retiree			
Medicare	67	9	76
PPO Medical - Medicare Advantage (Humana) - Retiree Total	67	9	76
Out-of-State Plan - Retiree			
Medicare	179	59	238
Non-Medicare	6	3	9
Out-of-State Plan - Retiree Total	185	62	247
Medical Total	48,446	21,775	70,221
Drug			
PPO Drug (SilverScript) - Medicare	33,056	12,778	45,834
PPO Prescription Drug (CVS) - Non-Medicare	6,027	5,098	11,125
Drug Total	39,083	17,876	56,959
Dental (HDS)	49,332	22,722	72,054
Vision (VSP)	49,269	22,719	71,988

Enrollment Counts - HSTA VB Retiree

The table below shows HSTA VB Retiree enrollment for period ending 02-29-2024

Count by Subscribers by Enrollment Coverage

Benefit Plan	Self	Two-Party	Family	Total
Medical				
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (SilverScript or CVS), Vision (VSP) - Retiree				
Medicare	1,091	863	15	1,969
Non-Medicare	5			5
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (SilverScript or CVS), Vision (VSP) - Retiree Total	1,096	863	15	1,974
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with Vision (VSP) - Retiree				
Medicare	7	5		12
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with Vision (VSP) - Retiree Total	7	5		12
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP) - Retiree				
Medicare	143	66	1	210
Non-Medicare	3	1		4
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP) - Retiree Total	146	67	1	214
HSTA VB Out-of-State Plan - Retiree				
Medicare		2		2
HSTA VB Out-of-State Plan - Retiree Total		2		2
Medical Total	1,249	937	16	2,202
Drug				
HSTA VB PPO-90/10 Prescription Drug (SilverScript) bundled with HSTA VB PPO Medical (HMSA) - Medicare	1,090	865	15	1,970
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA) - Non-Medicare	9			9
Drug Total	1,099	865	15	1,979
Dental (HDS)	1,243	946	15	2,204
Vision (VSP)	1,249	938	15	2,202
Life Insurance (Securian)	2,178			2,178

Count by Subscribers and Dependents

Benefit Plan	Subscribers	Dependents	Total
Medical			
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (SilverScript or CVS), Vision (VSP) - Retiree			
Medicare	1,969	897	2,866
Non-Medicare	5	0	5
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with PPO Drug (SilverScript or CVS), Vision (VSP) - Retiree Total	1,974	897	2,871
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with Vision (VSP) - Retiree			
Medicare	12	5	17
HSTA VB PPO-90/10 Medical and Chiro (HMSA) bundled with Vision (VSP) - Retiree Total	12	5	17
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP) - Retiree			
Medicare	210	68	278
Non-Medicare	4	1	5
HSTA VB HMO Medical, Drug and Chiro (Kaiser) bundled with Vision (VSP) - Retiree Total	214	69	283
HSTA VB Out-of-State Plan - Retiree			
Medicare	2	2	4
HSTA VB Out-of-State Plan - Retiree Total	2	2	4
Medical Total	2,202	973	3,175
Drug			
HSTA VB PPO-90/10 Prescription Drug (SilverScript) bundled with HSTA VB PPO Medical (HMSA) - Medicare	1,970	899	2,869
HSTA VB PPO-90/10 Prescription Drug (CVS) bundled with HSTA VB PPO Medical (HMSA) - Non-Medicare	9	0	9
Drug Total	1,979	899	2,878
Dental (HDS)	2,204	980	3,184
Vision (VSP)	2,202	971	3,173

Data Taken 02-20-2024

Enrollment Counts - All Subscribers

The table below shows All Subscriber enrollments for period ending 02-29-2024

Employer	Medical	Drug	Dental	Vision	Life
City and County of Honolulu					
Active	6,984	5,160	7,316	7,074	8,480
Retiree (Medicare)	6,077	4,534			
Retiree (Non-Medicare)	1,712	1,502	7,892	7,920	6,822
City and County of Honolulu Total	14,773	11,196	15,208	14,994	15,302
Honolulu Board of Water Supply					
Active	453	326	469	452	516
Retiree (Medicare)	484	390			
Retiree (Non-Medicare)	89	85	576	581	496
Honolulu Board of Water Supply Total	1,026	801	1,045	1,033	1,012
Honolulu Authority for Rapid Transportation					
Active	35	27	36	37	38
Retiree (Medicare)	17	15			
Retiree (Non-Medicare)	4	1	22	22	24
Honolulu Authority for Rapid Transportation Total	56	43	58	59	62
County of Hawaii					
Active	2,157	1,660	2,224	2,151	2,578
Retiree (Medicare)	1,345	1,202			
Retiree (Non-Medicare)	432	408	1,789	1,793	1,633
County of Hawaii Total	3,934	3,270	4,013	3,944	4,211
Hawaii Dept of Water					
Active	126	100	131	129	153
Retiree (Medicare)	100	88			
Retiree (Non-Medicare)	16	15	119	119	112
Hawaii Dept of Water Total	242	203	250	248	265
County of Kauai					
Active	982	856	1,032	1,007	1,207
Retiree (Medicare)	701	652			
Retiree (Non-Medicare)	187	196	886	902	821
County of Kauai Total	1,870	1,704	1,918	1,909	2,028
Kauai Department of Water					
Active	67	57	74	72	89
Retiree (Medicare)	43	40			
Retiree (Non-Medicare)	12	12	52	53	57
Kauai Department of Water Total	122	109	126	125	146
County of Maui					
Active	2,111	1,042	2,204	2,121	2,494
Retiree (Medicare)	1,300	809			
Retiree (Non-Medicare)	464	329	1,792	1,799	1,655
County of Maui Total	3,875	2,180	3,996	3,920	4,149
State of Hawaii					
Active	37,332	26,766	39,310	37,632	45,121
Retiree (Medicare)	33,963	27,242			
Retiree (Non-Medicare)	3,616	3,476	38,318	38,192	36,547
State of Hawaii Total	74,911	57,484	77,628	75,824	81,668
Hawaii Public Charter Schools					
Active	828	535	897	829	1,150
Retiree (Medicare)	70	54			
Retiree (Non-Medicare)	16	12	90	90	89
Hawaii Public Charter Schools Total	914	601	987	919	1,239
Grand Total	101,723	77,591	105,229	102,975	110,082



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201 MERCHANT STREET, SUITE 1700
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DONNA A. TONAKI

March 1, 2024

TO: Derek Mizuno
Administrator

FROM: Katie Matsushima
Eligibility Specialist

SUBJECT: February – March 2024 Eligibility and Enrollment Report

This report covers the time period from February 3 – March 1, 2024. Additional details will be provided upon request.

Audits Currently in Progress (On hold):

- **Verify Retiree Eligibility and Tiers**

In Progress

- EUTF will review **273** retirees with ERS to determine correct tier.

Completed

- Letters to **124** retirees whose tiers are being impacted (e.g. 50% to 75%) were mailed on Friday, October 8, 2021. Tier change was effective January 1, 2022. Retroactive refunds of overpayments will be made but no retroactive collections of underpayments will be required.

Point in Time Reconciliation Audits between:

Please note, this performance guarantee (PG) was waived for the last rating period due to the implementation of the BAS. Point in Time Reconciliation Audits will resume in early 2024. The initial audit will be to reconcile enrollment following the BAS implementation and will not be subject to PG.

Prior Reporting Year Results:

- CVS/SilverScript and EUTF enrollment- Accuracy **99.41%** (Previous Accuracy: N/A)
- Kaiser and EUTF enrollment- Accuracy **99.99%** (Previous Accuracy: **99.72%**)
- HMA and EUTF enrollment- Accuracy **100%** (Previous Accuracy: **91.77%**)
- HDS and EUTF enrollment- Accuracy **100%** (Previous Accuracy: **100%**)
- VSP and EUTF enrollment- Accuracy **100%** (Previous Accuracy: **99.99%**)
- HMSA and EUTF enrollment- Accuracy **99.99%** (Previous Accuracy: **99.99%**)

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.

Recurring Audits:

The Unreported Divorce Audits has resumed as of December 2023. The remaining recurring audits are set to resume over early 2024.

		Initial Audit				
Description	Active/ Retiree	Initial Cleanup Date	Terms	Approx. Annual Savings	Recovery Amount	Future Audits
Adult Disabled Recertification	Retiree	2015 by previous Administrator	N/A	N/A	N/A	Every 7 years (2022)
Adult Disabled Recertification	Active	6/30/2017	10	\$25,830	N/A	Every 7 years (2024)
Dependent Children Non-ACA Eligibility (i.e. not married)	Active and Retiree	4/30/2021	19	\$24,760	To be determined	Every other month
Domestic Partner Recertification	Active	12/31/2018	167	\$480,960	N/A	Every 2 years (2022)
Domestic Partner Recertification	Retiree	8/31/2017	20	\$150,750	N/A	Every 2 years (2022)
Medicare Savings Program	Retirees and Dependents	12/31/2018	36	\$45,317	N/A	Monthly
Out-of-State Unreported Deaths	Retirees and Dependents	4/5/2018 - (Terminations retroactive to date of death)	48	N/A	N/A	Every other month
Spouses with Self and Two-Party Plans	Active and Retiree	3/31/2018	14	\$20,746	N/A	Annually
Surviving Spouse/ Surviving Child	N/A	11/30/2017 and 2/28/2018	25	\$92,844	\$200,820	Every other month
Termination of Life Insurance Enrollment for Terminated Employees	Active	3/27/2019 (retroactive to 3/31/2018)	2,073	\$8,541	N/A	Annually
Unreported Divorce Audit	Active	6/30/2017	45 and 5 step- children	\$132,950	\$96,548	Monthly
Unreported Divorce Audit	Retiree	4/30/2018	32 former spouses	\$155,648	\$505,830	Monthly



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DONNA A. TONAKI

March 1, 2024

TO: EUTF Board of Trustees

FROM: Melissa Tom, Health and Wellness Specialist

SUBJECT: February – March Health and Wellness Specialist Report

This report covers the period February 3, 2024 – March 1, 2024

A. Worksite Wellness

1. Two live online webinars were offered this reporting period: 1) “10K-A-Day Challenge Kick-Off” introducing our upcoming challenge and tools used while participating in the challenge and 2) “Taking Care of YourSELF: Balancing Sleep, Exercise, Love, and Food” reiterating the importance of self-care, and strategies to live a more balanced and healthy life.
2. The *10K-A-Day* 4-week Wellness Challenge kicked off on February 12. This challenge, led by Kaiser, encourages participants to get active and strive to achieve 10,000 daily steps. There are 373 registrants which includes retirees, and 22 State/County departments. The Challenge app allows participants to log their steps while taking a virtual walking tour to different states, and post messages to each other. This Challenge concludes on March 10.
3. Wellness Program Activities for February were sent to HROs and Wellness Champions, for distribution to employees. The announcement promoted creating healthy habits through utilizing EUTF’s Health and Wellness website, Virtual Wellness Fair, and participating in Challenges and Webinars. See attached.

B. Preventive Health

1. HMSA’s “Spring into Health” campaign encouraging EUTF HMSA members to see their primary care provider began February 26. The annual campaign targets HMSA members (21+) who’ve had no PCP visits from Feb 2022, and HGEA/UPW ages 30-50. The flyer, see attached, was posted to the EUTF Health and Wellness and HMSA EUTF sites, and an email was sent on February 28 to 11,248 members. The campaign will conclude with a postcard mailer in mid-March.
2. Kaiser Permanente (KP) email campaign was implemented in February. The campaign targeted EUTF Kaiser members to create healthy habits by participating in the wellness webinar and challenge. The email was sent to ~14,300 EUTF KP members.
3. The first quarter *Well Aware* message was distributed on February 21. The aim of the message was to encourage members to schedule annual exams with their primary care, dentist, and vision health care providers. See attached.

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.

Memorandum to EUTF Board of Trustees
Subject: February – March Health and Wellness Specialist Report
March 1, 2024
Page 2

C. Chronic Disease Management

1. The Burden of Disease and HEDIS annual reports were presented by HMSA and Kaiser Permanente, to the Benefits Committee on February 6.

Attachments



EUTF WELLNESS PROGRAM

February 2024

Take time for your well-being!

Monthly Health & Wellness Goal

✓ Feb.-Create Healthy Habits!

✓ Jan.-Get Checked Out!

HEALTH AND WELLNESS GOALS There are many services included in your health plan benefits to help you reach your wellness goals. Checkout the [Health and Wellness website](#) and [EUTF Virtual Wellness Fair](#) to learn new ways to enhance your well-being. Make sure to visit our renewed [Challenges and Webinars page](#) to fill up your wellness calendar!

CHALLENGES - Participate and Move! Click on Challenges for more info!

HEALTHY HOLIDAY CHALLENGE Congrats to all 216 participants for completing 1,433 classes during HMSA and Peloton’s Healthy Holiday Challenge! Shout-out to our top 3 participating departments: 1) **City and County of Honolulu**, 2) **Public Safety**, 3) **Human Services**. See the final results and the 8 weekly winners of \$100 egift cards [here](#).

“This HMSA EUTF Healthy Holiday Challenge was very flexible for the busy holiday season...there were a lot of shorter fitness classes (like 5-15 mins) offered on the Peloton app, which made fitting in a daily session so doable. Thank you HMSA, EUTF, and Peloton”

“I enjoyed this challenge. It was easy using the Peloton app to track my progress.”

“Mahalo! This is a great treat for the new year. Thankful for the gift that helps me focus on my health!”

10K-A-Day CHALLENGE Join our 4-week physical activity challenge and strive for 10,000 daily steps. The fun starts February 12- March 10. See details below to join the [kick-off](#) informational webinar. Register NOW!



WEBINARS- Click topics below to register!

FEBRUARY 2024 WELLNESS EVENTS

Take time for YOU!

EUTF BE WELL BE STRONG

HEALTH & WELL-BEING WEBINARS

Taking care of yourSELF
Balancing Sleep, Exercise, Love, and Food
February 22 at 11:30 am –12:15 pm
Learn simple self care strategies to improve your health and well-being.

10K-A-Day Challenge Kick-off
February 6 at 11:30 am –12 pm
Learn about our 4-week wellness challenge, to accumulate 10,000 steps each day.

[Taking care of yourSELF-Balancing Sleep, Exercise, Love, and food](#)
Self-Care is essential for anyone seeking to live a more balanced and healthy life. Learn simple SELF-care strategies, that when practiced daily, can support, and improve participants health and well-being.

[10K-A-Day Wellness Challenge Kick-off](#)
Learn more about the 10K-A-Day 4-week Challenge. Hear how to register yourself or join a team, how to utilize the challenge app and track your activities and how challenge participants earn a chance to win a \$250 gift card!

Host a “Group Watch” at your worksite	Anyone can setup a group watch, simply reserve your conference room and invite your colleagues. After the event, email the GROUP WATCH FORM to the webinar host to be entered in any prize drawings offered. <small>*Does not include the Challenge Kick-off webinar</small>
Watch anytime on-demand	Unable to attend a live webinar? View Recorded Webinars , most are recorded and available for the year!





Spring into Health!

State, city, and county workers and retirees

With spring around the corner, it's time to refresh your journey toward a healthier you. Whether you want to improve your mental or physical health, we're here to help. Having a coach in your corner makes it easier to meet your health and well-being goals.



Know your numbers. Your primary care provider (PCP) can determine your key health stats and discuss how they affect your journey. Knowing your numbers, such as blood pressure, cholesterol, blood sugar, and weight, makes it easier to set and achieve your goals. Make an appointment with your PCP at no additional cost.

- EUTF actives can schedule an annual preventive health evaluation.
- EUTF retirees and HSTA VB actives and retirees can schedule an annual physical exam.

If you don't have a PCP, HMSA can help. Visit hmsa.com/eutf and click Find a Doctor.



Hit the ground running. Once you've set goals with your PCP, our health coaches can help you reach them. **Health coaching** is available by phone at no additional cost. Just call 1 (855) 329-5461, option 1, Monday through Friday, 8 a.m. to 5 p.m.



Get started today

Visit hmsa.com/eutf

Call (808) 948-6499 or 1 (800) 776-4672



An Independent Licensee of the Blue Cross and Blue Shield Association



WELL AWARE

A Quarterly Health & Wellness Benefit Message from EUTF

Spring
2024



Make 2024 your year!

It's time for a fresh start on your journey to a healthier you. There's no better way to self-care than getting your annual preventive visit to help ensure a clean bill of health.

Not only will it help diagnose any existing issues, but a visit with your primary care provider may detect the onset of diseases early when they're less serious and easier to treat and can save you money on long-term health care costs.

Make an appointment with your PCP at no additional cost:

- EUTF actives can schedule an annual preventive health evaluation.
- EUTF retirees and HSTA VB actives and retirees can schedule an annual physical exam.

Looking for a PCP? Use [Find a Doctor](#) on hmsa.com/eutf or call **(808) 948-6499** or **1 (800) 776-4672**.

Need a healthy nudge? Get free support from a [health coach](#) to meet your health and well-being goals. Call **1 (855) 329-5461**, option 1, or [enroll online](#).

Your oral health is a key to overall wellness. By visiting your dentist for routine exams and cleanings, you not only ensure a brighter, healthier smile but also contribute to your overall well-being.



As a Hawaii Dental Service (HDS) member, you're covered for preventive care, including exams and cleanings, when you choose an HDS participating dentist. Beyond checking your teeth and gums, dentists play a vital role in screening for broader health issues, offering advice, and recommending preventive measures.

To maintain optimal oral health, complement your dental visits with daily brushing, flossing, and a nutritious diet that is low in sugar. Remember, a radiant smile reflects a healthy you!

To learn more about taking care of your oral health, visit HawaiiDentalService.com/eutf



Take charge of your health by staying current on preventive care visits, screenings, and immunizations. Getting recommended screening tests regularly may find breast, cervical, and colorectal (colon) cancers early, when treatment is likely to work best.

At kp.org, you can choose online, phone, video, and in-person visits with your doctor. Once connected, your doctor will work with you to stay current on screenings and tests that are right for you.

It's also important to take care of yourself and practice self-care — from how you sleep, eat, and exercise to how you manage stress — to help you feel healthier and more balanced. Visit kp.org/selfcare to explore our broad range of self-care resources to help you thrive in mind, body, and spirit.

If you need help choosing the care that's right for you, members can now call our single statewide number **1-833-833-3333 (TTY 711)** to:

- Schedule and cancel appointments
- Get 24/7 medical advice
- Order and refill prescriptions
- And more

Annual Eye Exam



Did you know **8 in 10 people (84%) rate vision as the most important sense**, and nearly everyone (97%) agrees that having healthy eyes is important. But only half of the people surveyed get annual eye exams.

An annual eye exam should be on your list of yearly preventive care appointments. Why? Because during an eye exam, your eye doctor not only looks at your vision, but also your eye and overall health. Over 270 health conditions can be detected early during an eye exam, even before you experience other noticeable symptoms.

At your appointment, simply tell them you have VSP—and we'll take care of the rest! Find a location near you at vsp.com/eye-doctor or call **866.240.8420**.

1.CDC, 2020. 1. Surprising Eye Health Stats, VSP Vision Care YouGov Study, 2018.



JOSH GREEN, M.D.
GOVERNOR

SYLVIA LUKE
LIEUTENANT GOVERNOR

STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
201 MERCHANT STREET, SUITE 1700
HONOLULU, HAWAII 96813
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March 1, 2024

TO: Board of Trustees

FROM: Amy Cheung *ac*
EUTF Financial Management Officer

SUBJECT: February 2024 – March 2024 Financial Services Branch (FSB)

This report covers the period of February 3, 2024 through March 1, 2024. Additional details will be provided upon request.

a. FSB Performance Data

FSB's call answer rate was 89.65% (1,013 out of 1,130 calls) for February 2024 compared to 89.62% for January 2024. Please see attached for the Automated Call Distribution (ACD) reports for more information.

During February, staff reviewed and issued 347 shortage notices and 109 cancellation notices compared to 365 shortage notices and 199 cancellation notices last year. Staff also reviewed and mailed out 162 retiree invoices to retirees who pay a portion of their premiums via check for the month of January.

August 2023 through February 2024 cancellations due to non-payment of premiums for County of Maui and State employees residing on Maui were waived by the board.

b. Refunds and Medicare Part B Overpayments Status

Refunds: The new BAS processes pre-tax refunds for active employees through payroll except for events related to terminations, deaths, and non-payment terminations. The net payable to employee-beneficiaries as of June 30, 2023 was \$495,191 and as of December 31, 2023 was \$572,058. There was an overall net payable increase of \$76,867 during this fiscal year.

Medicare Part B Overpayments: The financial management team continues to collect on the prior fiscal years overpayment balance by contacting the debtor or estate (at least two times). If there is no response, we forward the collection to the Department of the Attorney General for collection and/or write off. Since July 1, 2023, the EUTF has written off 109 Medicare Part B overpayments totaling \$88,576. We recovered 56 overpayments that totaled \$35,146 in January.

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.

c. EUTF Collections

The following provides the collections status on completed audits as of December 31, 2023.

Description	Date of Collection Letters	Number of Accounts Outstanding[^]	Total Recovery Amount*	Total Amount Collected (To-Date)	Total Amount Referred to AG for Collection	Remaining Outstanding Balance
Surviving Spouse/Surviving Child Audit	02/08/18	2	\$120,027	\$36,023	\$71,520	\$12,484
Surviving Spouse/Surviving Child Audit - Ongoing	08/30/18-present	5	\$186,251	\$84,248	\$48,727	\$53,276
Unreported Divorces for Retirees/Actives - Ongoing	08/30/18-present	14	\$825,183	\$256,582	\$479,821	\$88,780
Family Link & Special Audits - Ongoing	12/31/18-present	5	\$7,224	\$4,285	\$0	\$2,939
Total		26	\$1,138,685	\$381,138	\$600,068	\$157,479
% of Total				33%	53%	14%

[^] Adjusted to exclude accounts on appeal status, approved appeals, and referred to AG for collection.

* Total recovery amount represents total employer contributions owed less adjustments related to approved appeals.

d. Financial Statements as of November 30 and December 31, 2023

Financial statements for the month of November 2023 and December 2023 are included in your packet for review.

Accounting Automated Call Distribution Report

February 2024

Day	Day of Week	Incoming Calls Accounting	Answered	% Answered	Average Time Per Call (min)	% Answered within x seconds			Abandoned Time (in seconds)				Voice Message	Outgoing Calls Accounting
						10	10-30	> 30	< 10	10-30	> 30	Total		
1	Thursday	66	54	81.82%	3:10	57.58%	3.03%	21.21%	3	3	6	12	0	0
2	Friday	55	45	81.82%	3:29	45.45%	5.45%	30.91%	3	2	5	10	0	0
5	Monday	63	59	93.65%	3:11	60.32%	9.52%	23.81%	0	3	1	4	0	0
6	Tuesday	57	53	92.98%	4:59	68.42%	5.26%	19.30%	1	1	2	4	0	3
7	Wednesday	53	50	94.34%	4:03	62.26%	3.77%	28.30%	1	0	2	3	0	4
8	Thursday	47	45	95.74%	4:57	82.98%	6.38%	6.38%	1	1	0	2	0	8
9	Friday	40	38	95.00%	4:19	75.00%	10.00%	10.00%	1	0	1	2	0	2
12	Monday	65	58	89.23%	4:31	60.00%	0.00%	29.23%	1	0	6	7	0	5
13	Tuesday	53	50	94.34%	3:33	79.25%	5.66%	9.43%	0	1	2	3	0	4
14	Wednesday	38	36	94.74%	2:55	76.32%	5.26%	13.16%	1	0	1	2	0	8
15	Thursday	47	36	76.60%	6:21	63.83%	2.13%	10.64%	2	2	7	11	0	3
16	Friday	35	35	100.00%	4:54	85.71%	2.86%	11.43%	0	0	0	0	0	8
19	Monday	HOLIDAY - PRESIDENTS' DAY												
20	Tuesday	85	79	92.94%	5:19	55.29%	11.76%	25.88%	0	0	6	6	0	0
21	Wednesday	63	54	85.71%	3:17	52.38%	6.35%	26.98%	1	1	7	9	0	2
22	Thursday	40	35	87.50%	4:54	65.00%	2.50%	20.00%	1	1	3	5	0	4
23	Friday	46	39	84.78%	5:19	60.87%	6.52%	17.39%	5	0	2	7	0	7
26	Monday	77	63	81.82%	3:58	55.84%	1.30%	24.68%	3	2	9	14	0	7
27	Tuesday	69	68	98.55%	4:00	69.57%	5.80%	23.19%	0	0	1	1	0	6
28	Wednesday	60	52	86.67%	4:42	65.00%	5.00%	16.67%	0	1	7	8	0	4
29	Thursday	71	64	90.14%	5:14	57.75%	1.41%	30.99%	3	1	3	7	0	7
Monthly Totals		1130	1013	89.65%	4:20	63.45%	5.04%	21.15%	27	19	71	117	0	82

Report Created 3/1/2024

Accounting Automated Call Distribution Report

January to December 2024

Month	Incoming Calls Accounting	Answered	% Answered	Average Time Per Call (min)	% Answered within x seconds			Abandoned Time (in seconds)				Voice Message	Outgoing Calls Accounting
					10	10-30	> 30	< 10	10-30	> 30	Total		
January	1416	1269	89.62%	4:12	55.44%	6.36%	27.82%	46	16	85	147	0	84
February	1130	1013	89.65%	4:20	63.45%	5.04%	21.15%	27	19	71	117	0	82
March													
April													
May													
June													
July													
August													
September													
October													
November													
December													

Report Created 3/1/2024

Accounting Automated Call Distribution Report

January to December 2023

Month	Incoming Calls Accounting	Answered	% Answered	Average Time Per Call (min)	% Answered within x seconds			Abandoned Time (in seconds)				Voice Message	Outgoing Calls Accounting
					10	10-30	> 30	< 10	10-30	> 30	Total		
January	2600	1590	61.15%	5:55	12.96%	2.15%	46.04%	24	45	941	1010	0	106
February	1489	1173	78.78%	5:24	30.49%	2.96%	45.33%	14	29	273	316	0	84
March	1599	1399	87.49%	5:38	42.34%	8.44%	36.71%	7	23	170	200	0	98
April	1475	1243	84.27%	5:57	40.75%	5.97%	37.56%	15	14	203	232	0	105
May	1147	1048	91.37%	5:45	56.15%	7.76%	27.46%	11	8	80	99	0	81
June	1329	1218	91.65%	5:25	54.40%	8.05%	29.19%	8	11	92	111	0	123
July	1506	1296	86.06%	5:43	41.50%	6.64%	37.92%	14	18	178	210	0	138
August	1315	1201	91.33%	5:06	61.29%	8.14%	21.90%	15	11	88	114	0	121
September	1323	1178	89.04%	4:34	51.55%	5.90%	31.59%	24	14	107	145	0	86
October	1514	1343	88.71%	5:03	52.58%	4.95%	31.18%	29	20	122	171	0	118
November	1095	1003	91.60%	4:28	62.92%	5.11%	23.56%	12	9	71	92	0	89
December	984	924	93.90%	4:42	66.57%	4.98%	22.36%	17	5	38	60	0	93

Report Created 3/1/2024

Hawaii Employer-Union Health Benefits Trust Fund					
ENTERPRISE (ACTIVES) - STATEMENT OF NET POSITION					
5 Month Ended November 30, 2023					
(PRELIMINARY-Unaudited)					
		UNAUDITED	UNAUDITED	AUDITED	
		Current Month Ended	Current Month Ended	Current Month Ended	
		November 30, 2023	September 30, 2023	June 30, 2023	Notes
ASSETS					
Current Assets:					
1	Cash	\$ 22,578,569	\$ 39,832,022	\$ 36,077,987	
2	Short-term investment (principal)	155,000,000	155,000,000	155,000,000	
3	Net return on investment	10,360,070	7,012,839	9,024,456	
4		165,360,070	162,012,839	164,024,456	
5	Total cash and investments	187,938,639	201,844,861	200,102,443	
	Receivables:				
6	Premium receivable from State of Hawaii and counties	46,137,022	45,578,169	42,592,919	Receivable for one month of employer contributions and one pay period of employee payroll premium deductions withheld net of prepayments.
7	Rebates receivable	19,029,327	19,187,195	18,886,779	CVS drug rebates \$18.19M, CVS network guarantees \$667.63K and HMSA performance penalties \$233.46K.
8	Experience refunds due from insurance companies	2,580,049	2,720,049	2,757,578	Final accounting (VSP \$156.36K FY23 and HDS \$2.423M actives FY23).
9	Self-funded reserves	5,021,274	5,021,274	5,021,274	Reserves held by self-funded carriers (CVS \$4.958M and HMA \$63.2K) to cover claim payment lag.
10	Prepaid expenses	752	12,349	29,744	Prepaid expenses such as insurance and computer maintenance.
11	Total current assets	260,707,063	274,363,897	269,390,738	
12	Capital assets, net of accumulated depreciation	7,501,511	7,714,267	8,033,400	Capitalized assets such as computers, benefits administration system, and other fixed assets.
13	TOTAL ASSETS	\$ 268,208,574	\$ 282,078,164	\$ 277,424,138	
14	Deferred outflows of resources related to pension	967,749	967,749	967,749	
15	Deferred outflows of resources related to OPEB	636,160	636,160	636,160	
16		\$ 269,812,483	\$ 283,682,073	\$ 279,028,046	
LIABILITIES					
Current Liabilities:					
17	Vouchers and contracts payable	\$ 962,726	\$ 972,683	\$ 1,209,914	Accounts payable (includes TELUS Health, short-term/long-term lease payments) and divorce/surviving spouse audit collections payable to employers (paid in 1/24).
18	Due to State of Hawaii	85,469	85,469	85,469	Forfeitures for FY23.
19	Accrued wages and employee benefits payable	532,530	496,661	452,551	
20	Premiums payable to insurance carriers	61,067,951	60,755,278	56,983,139	One month of premiums owed to fully insured plan carriers.
21	Payable to employee - beneficiaries	574,066	585,404	596,245	Refunds owed to employee-beneficiaries.
22	Claims and administrative fee liability for self-funded plan	6,699,085	6,212,687	7,309,128	Claims reimbursements and administrative fees owed to CVS 1/2 month and HMA outstanding claims.
23	Compensated absences, current portion	138,657	138,657	138,657	Current portion of unpaid vacation liability.
24	Total current liabilities	\$ 70,060,483	\$ 69,246,839	\$ 66,775,103	
Noncurrent Liabilities:					
25	Net other postemployment benefits payable	6,116,867	6,116,867	6,116,867	EUTF share of OPEB liability.
26	Compensated absences	434,373	434,373	434,373	Non-current portion of unpaid vacation liability.
27	Net pension liability	5,959,234	5,959,234	5,959,234	EUTF share of pension liability.
28	L/T Lease Liability	723,620	723,620	723,620	
29	Total Liabilities	\$ 83,294,576	\$ 82,480,932	\$ 80,009,196	
30	Deferred inflows of resources related to pension	692,862	692,862	692,862	
31	Deferred inflows of resources related to OPEB	1,291,233	1,291,233	1,291,233	
32	TOTAL LIABILITIES	\$ 85,278,671	\$ 84,465,027	\$ 81,993,291	
NET ASSETS:					
33	Net investment in capital assets	\$ 7,501,511	\$ 7,714,267	\$ 8,033,400	
	Unrestricted gain primarily from benefit plans				
34	ACA PCORI	5,189,569	5,189,569	4,298,930	At the 4/28/20 meeting, the Board approved to reserve additional funds to pay for PCORI fees through 6/30/29 for actives and 12/31/28 for retirees.
35	Self-funded claim stabilization reserve	49,321,478	49,321,478	46,605,000	Reserve reflects 35% of FY23 self-funded prescription drug plan claims and expenses.
36	Administrative fees (12/23-06/29 Actives)	33,288,915	34,100,915	29,232,000	At the 6/26/18 meeting, the Board approved waiver of administrative fees from 7/1/19 (actives) and 1/1/19 (retirees) through 6/30/24 (actives) and 12/31/23 (retirees). At the 9/25/18 meeting, the Board extended the waiver through 6/30/29 (actives) and 12/31/28 (retirees).
37	Unreserved	89,232,338	102,890,817	108,865,425	
38	Unrestricted gain primarily from benefit plans	177,032,300	191,502,778	189,001,355	Unrestricted gain or surplus for EUTF. This amount is cumulative from year-to-year.
39	Total Net Assets	184,533,811	199,217,045	197,034,755	
40	TOTAL LIABILITIES AND NET ASSETS	\$ 269,812,483	\$ 283,682,073	\$ 279,028,046	

Hawaii Employer-Union Health Benefits Trust Fund						
ENTERPRISE (ACTIVES) - STATEMENT OF REVENUE, EXPENSES AND CHANGES IN NET POSITION						
5 Month Ended November 30, 2023						
(PRELIMINARY-Unaudited)						
		11/30/2023 5-Month Budget	11/30/2023 5-Month Actual	Variance	11/30/2023 Self-Funded Plans and Other 5-Month Actual	Notes
REVENUES:						
1	Premium revenue for self-funded plans	\$ -	\$ -	\$ -	\$ 43,681,897	
2	Administrative fee - EUTF	-	-	-	-	Administrative fees paid by employees and employers are added to the premiums. Effective 1/1/19 and 7/1/19, administrative fees for retirees and actives are waived through 12/31/28 (retirees) and 6/30/29 (actives), respectively.
3	Investment income	-	-	-	2,729,963	\$947.29K of dividends from short-term investments and \$1.782M of interest income from money market account.
4	Unrealized gain (loss) on investments	-	-	-	(413,445)	Appreciation (Depreciation) in fair market value of short-term investments.
5	CVS rebates	-	-	-	10,537,000	CVS rebates Q3-2023 \$10.54M.
6	Purchasing card rebates	-	-	-	701	
7	Performance penalties	-	-	-	384,496	
8	Experience refunds	-	-	-	1,259,355	Final accounting (HMSA FY22 \$1.26M)
9	Total Revenues	\$ -	\$ -	\$ -	\$ 58,179,967	
EXPENSES:						
10	TPA expenses	\$ -	\$ -	\$ -	\$ 391,903	Administrative expenses paid to self-funded plan carriers (CVS \$344.57K and HMA \$47.33K).
11	Benefits paid for self-funded plans	-	-	-	65,956,605	Claims paid to self-funded plan carriers (CVS \$65.84M and HMA \$121.14K).
12	Personnel services	2,561,393	2,490,565	70,827	-	Salaries for EUTF staff.
13	Office supplies	5,833	9,557	(3,724)	-	Office supplies includes copier paper, envelopes and other supplies, repair and maintenance.
14	Dues & subscriptions	375	-	375	-	
15	Postage	65,417	72,156	(6,740)	-	\$22.06K in regular postage refill for monthly shortage and cancellation notices, confirmation letters, COBRA notices, and student certifications, \$50.09K retiree guides postage.
16	Telephone	20,000	19,274	726	-	Telephone charges includes phone lines, long distance charges, toll-free line and annual maintenance of telephone equipment.
17	Printing & binding	57,500	105,155	(47,655)	-	Holomua \$4.2K, HIPAA notices \$3.4K, and retiree guides \$93.31K
18	Transportation - intra state	1,458	1,124	335	-	
19	Transportation - out of state	28,333	31,051	(2,717)	-	
20	Office space	166,667	160,016	6,651	-	Office lease rental.
21	Rental of equipment (copier)	10,833	8,882	1,951	-	Xerox copiers and postage meter machine.
22	Insurance	27,500	28,742	(1,242)	-	Amortization of Fiduciary Liability.
23	Services on a fee basis - legal	67,083	80,762	(13,678)	-	Deputy AG's salary and fringe benefits..
24	Consultant services	344,583	422,348	(77,765)	-	Segal \$137.29K, audit fees \$110.25K and claims audit fees \$174.81K.
25	Training and registration	14,583	4,345	10,238	-	
26	Computer hardware/software maintenance	652,215	258,980	393,236	-	\$250K expenses for the TELUS Health (fka Lifeworks) benefits administration system which includes amortization of software/hardware maintenance, M&O maintenance, services related to TELUS Health contract and \$8.98K other computer and software expenses.
27	Depreciation and Amortization	-	-	-	531,889	Depreciation and amortization expense for fixed and prepaid assets.
28	Investment fees - EUTF reserves	-	-	-	6,950	Fees associated with short-term investments.
29	(Gain) loss from carrier payments	-	-	-	100,608	This amount is the resulting (gain) loss after the collection of employer/employee contributions and the payment to carriers. This amount fluctuates every month.
30	Total Expenses	\$ 4,023,775	\$ 3,692,956	\$ 330,819	\$ 66,987,955	
31	EXCESS OF REVENUES OVER EXPENDITURE	\$ (4,023,775)	\$ (3,692,956)	\$ (330,819)	\$ (8,807,988)	

Hawaii Employer-Union Health Benefits Trust Fund					
AGENCY (RETIRES) - STATEMENT OF FIDUCIARY NET POSITION					
5 Month Ended November 30, 2023					
(PRELIMINARY-Unaudited)					
		UNAUDITED Current Month Ended November 30, 2023	UNAUDITED Current Month Ended September 30, 2023	AUDITED Current Month Ended June 30, 2023	Notes
ASSETS:					
1	Cash	\$ 36,757,122	\$ 19,304,262	\$ 64,014,076	
2	Short-term investment (principal)	315,000,000	315,000,000	315,000,000	
3	Net return on investment	64,515,183	56,716,709	63,395,344	
4		379,515,183	371,716,709	378,395,344	
5	Total cash and investments	416,272,305	391,020,971	442,409,419	
	Receivables:				
6	Premium receivable from State of Hawaii and counties	45,176,733	44,263,142	20,495	Receivable for one month of employer contributions and one pay period of employee payroll premium deductions withheld net of prepayments.
7	Rebates receivable	36,355,473	46,752,596	34,559,700	\$6.67M (CVS drug rebates), \$29.7M (SILVERSCRIPT drug rebates and coverage gap) through 9/30/23.
8	Experience refunds due from insurance companies	-	-	3,731,418	
9	Medicare reimbursements from individuals, net of allowance	182,232	269,657	101,353	Receivable from beneficiaries of deceased retirees who were overpaid for Medicare Part B premium reimbursements (net of allowance for bad debt).
10	Total receivables	81,714,438	91,285,395	38,470,391	
11	Self-funded reserves	8,165,204	8,165,204	8,165,204	Reserves held by self-funded carriers (CVS \$1.7M and SILVERSCRIPT \$6.4M) to cover claim payment lag.
12	TOTAL ASSETS	\$ 506,151,948	\$ 490,471,570	\$ 488,987,590	
LIABILITIES:					
13	Vouchers and contracts payable	\$ 25,466	\$ 19,085	\$ 194,325	
14	Premiums payable	53,070,668	52,788,639	53,254,423	One month of premiums owed to the fully insured plan carriers.
15	Due to retirees	5,799	5,913	-	Refunds owed to retirees.
16	Medicare Part B premium reimbursement payable	19,669,774	-	-	At quarter-end, we reimburse retirees Medicare Part B premiums. Therefore, quarter-end balances are zero.
17	AP unclaimed checks	267,521	252,693	248,823	Uncashed checks either older than 6 months or deceased (unclaimed) owed to members.
18	Benefit claims payable	29,923,678	28,942,086	28,159,678	Claims reimbursements and administrative fees owed to CVS and SILVERSCRIPT.
19	IBNR liability for self-funded plans	414,400	414,400	414,400	Incurred but not reported (IBNR) liability for claims reimbursement from self-funded plans.
20	Total Liabilities	\$ 103,377,306	\$ 82,422,816	\$ 82,199,504	
NET ASSETS:					
	Unrestricted gain primarily from benefit plans				
21	ACA PCORI fees	\$ 3,787,223	\$ 3,787,223	\$ 3,086,411	At the 4/28/20 meeting, the Board approved to reserve additional funds to pay for PCORI fees through 6/30/29 for actives and 12/31/28 for retirees.
22	Self-funded claim stabilization reserve	96,830,789	96,830,789	88,796,000	Reserve reflects 35% of FY23 self-funded prescription drug plan claims and expenses.
23	Administrative fees (12/23-12/28 Retirees)	21,300,815	22,675,061	11,895,126	At the 6/26/18 meeting, the Board approved waiver of administrative fees from 7/1/19 (actives) and 1/1/19 (retirees) through 6/30/24 (actives) and 12/31/23 (retirees). At the 9/25/18 meeting, the Board extended the waiver through 6/30/29 (actives) and 12/31/28 (retirees).
24	Unreserved	280,855,815	284,755,681	303,010,549	
25	Unrestricted gain primarily from benefit plans	402,774,641	408,048,754	406,788,086	Unrestricted gain or surplus for EUTF. This amount is cumulative from year-to-year.
26	TOTAL LIABILITIES AND NET ASSETS	\$ 506,151,948	\$ 490,471,570	\$ 488,987,590	

Hawaii Employer-Union Health Benefits Trust Fund				
AGENCY (RETIREEES) - STATEMENT OF REVENUE AND EXPENSES and CHANGES IN NET POSITION				
5 Month Ended November 30, 2023				
(PRELIMINARY-Unaudited)				
		11/30/2023 5-Month Actual	11/30/2023 Self-Funded Plans and Other 5-Month Actual	Notes
	REVENUES:			
1	Premium revenue for self-funded plans	\$ -	\$ 68,368,617	
2	Investment income	3,685,358	-	<i>Dividends from short-term investments.</i>
3	Unrealized gain (loss) in investment	(2,552,471)	-	<i>Appreciation (Depreciation) in fair market value of short-term investments.</i>
4	CVS & Silverscript rebates		22,311,000	<i>CVS rebates Q3-2023 \$5.01M; Silverscript rebates Q3-2023 \$17.3M</i>
5	Direct subsidy - Silverscript	-	(1,565,699)	
6	LIPS low income subsidy - Silverscript, Kaiser	-	92,996	<i>Low income subsidy for Medicare Part D prescription drug plan Silverscript (\$81.08K); Kaiser (\$11.92K).</i>
7	Coverage GAP discounts - Silverscript		12,100,000	<i>Coverage gap discounts Q3-2023 \$12.1M.</i>
8	Reinsurance - Silverscript	-	15,336,656	
9	Performance penalties		287,008	
10	Experience refunds		8,971,905	<i>Initial accounting (HMSA CY22 \$8.97M)</i>
11	Total revenues	\$ 1,132,887	\$ 125,902,483	
	EXPENSES:			
12	TPA expenses	\$ -	\$ 1,808,391	<i>Administrative expenses paid to self-funded plan carriers (CVS \$63.81K and Silverscript \$1.74M).</i>
13	Benefits paid for self-funded plans	-	129,151,669	<i>Claims paid to self-funded plan carriers (CVS \$27.82M and Silverscript \$101.33M) net of network guarantees.</i>
14	Investment fees	21,683	-	<i>Fees associated with short-term investments.</i>
15	(Gain) loss from carrier payments	-	67,072	<i>This amount is the resulting (gain) loss after the collection of contributions and the payment to carriers. This amount fluctuates every month.</i>
16	Total expenses	21,683	131,027,132	
17	EXCESS OF REVENUES OVER EXPENDITURES (LOSS)	\$ 1,111,204	\$ (5,124,649)	

Hawaii Employer-Union Health Benefits Trust Fund					
OPEB STATEMENT OF NET POSITION					
5 Month Ended November 30, 2023					
(PRELIMINARY-Unaudited)					
		UNAUDITED Current Month Ended November 30, 2023	UNAUDITED Current Month Ended September 30, 2023	AUDITED Current Month Ended June 30, 2023	Notes
ASSETS:					
1	OPEB operating account	\$ 131,090	\$ 131,090	\$ 712,435	
2	OPEB contributions in transit / receivable	-	-	45,588	
3	OPEB contributions	5,111,266,519	5,068,994,294	4,928,927,860	
4	OPEB contributions, at cost	5,153,297,719	5,068,994,294	4,928,973,449	
5	Net return on investment	1,835,419,942	1,716,760,266	1,801,403,575	
6	Total Assets	\$ 6,988,848,751	\$ 6,785,885,650	\$ 6,731,089,458	
LIABILITIES:					
7	Vouchers and contracts payable	3,997,905	2,388,150	2,266,659	Payable to Acuitas, Alliance Bernstein, ASB Int'l, BlackRock, Callan, Gateway, Geode, Heitman, Longtail, MS Prime, Mt. Lucas, Northern Trust, Nossaman, Meketa Investment Group, Inc., Reinhart, and SLC/Ryan Labs.
NET POSITION - Restricted for Other					
8	Postemployment Benefits	\$ 6,984,850,845	\$ 6,783,497,500	\$ 6,728,822,800	
Employers					
OPEB Net Assets					
9	Hawaii DWS	\$ 28,406,092			
10	Honolulu BWS	122,942,632			
11	Kauai DWS	15,560,950			
12	County of Maui	509,324,521			
13	County of Hawaii	331,554,493			
14	County of Kauai	214,318,221			
15	C&C Honolulu	1,238,479,970			
16	State of Hawaii	4,518,679,245			
17	HART	5,453,630			
19	Total	\$ 6,984,850,845			

Hawaii Employer-Union Health Benefits Trust Fund
OPEB STATEMENT OF REVENUE AND EXPENSES
5 Month Ended November 30, 2023
(PRELIMINARY-Unaudited)

		11/30/2023 5-Month - Other	11/30/2022 5-Month - Other	Notes
	ADDITIONS:			
1	Employer contributions at cost	\$ 222,977,716	\$ 72,310,029	
	Investment earnings:			
2	Investment income	44,646,402	33,544,002	
3	Securities lending income	319,664	135,172	
4	Unrealized gain (loss)	(7,111,707)	29,633,153	
5		\$ 37,854,359	\$ 63,312,327	
	Investment fees:			
6	Securities lending expense	\$ 70,298	\$ 29,717	
7	Management - Acuitas	1,329,855	1,325,501	
8	Management - Northern Trust	263,780	219,367	
9	Management - SLC (fka Ryan Labs)	29,364	22,103	
10	Management - Geode	126,934	139,405	
11	Management - Mt. Lucas	314,124	268,475	
12	Management - Reinhart	-	16,131	
13	Management - Gateway	155,906	185,935	
14	Management - Nossaman	29,719	-	
15	Management - Callan	121,250	56,250	
16	Management - BlackRock	142,770	145,322	
17	Management - AllianceBernstein	-	6,536	
18	Management - ASB Intl	420,615	502,846	
19	Management - MS Prime	908,276	1,075,356	
20	Management - Heitman	325,162	384,013	
21	Management - Longtail	342,361	-	
22	Custodial - Northern Trust	27,915	27,915	
23	Consulting - Meketa Investment Group, Inc.	195,700	190,000	
24	Total Investment Fees	\$ 4,804,030	\$ 4,594,873	
25	Investment Earnings, Net	\$ 33,050,329	\$ 58,717,454	
26	EXCESS OF REVENUES OVER EXPENDITURES (LOSS)	\$ 256,028,045	\$ 131,027,483	
27	Net Position - Beginning	6,728,822,800	5,896,307,988	
28	Net Position - Ending	\$ 6,984,850,845	\$ 6,027,335,471	

Experience Accounting of CVS Caremark Actives Self-Funded Plans
Summary of FYE 6/30/2023 & FYE 6/30/2024

CVS Caremark Actives													
	JULY 2022	AUGUST 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	FYE 6/30/2023
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	8,809,399	8,738,029	8,840,849	8,835,695	8,843,653	8,715,506	8,713,573	8,703,484	8,718,987	8,738,390	8,708,899	8,600,009	104,966,473
Less:													
Benefit Claims	10,881,201	10,854,133	10,787,729	11,270,702	11,118,727	11,414,070	12,216,663	11,194,183	13,500,640	11,895,106	12,121,836	13,842,497	141,097,489
Administrative Expense	68,052	68,052	68,052	68,052	68,052	68,052	68,351	68,508	72,814	68,632	68,455	68,041	823,114
	10,949,254	10,922,186	10,855,781	11,338,754	11,186,780	11,482,122	12,285,014	11,262,691	13,573,454	11,963,738	12,190,291	13,910,538	141,920,603
Subtotal	(2,139,855)	(2,184,157)	(2,014,933)	(2,503,059)	(2,343,127)	(2,766,616)	(3,571,440)	(2,559,207)	(4,854,467)	(3,225,348)	(3,481,392)	(5,310,529)	(36,954,130)
Add:													
CVS Caremark Rebate	0	0	9,656,950	0	0	9,707,987	0	0	10,650,352	0	0	11,257,196	41,272,486
Network Guarantee	0	0	0	0	0	0	0	0	0	0	0	1,387,034	1,387,034
Epi pen Antitrust Settlement	0	0	0	0	0	0	0	0	0	0	0	131,129	131,129
IBNR	0	0	0	0	0	0	0	0	0	0	0	6,500	6,500
TOTAL	(2,139,855)	(2,184,157)	7,642,017	(2,503,059)	(2,343,127)	6,941,371	(3,571,440)	(2,559,207)	5,795,885	(3,225,348)	(3,481,392)	7,471,330	5,843,018

CVS Caremark Actives													
	JULY 2023	AUGUST 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024	FYE 6/30/2024
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	8,645,481	8,673,495	8,741,901	8,734,411	8,720,947								43,516,236
Less:													
Benefit Claims	12,670,110	13,855,282	12,628,170	13,753,835	12,928,072								65,835,469
Administrative Expense	68,413	68,417	69,073	69,181	69,485								344,569
	12,738,523	13,923,699	12,697,243	13,823,016	12,997,557								66,180,038
Subtotal	(4,093,042)	(5,250,205)	(3,955,341)	(5,088,605)	(4,276,610)	0	0	0	0	0	0	0	(22,663,802)
Add:													
CVS Caremark Rebate	0	0	10,537,000	0	0								10,537,000
TOTAL	(4,093,042)	(5,250,205)	6,581,659	(5,088,605)	(4,276,610)	0	0	0	0	0	0	0	(12,126,802)

Experience Accounting of CVS Caremark Non-Medicare Retirees Self-Funded Plan
Summary of FYE 6/30/2023 & FYE 6/30/2024

CVS Caremark Non-Medicare Retirees													
	JULY 2022	AUGUST 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	FYE 6/30/2023
	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	TOTAL
Revenue	2,257,359	2,440,859	2,391,461	2,391,243	2,399,342	2,474,769	2,597,531	2,832,565	2,843,400	2,803,992	2,871,685	2,872,213	31,176,418
Less:													
Benefit Claims	4,272,966	4,750,869	4,533,873	4,429,432	4,647,803	4,476,181	5,699,607	5,058,098	5,410,465	5,117,660	5,644,014	5,184,499	59,225,466
Benefit Claims Medicare	(1,082,005)	(1,223,020)	(1,787,610)	(1,174,370)	(1,109,898)	(1,113,605)	(1,746,417)	(1,332,109)	(1,301,490)	(1,210,098)	(1,247,686)	(1,257,702)	(15,586,010)
Net Benefit Claims	3,190,961	3,527,849	2,746,263	3,255,062	3,537,906	3,362,575	3,953,190	3,725,989	4,108,975	3,907,562	4,396,327	3,926,797	43,639,457
Administrative Expense	14,628	14,628	14,628	14,628	14,628	14,628	16,460	16,997	19,688	17,275	17,503	17,723	193,414
	3,205,589	3,542,478	2,760,891	3,269,690	3,552,534	3,377,203	3,969,649	3,742,986	4,128,663	3,924,837	4,413,830	3,944,520	43,832,871
Subtotal	(948,229)	(1,101,619)	(369,431)	(878,448)	(1,153,192)	(902,435)	(1,372,118)	(910,422)	(1,285,263)	(1,120,844)	(1,542,145)	(1,072,308)	(12,656,453)
Add:													
CVS Caremark Rebate	0	0	3,345,655	0	0	3,355,410	0	0	3,800,711	0	0	4,100,842	14,602,617
Network Guarantee	0	0	0	0	0	147,885	0	0	0	0	0	0	147,885
Epi pen Antitrust Settlement	0	0	0	0	0	0	0	0	0	0	0	32,782	32,782
IBNR	0	0	0	0	0	0	0	0	0	0	0	(39,000)	(39,000)
TOTAL	(948,229)	(1,101,619)	2,976,224	(878,448)	(1,153,192)	2,600,861	(1,372,118)	(910,422)	2,515,448	(1,120,844)	(1,542,145)	3,022,316	2,087,832

CVS Caremark Non-Medicare Retirees													
	JULY 2023	AUGUST 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024	FYE 6/30/2024
	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	TOTAL
Revenue	2,940,329	2,823,986	2,105,829	2,484,616	2,475,815								12,830,575
Less:													
Benefit Claims	5,267,184	6,135,304	5,283,520	5,676,908	5,460,283								27,823,198
Benefit Claims Medicare	(1,261,897)	(1,430,740)	(1,226,295)	(1,251,388)	(1,287,964)								(6,458,284)
Net Benefit Claims	4,005,287	4,704,564	4,057,225	4,425,520	4,172,319								21,364,915
Administrative Expense	14,448	13,579	11,924	11,962	11,900								63,813
	4,019,735	4,718,143	4,069,150	4,437,482	4,184,218								21,428,728
Subtotal	(1,079,406)	(1,894,157)	(1,963,320)	(1,952,866)	(1,708,403)	0	0	0	0	0	0	0	(8,598,153)
Add:													
CVS Caremark Rebate	0	0	5,011,000	0	0								5,011,000
TOTAL	(1,079,406)	(1,894,157)	3,047,680	(1,952,866)	(1,708,403)	0	0	0	0	0	0	0	(3,587,153)

Experience Accounting of Silverscript Medicare Retirees Self-Funded Plan
Summary of FYE 6/30/2023 & FYE 6/30/2024

	SILVERSCRIPT - MEDICARE RETIREES ONLY												
	JULY 2022 MEDICARE Retirees	AUGUST 2022 MEDICARE Retirees	SEPT 2022 MEDICARE Retirees	OCT 2022 MEDICARE Retirees	NOV 2022 MEDICARE Retirees	DEC 2022 MEDICARE Retirees	JAN 2023 MEDICARE Retirees	FEB 2023 MEDICARE Retirees	MAR 2023 MEDICARE Retirees	APR 2023 MEDICARE Retirees	MAY 2023 MEDICARE Retirees	JUNE 2023 MEDICARE Retirees	FYE 6/30/2023 TOTAL
Revenue	10,480,463	10,555,060	10,366,524	10,366,524	10,381,229	10,105,817	10,964,248	10,949,852	10,864,670	10,877,841	10,833,734	10,832,090	127,578,053
Less:													
Benefit Claims	16,507,048	18,532,423	17,046,654	17,839,389	17,261,368	17,389,816	18,692,727	17,245,511	19,315,666	18,413,160	18,093,364	19,126,995	215,464,121
Benefit Claims Paid to CVS	1,082,005	1,223,020	1,787,610	1,174,370	1,109,898	1,113,605	1,746,417	1,332,109	1,301,490	1,210,098	1,247,686	1,257,702	15,586,010
Administrative Expense	350,452	350,452	351,594	351,594	351,166	351,166	348,697	348,279	347,320	346,831	346,004	345,545	4,189,099
	17,939,505	20,105,894	19,185,858	19,365,353	18,722,431	18,854,587	20,787,841	18,925,899	20,964,476	19,970,088	19,687,055	20,730,242	235,239,230
Subtotal	(7,459,042)	(9,550,834)	(8,819,334)	(8,998,829)	(8,341,202)	(8,748,770)	(9,823,593)	(7,976,047)	(10,099,806)	(9,092,247)	(8,853,321)	(9,898,152)	(107,661,177)
Add:													
Coverage Gap Discount	0	0	12,621,858	0	0	12,386,552	0	0	5,384,966	0	0	10,877,078	41,270,454
Silverscript Rebate*	0	0	15,711,064	0	0	15,472,297	0	0	18,199,399	0	0	19,055,870	68,438,631
Direct Subsidy	(9,739)	(292,130)	(290,928)	(381,886)	(378,790)	(300,120)	(368,239)	(369,781)	(370,367)	(376,443)	(377,851)	(292,442)	(3,808,717)
LIPS Subsidy	17,975	17,302	17,444	17,976	17,343	17,277	16,259	16,788	16,757	16,460	15,930	15,230	202,739
LICS Subsidy	0	0	0	0	7,042	1,208,095	17,524	0	0	0	0	0	1,232,662
Part D Reinsurance	2,999,671	2,980,816	2,980,443	2,976,236	2,974,450	2,979,508	3,083,937	3,069,452	3,057,148	3,073,837	3,064,674	3,062,765	36,302,936
Reinsurance Settlement	0	0	0	0	(142,374)	(6,794,081)	0	0	0	0	0	0	(6,936,455)
Network Guarantee	0	0	0	0	0	1,127,729	0	0	0	0	0	1,143,308	2,271,037
TOTAL	(4,451,135)	(6,844,846)	22,220,546	(6,386,502)	(5,863,531)	17,348,486	(7,074,112)	(5,259,588)	16,188,096	(6,378,393)	(6,150,569)	23,963,658	31,312,110

	SILVERSCRIPT - MEDICARE RETIREES ONLY												
	JULY 2023 MEDICARE Retirees	AUGUST 2023 MEDICARE Retirees	SEPT 2023 MEDICARE Retirees	OCT 2023 MEDICARE Retirees	NOV 2023 MEDICARE Retirees	DEC 2023 MEDICARE Retirees	JAN 2024 MEDICARE Retirees	FEB 2024 MEDICARE Retirees	MAR 2024 MEDICARE Retirees	APR 2024 MEDICARE Retirees	MAY 2024 MEDICARE Retirees	JUNE 2024 MEDICARE Retirees	FYE 6/30/2024 TOTAL
Revenue	10,729,184	10,834,940	11,649,801	11,212,107	11,112,010								55,538,042
Less:													
Benefit Claims	19,175,990	20,580,038	19,701,025	21,134,610	20,736,808								101,328,471
Benefit Claims Paid to CVS	1,261,897	1,430,740	1,226,295	1,251,388	1,287,964								6,458,284
Administrative Expense	339,303	344,638	353,685	353,654	353,297								1,744,577
	20,777,189	22,355,415	21,281,005	22,739,652	22,378,070								109,531,332
Subtotal	(10,048,005)	(11,520,476)	(9,631,205)	(11,527,544)	(11,266,060)	0	0	0	0	0	0	0	(53,993,290)
Add:													
Coverage Gap Discount	0	0	12,100,000	0	0								12,100,000
Silverscript Rebate	0	0	17,300,000	0	0								17,300,000
Direct Subsidy	(107,358)	(419,171)	(352,380)	(356,004)	(330,785)								(1,565,699)
LIPS Subsidy	16,276	15,985	16,392	15,770	16,654								81,076
Part D Reinsurance	3,059,455	3,068,909	3,063,373	3,066,616	3,078,304								15,336,656
TOTAL	(7,079,633)	(8,854,754)	22,496,180	(8,801,162)	(8,501,888)	0	0	0	0	0	0	0	(10,741,256)

Experience Accounting of HMA, LLC Actives Self-Funded Plan
Summary of FYE 6/30/2023 & FYE 6/30/2024

HMA, LLC													
	JULY 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	FYE 6/30/2023
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	33,919	33,482	34,535	34,535	34,731	33,533	31,227	32,158	32,991	33,125	33,046	31,867	399,149
Less:													
Benefit Claims	21,622	25,638	27,855	27,855	17,294	12,684	52,315	23,479	15,866	21,174	13,384	20,443	279,610
Administrative Expense	9,843	9,843	9,843	9,843	9,843	9,843	9,145	9,006	8,804	7,766	7,642	12,416	113,832
IBNR	0	0	0	0	0	0	0	0	0	0	0	(2,000)	(2,000)
	31,465	35,481	37,698	37,698	27,136	22,527	61,460	32,484	24,670	28,940	21,025	30,858	391,442
TOTAL	2,454	(1,999)	(3,163)	(3,163)	7,594	11,006	(30,233)	(326)	8,321	4,185	12,021	1,009	7,708

HMA, LLC													
	JULY 2023	AUG 2023	SEP 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024	FYE 6/30/2024
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	32,953	33,527	32,153	34,155	32,874								165,661
Less:													
Benefit Claims	16,265	23,393	32,058	26,406	23,014								121,136
Administrative Expense	9,415	9,448	9,415	9,560	9,496								47,334
	25,681	32,841	41,473	35,965	32,510								168,470
TOTAL	7,272	686	(9,321)	(1,810)	364	0	0	0	0	0	0	0	(2,809)

Hawaii Employer-Union Health Benefits Trust Fund					
ENTERPRISE (ACTIVES) - STATEMENT OF NET POSITION					
6 Month Ended December 31, 2023					
(PRELIMINARY-Unaudited)					
		UNAUDITED	UNAUDITED	AUDITED	
		Current Month Ended	Current Month Ended	Current Month Ended	
		December 31, 2023	September 30, 2023	June 30, 2023	Notes
ASSETS					
Current Assets:					
1	Cash	\$ 32,620,050	\$ 39,832,022	\$ 36,077,987	
2	Short-term investment (principal)	155,000,000	155,000,000	155,000,000	
3	Net return on investment	14,923,864	7,012,839	9,024,456	
4		169,923,864	162,012,839	164,024,456	
5	Total cash and investments	202,543,914	201,844,861	200,102,443	
	Receivables:				
6	Premium receivable from State of Hawaii and counties	45,763,512	45,578,169	42,592,919	Receivable for one month of employer contributions and one pay period of employee payroll premium deductions withheld net of prepayments.
7	Rebates receivable	12,854,603	19,187,195	18,886,779	CVS drug rebates \$11.95M, CVS network guarantees \$667.63K and HMSA performance penalties \$233.46K.
8	Experience refunds due from insurance companies	2,580,049	2,720,049	2,757,578	Final accounting (VSP \$156.36K FY23 and HDS \$2.423M actives FY23).
9	Self-funded reserves	5,021,274	5,021,274	5,021,274	Reserves held by self-funded carriers (CVS \$4.958M and HMA \$63.2K) to cover claim payment lag.
10	Prepaid expenses	63,934	12,349	29,744	Prepaid expenses such as insurance and computer maintenance.
11	Total current assets	268,827,286	274,363,897	269,390,738	
12	Capital assets, net of accumulated depreciation	7,395,133	7,714,267	8,033,400	Capitalized assets such as computers, benefits administration system, and other fixed assets.
13	TOTAL ASSETS	\$ 276,222,419	\$ 282,078,164	\$ 277,424,138	
14	Deferred outflows of resources related to pension	967,749	967,749	967,749	
15	Deferred outflows of resources related to OPEB	636,160	636,160	636,160	
16		\$ 277,826,327	\$ 283,682,073	\$ 279,028,046	
LIABILITIES					
Current Liabilities:					
17	Vouchers and contracts payable	\$ 951,180	\$ 972,683	\$ 1,209,914	Accounts payable (includes TELUS Health, short-term/long-term lease payments) and divorce/surviving spouse audit collections payable to employers (paid in 1/24).
18	Due to State of Hawaii	85,469	85,469	85,469	Forfeitures for FY23.
19	Accrued wages and employee benefits payable	505,585	496,661	452,551	
20	Premiums payable to insurance carriers	60,873,217	60,755,278	56,983,139	One month of premiums owed to fully insured plan carriers.
21	Payable to employee - beneficiaries	566,337	585,404	596,245	Refunds owed to employee-beneficiaries.
22	Claims and administrative fee liability for self-funded plan	7,010,999	6,212,687	7,309,128	Claims reimbursements and administrative fees owed to CVS 1/2 month and HMA outstanding claims.
23	Compensated absences, current portion	138,657	138,657	138,657	Current portion of unpaid vacation liability.
24	Total current liabilities	\$ 70,131,445	\$ 69,246,839	\$ 66,775,103	
Noncurrent Liabilities:					
25	Net other postemployment benefits payable	6,116,867	6,116,867	6,116,867	EUTF share of OPEB liability.
26	Compensated absences	434,373	434,373	434,373	Non-current portion of unpaid vacation liability.
27	Net pension liability	5,959,234	5,959,234	5,959,234	EUTF share of pension liability.
28	L/T Lease Liability	723,620	723,620	723,620	
29	Total Liabilities	\$ 83,365,538	\$ 82,480,932	\$ 80,009,196	
30	Deferred inflows of resources related to pension	692,862	692,862	692,862	
31	Deferred inflows of resources related to OPEB	1,291,233	1,291,233	1,291,233	
32	TOTAL LIABILITIES	\$ 85,349,633	\$ 84,465,027	\$ 81,993,291	
NET ASSETS:					
33	Net investment in capital assets	\$ 7,395,133	\$ 7,714,267	\$ 8,033,400	
	Unrestricted gain primarily from benefit plans				
34	ACA PCORI	5,044,063	5,189,569	4,298,930	At the 4/28/20 meeting, the Board approved to reserve additional funds to pay for PCORI fees through 6/30/29 for actives and 12/31/28 for retirees.
35	Self-funded claim stabilization reserve	49,321,478	49,321,478	46,605,000	Reserve reflects 35% of FY23 self-funded prescription drug plan claims and expenses.
36	Administrative fees (01/24-06/29 Actives)	32,882,915	34,100,915	29,232,000	At the 6/26/18 meeting, the Board approved waiver of administrative fees from 7/1/19 (actives) and 1/1/19 (retirees) through 6/30/24 (actives) and 12/31/23 (retirees). At the 9/25/18 meeting, the Board extended the waiver through 6/30/29 (actives) and 12/31/28 (retirees).
37	Unreserved	97,833,105	102,890,817	108,865,425	
38	Unrestricted gain primarily from benefit plans	185,081,561	191,502,778	189,001,355	Unrestricted gain or surplus for EUTF. This amount is cumulative from year-to-year.
39	Total Net Assets	192,476,694	199,217,045	197,034,755	
40	TOTAL LIABILITIES AND NET ASSETS	\$ 277,826,327	\$ 283,682,073	\$ 279,028,046	

Hawaii Employer-Union Health Benefits Trust Fund						
ENTERPRISE (ACTIVES) - STATEMENT OF REVENUE, EXPENSES AND CHANGES IN NET POSITION						
6 Month Ended December 31, 2023						
(PRELIMINARY-Unaudited)						
		12/31/2023 6-Month Budget	12/31/2023 6-Month Actual	Variance	12/31/2023 Self-Funded Plans and Other 6-Month Actual	Notes
REVENUES:						
1	Premium revenue for self-funded plans	\$ -	\$ -	\$ -	\$ 52,459,953	
2	Administrative fee - EUTF	-	-	-	-	Administrative fees paid by employees and employers are added to the premiums. Effective 1/1/19 and 7/1/19, administrative fees for retirees and actives are waived through 12/31/28 (retirees) and 6/30/29 (actives), respectively.
3	Investment income	-	-	-	3,285,352	\$1.16M of dividends from short-term investments and \$2.13M of interest income from money market account.
4	Unrealized gain (loss) on investments	-	-	-	3,809,671	Appreciation (Depreciation) in fair market value of short-term investments.
5	CVS rebates	-	-	-	20,096,656	CVS rebates Q3-2023 \$12.04M less \$3.9 adjustment related to prior years and Q4-2023 \$11.96M.
6	Purchasing card rebates	-	-	-	701	
7	Performance penalties	-	-	-	695,496	
8	Experience refunds	-	-	-	1,259,355	Final accounting (HMSA FY22 \$1.26M)
9	Total Revenues	\$ -	\$ -	\$ -	\$ 81,607,184	
EXPENSES:						
10	TPA expenses	\$ -	\$ -	\$ -	\$ 470,890	Administrative expenses paid to self-funded plan carriers (CVS \$414.12K and HMA \$56.77K).
11	Benefits paid for self-funded plans	-	-	-	79,743,475	Claims paid to self-funded plan carriers (CVS \$79.6M and HMA \$148.04K).
12	Personnel services	3,073,671	3,006,430	67,241	-	Salaries for EUTF staff.
13	Office supplies	7,000	10,035	(3,035)	-	Office supplies includes copier paper, envelopes and other supplies, repair and maintenance.
14	Dues & subscriptions	450	-	450	-	
15	Postage	78,500	82,156	(3,656)	-	\$22.06K in regular postage refill for monthly shortage and cancellation notices, confirmation letters, COBRA notices, and student certifications, \$60.09K retiree guides postage.
16	Telephone	24,000	22,884	1,116	-	Telephone charges includes phone lines, long distance charges, toll-free line and annual maintenance of telephone equipment.
17	Printing & binding	69,000	105,155	(36,155)	-	Holomua \$8.4K, HIPAA notices \$3.4K, and retiree guides \$93.31K
18	Transportation - intra state	1,750	1,124	626	-	
19	Transportation - out of state	34,000	31,840	2,160	-	
20	Office space	200,000	196,239	3,761	-	Office lease rental.
21	Rental of equipment (copier)	13,000	10,342	2,658	-	Xerox copiers and postage meter machine.
22	Insurance	33,000	34,490	(1,490)	-	Amortization of Fiduciary Liability.
23	Services on a fee basis - legal	80,500	96,914	(16,414)	-	Deputy AG's salary and fringe benefits..
24	Consultant services	413,500	533,172	(119,672)	-	Segal \$164.75K, audit fees \$171.5K and claims audit fees \$196.80K.
25	Training and registration	17,500	4,345	13,155	-	
26	Computer hardware/software maintenance	782,659	819,075	(36,417)	-	\$750K expenses for the TELUS Health (fka Lifeworks) benefits administration system which includes amortization of software/hardware maintenance, M&O maintenance, services related to TELUS Health contract and \$69.08K other computer and software expenses.
27	Depreciation and Amortization	-	-	-	638,267	Depreciation and amortization expense for fixed and prepaid assets.
28	ACA Reinsurance and PCORI Fees	-	-	-	72,753	
29	Investment fees - EUTF reserves	-	-	-	8,120	Fees associated with short-term investments.
30	(Gain) loss from carrier payments	-	-	-	277,540	This amount is the resulting (gain) loss after the collection of employer/employee contributions and the payment to carriers. This amount fluctuates every month.
31	Total Expenses	\$ 4,828,530	\$ 4,954,201	\$ (125,672)	\$ 81,211,044	
32	EXCESS OF REVENUES OVER EXPENDITURE	\$ (4,828,530)	\$ (4,954,201)	\$ 125,672	\$ 396,140	

Hawaii Employer-Union Health Benefits Trust Fund					
AGENCY (RETIREES) - STATEMENT OF FIDUCIARY NET POSITION					
6 Month Ended December 31, 2023					
(PRELIMINARY-Unaudited)					
		UNAUDITED Current Month Ended December 31, 2023	UNAUDITED Current Month Ended September 30, 2023	AUDITED Current Month Ended June 30, 2023	Notes
ASSETS:					
1	Cash	\$ 43,844,889	\$ 19,304,262	\$ 64,014,076	
2	Short-term investment (principal)	315,000,000	315,000,000	315,000,000	
3	Net return on investment	76,435,071	56,716,709	63,395,344	
4		391,435,071	371,716,709	378,395,344	
5	Total cash and investments	435,279,959	391,020,971	442,409,419	
	Receivables:				
6	Premium receivable from State of Hawaii and counties	46,111,684	44,263,142	20,495	Receivable for one month of employer contributions and one pay period of employee payroll premium deductions withheld net of prepayments.
7	Rebates receivable	35,105,488	46,752,596	34,559,700	\$5.5M (CVS drug rebates), \$18.5M (SILVERSCRIPT drug rebates), and \$11.1M (coverage gap) through 12/31/23.
8	Experience refunds due from insurance companies	-	-	3,731,418	
9	Medicare reimbursements from individuals, net of allowance	350,414	269,657	101,353	Receivable from beneficiaries of deceased retirees who were overpaid for Medicare Part B premium reimbursements (net of allowance for bad debt).
10	Total receivables	81,567,586	91,285,395	38,470,391	
11	Self-funded reserves	8,165,204	8,165,204	8,165,204	Reserves held by self-funded carriers (CVS \$1.7M and SILVERSCRIPT \$6.4M) to cover claim payment lag.
12	TOTAL ASSETS	\$ 525,012,750	\$ 490,471,570	\$ 488,987,590	
LIABILITIES:					
13	Vouchers and contracts payable	\$ 17,898	\$ 19,085	\$ 194,325	
14	Premiums payable	53,271,681	52,788,639	53,254,423	One month of premiums owed to the fully insured plan carriers.
15	Due to retirees	5,721	5,913	-	Refunds owed to retirees.
16	Medicare Part B premium reimbursement payable	-	-	-	At quarter-end, we reimburse retirees Medicare Part B premiums. Therefore, quarter-end balances are zero.
17	AP unclaimed checks	267,521	252,693	248,823	Uncashed checks either older than 6 months or deceased (unclaimed) owed to members.
18	Benefit claims payable	29,432,825	28,942,086	28,159,678	Claims reimbursements and administrative fees owed to CVS and SILVERSCRIPT.
19	IBNR liability for self-funded plans	414,400	414,400	414,400	Incurred but not reported (IBNR) liability for claims reimbursement from self-funded plans.
20	Total Liabilities	\$ 83,410,046	\$ 82,422,816	\$ 82,199,504	
NET ASSETS:					
	Unrestricted gain primarily from benefit plans				
21	ACA PCORI fees	\$ 3,781,840	\$ 3,787,223	\$ 3,086,411	At the 4/28/20 meeting, the Board approved to reserve additional funds to pay for PCORI fees through 6/30/29 for actives and 12/31/28 for retirees.
22	Self-funded claim stabilization reserve	96,830,789	96,830,789	88,796,000	Reserve reflects 35% of FY23 self-funded prescription drug plan claims and expenses.
23	Administrative fees (01/24-12/28 Retirees)	20,957,254	22,675,061	11,895,126	At the 6/26/18 meeting, the Board approved waiver of administrative fees from 7/1/19 (actives) and 1/1/19 (retirees) through 6/30/24 (actives) and 12/31/23 (retirees). At the 9/25/18 meeting, the Board extended the waiver through 6/30/29 (actives) and 12/31/28 (retirees).
24	Unreserved	320,032,823	284,755,681	303,010,549	
25	Unrestricted gain primarily from benefit plans	441,602,705	408,048,754	406,788,086	Unrestricted gain or surplus for EUTF. This amount is cumulative from year-to-year.
26	TOTAL LIABILITIES AND NET ASSETS	\$ 525,012,750	\$ 490,471,570	\$ 488,987,590	

Hawaii Employer-Union Health Benefits Trust Fund				
AGENCY (RETIREEES) - STATEMENT OF REVENUE AND EXPENSES and CHANGES IN NET POSITION				
6 Month Ended December 31, 2023				
(PRELIMINARY-Unaudited)				
		12/31/2023 6-Month Actual	12/31/2023 Self-Funded Plans and Other 6-Month Actual	Notes
	REVENUES:			
1	Premium revenue for self-funded plans	\$ -	\$ 82,041,560	
2	Investment income	4,348,379	-	Dividends from short-term investments.
3	Unrealized gain (loss) in investment	8,716,049	-	Appreciation (Depreciation) in fair market value of short-term investments.
4	CVS & Silverscript rebates		46,231,916	CVS rebates (Q3-2023 \$4.5M less \$1M adjustment related to prior years and Q4-2023 \$5.5M) and Silverscript rebates (Q3-2023 \$18.2M plus \$0.5M adjustment related to prior years and Q4-2023 \$18.5M).
5	Direct subsidy - Silverscript	-	(1,926,421)	
6	LIPS low income subsidy - Silverscript, Kaiser	-	109,354	Low income subsidy for Medicare Part D prescription drug plan Silverscript (\$97.43K); Kaiser (\$11.92K).
7	Coverage GAP discounts - Silverscript		24,701,544	Coverage gap discounts Q3-2023 \$12.8M plus \$0.8M adjustment related to prior years and Q4-2023 \$11.1M.
8	Reinsurance - Silverscript	-	18,411,330	
9	Performance penalties		494,341	
10	Experience refunds		8,971,905	Initial accounting (HMSA CY22 \$8.97M)
11	Total revenues	\$ 13,064,428	\$ 179,035,529	
	EXPENSES:			
12	TPA expenses	\$ -	\$ 2,173,708	Administrative expenses paid to self-funded plan carriers (CVS \$75.69K and Silverscript \$2.10M).
13	Benefits paid for self-funded plans	-	154,895,453	Claims paid to self-funded plan carriers (CVS \$33.06M and Silverscript \$121.84M) net of network guarantees.
14	ACA Reinsurance & PCORI fees		5,383	
15	Investment fees	25,769	-	Fees associated with short-term investments.
16	(Gain) loss from carrier payments	-	185,027	This amount is the resulting (gain) loss after the collection of contributions and the payment to carriers. This amount fluctuates every month.
17	Total expenses	25,769	157,259,570	
18	EXCESS OF REVENUES OVER EXPENDITURES (LOSS)	\$ 13,038,660	\$ 21,775,959	

Hawaii Employer-Union Health Benefits Trust Fund					
OPEB STATEMENT OF NET POSITION					
6 Month Ended December 31, 2023					
(PRELIMINARY-Unaudited)					
		UNAUDITED Current Month Ended December 31, 2023	UNAUDITED Current Month Ended September 30, 2023	AUDITED Current Month Ended June 30, 2023	Notes
ASSETS:					
1	OPEB operating account	\$ 131,090	\$ 131,090	\$ 712,435	
2	OPEB contributions in transit / receivable	-	-	45,588	
3	OPEB contributions	5,111,266,519	5,068,994,294	4,928,927,860	
4	OPEB contributions, at cost	5,197,063,388	5,068,994,294	4,928,973,449	
5	Net return on investment	2,025,123,638	1,716,760,266	1,801,403,575	
6	Total Assets	\$ 7,222,318,116	\$ 6,785,885,650	\$ 6,731,089,458	
LIABILITIES:					
7	Vouchers and contracts payable	2,910,911	2,388,150	2,266,659	Payable to Acuitas, Alliance Bernstein, ASB Int'l, BlackRock, Callan, Gateway, Geode, Heitman, Longtail, MS Prime, Mt. Lucas, Northern Trust, Nossaman, Meketa Investment Group, Inc., Reinhart, and SLC/Ryan Labs.
NET POSITION - Restricted for Other					
8	Postemployment Benefits	\$ 7,219,407,205	\$ 6,783,497,500	\$ 6,728,822,800	
Employers		OPEB Net Assets			
9	Hawaii DWS	\$ 29,233,619			
10	Honolulu BWS	126,427,001			
11	Kauai DWS	16,016,899			
12	County of Maui	523,185,322			
13	County of Hawaii	342,432,574			
14	County of Kauai	220,707,374			
15	C&C Honolulu	1,280,155,206			
16	State of Hawaii	4,675,498,884			
17	HART	5,619,237			
19	Total	\$ 7,219,407,205			

Hawaii Employer-Union Health Benefits Trust Fund				
OPEB STATEMENT OF REVENUE AND EXPENSES				
6 Month Ended December 31, 2023				
(PRELIMINARY-Unaudited)				
		12/31/2023	12/31/2022	
		6-Month - Other	6-Month - Other	Notes
	ADDITIONS:			
1	Employer contributions at cost	\$ 266,656,551	\$ 90,773,519	
	Investment earnings:			
2	Investment income	55,070,940	43,351,144	
3	Securities lending income	387,710	169,397	
4	Unrealized gain (loss)	174,163,142	(113,506,523)	
5		\$ 229,621,792	\$ (69,985,982)	
	Investment fees:			
6	Securities lending expense	\$ 85,264	\$ 37,243	
7	Management - Acuitas	1,561,023	1,608,072	
8	Management - Northern Trust	334,868	259,917	
9	Management - SLC (fka Ryan Labs)	35,234	26,989	
10	Management - Geode	152,295	163,683	
11	Management - Mt. Lucas	370,697	309,530	
12	Management - Reinhart	-	16,131	
13	Management - Gateway	187,378	223,122	
14	Management - Nossaman	29,719	20,406	
15	Management - Callan	108,500	112,500	
16	Management - BlackRock	171,324	171,840	
17	Management - AllianceBernstein	-	5,072	
18	Management - ASB Intl	487,581	592,585	
19	Management - MS Prime	1,089,931	1,158,345	
20	Management - Heitman	393,869	455,471	
21	Management - Longtail	417,917	-	
22	Custodial - Northern Trust	33,498	33,498	
23	Consulting - Meketa Investment Group, Inc.	234,840	228,000	
24	Total Investment Fees	\$ 5,693,939	\$ 5,422,405	
25	Investment Earnings, Net	\$ 223,927,854	\$ (75,408,388)	
26	EXCESS OF REVENUES OVER EXPENDITURES (LOSS)	\$ 490,584,405	\$ 15,365,132	
27	Net Position - Beginning	6,728,822,800	5,896,307,988	
28	Net Position - Ending	\$ 7,219,407,205	\$ 5,911,673,119	

Experience Accounting of CVS Caremark Actives Self-Funded Plans
Summary of FYE 6/30/2023 & FYE 6/30/2024

CVS Caremark Actives													
	JULY 2022	AUGUST 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	FYE 6/30/2023
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	8,809,399	8,738,029	8,840,849	8,835,695	8,843,653	8,715,506	8,713,573	8,703,484	8,718,987	8,738,390	8,708,899	8,600,009	104,966,473
Less:													
Benefit Claims	10,881,201	10,854,133	10,787,729	11,270,702	11,118,727	11,414,070	12,216,663	11,194,183	13,500,640	11,895,106	12,121,836	13,842,497	141,097,489
Administrative Expense	68,052	68,052	68,052	68,052	68,052	68,052	68,351	68,508	72,814	68,632	68,455	68,041	823,114
	10,949,254	10,922,186	10,855,781	11,338,754	11,186,780	11,482,122	12,285,014	11,262,691	13,573,454	11,963,738	12,190,291	13,910,538	141,920,603
Subtotal	(2,139,855)	(2,184,157)	(2,014,933)	(2,503,059)	(2,343,127)	(2,766,616)	(3,571,440)	(2,559,207)	(4,854,467)	(3,225,348)	(3,481,392)	(5,310,529)	(36,954,130)
Add:													
CVS Caremark Rebate	0	0	9,656,950	0	0	9,707,987	0	0	10,650,352	0	0	11,257,196	41,272,486
Network Guarantee	0	0	0	0	0	0	0	0	0	0	0	1,387,034	1,387,034
Epi pen Antitrust Settlement	0	0	0	0	0	0	0	0	0	0	0	131,129	131,129
IBNR	0	0	0	0	0	0	0	0	0	0	0	6,500	6,500
TOTAL	(2,139,855)	(2,184,157)	7,642,017	(2,503,059)	(2,343,127)	6,941,371	(3,571,440)	(2,559,207)	5,795,885	(3,225,348)	(3,481,392)	7,471,330	5,843,018

CVS Caremark Actives													
	JULY 2023	AUGUST 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024	FYE 6/30/2024
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	8,645,481	8,673,495	8,741,901	8,734,411	8,720,947	8,745,611							52,261,847
Less:													
Benefit Claims	12,670,110	13,855,282	12,628,170	13,753,835	12,928,072	13,759,960							79,595,429
Administrative Expense	68,413	68,417	69,073	69,181	69,485	69,555							414,124
	12,738,523	13,923,699	12,697,243	13,823,016	12,997,557	13,829,515							80,009,553
Subtotal	(4,093,042)	(5,250,205)	(3,955,341)	(5,088,605)	(4,276,610)	(5,083,904)	0	0	0	0	0	0	(27,747,706)
Add:													
CVS Caremark Rebate	0	0	12,036,355	0	0	11,957,000							23,993,355
TOTAL	(4,093,042)	(5,250,205)	8,081,014	(5,088,605)	(4,276,610)	6,873,096	0	0	0	0	0	0	(3,754,351)

Experience Accounting of CVS Caremark Non-Medicare Retirees Self-Funded Plan
Summary of FYE 6/30/2023 & FYE 6/30/2024

CVS Caremark Non-Medicare Retirees													
	JULY 2022	AUGUST 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	FYE 6/30/2023
	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	TOTAL
Revenue	2,257,359	2,440,859	2,391,461	2,391,243	2,399,342	2,474,769	2,597,531	2,832,565	2,843,400	2,803,992	2,871,685	2,872,213	31,176,418
Less:													
Benefit Claims	4,272,966	4,750,869	4,533,873	4,429,432	4,647,803	4,476,181	5,699,607	5,058,098	5,410,465	5,117,660	5,644,014	5,184,499	59,225,466
Benefit Claims Medicare	(1,082,005)	(1,223,020)	(1,787,610)	(1,174,370)	(1,109,898)	(1,113,605)	(1,746,417)	(1,332,109)	(1,301,490)	(1,210,098)	(1,247,686)	(1,257,702)	(15,586,010)
Net Benefit Claims	3,190,961	3,527,849	2,746,263	3,255,062	3,537,906	3,362,575	3,953,190	3,725,989	4,108,975	3,907,562	4,396,327	3,926,797	43,639,457
Administrative Expense	14,628	14,628	14,628	14,628	14,628	14,628	16,460	16,997	19,688	17,275	17,503	17,723	193,414
	3,205,589	3,542,478	2,760,891	3,269,690	3,552,534	3,377,203	3,969,649	3,742,986	4,128,663	3,924,837	4,413,830	3,944,520	43,832,871
Subtotal	(948,229)	(1,101,619)	(369,431)	(878,448)	(1,153,192)	(902,435)	(1,372,118)	(910,422)	(1,285,263)	(1,120,844)	(1,542,145)	(1,072,308)	(12,656,453)
Add:													
CVS Caremark Rebate	0	0	3,345,655	0	0	3,355,410	0	0	3,800,711	0	0	4,100,842	14,602,617
Network Guarantee	0	0	0	0	0	147,885	0	0	0	0	0	0	147,885
Epi pen Antitrust Settlement	0	0	0	0	0	0	0	0	0	0	0	32,782	32,782
IBNR	0	0	0	0	0	0	0	0	0	0	0	(39,000)	(39,000)
TOTAL	(948,229)	(1,101,619)	2,976,224	(878,448)	(1,153,192)	2,600,861	(1,372,118)	(910,422)	2,515,448	(1,120,844)	(1,542,145)	3,022,316	2,087,832

CVS Caremark Non-Medicare Retirees													
	JULY 2023	AUGUST 2023	SEPT 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024	FYE 6/30/2024
	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	Retirees	TOTAL
Revenue	2,940,329	2,823,986	2,105,829	2,484,616	2,475,815	2,282,336							15,112,912
Less:													
Benefit Claims	5,267,184	6,135,304	5,283,520	5,676,908	5,460,283	5,232,284							33,055,483
Benefit Claims Medicare	(1,261,897)	(1,430,740)	(1,226,295)	(1,251,388)	(1,287,964)	(1,204,904)							(7,663,187)
Net Benefit Claims	4,005,287	4,704,564	4,057,225	4,425,520	4,172,319	4,027,380							25,392,295
Administrative Expense	14,448	13,579	11,924	11,962	11,900	11,877							75,690
	4,019,735	4,718,143	4,069,150	4,437,482	4,184,218	4,039,257							25,467,985
Subtotal	(1,079,406)	(1,894,157)	(1,963,320)	(1,952,866)	(1,708,403)	(1,756,921)	0	0	0	0	0	0	(10,355,074)
Add:													
CVS Caremark Rebate	0	0	4,518,221	0	0	5,502,000							10,020,220
TOTAL	(1,079,406)	(1,894,157)	2,554,900	(1,952,866)	(1,708,403)	3,745,079	0	0	0	0	0	0	(334,853)

Experience Accounting of Silverscript Medicare Retirees Self-Funded Plan
Summary of FYE 6/30/2023 & FYE 6/30/2024

	SILVERSCRIPT - MEDICARE RETIREES ONLY												
	JULY 2022 MEDICARE Retirees	AUGUST 2022 MEDICARE Retirees	SEPT 2022 MEDICARE Retirees	OCT 2022 MEDICARE Retirees	NOV 2022 MEDICARE Retirees	DEC 2022 MEDICARE Retirees	JAN 2023 MEDICARE Retirees	FEB 2023 MEDICARE Retirees	MAR 2023 MEDICARE Retirees	APR 2023 MEDICARE Retirees	MAY 2023 MEDICARE Retirees	JUNE 2023 MEDICARE Retirees	FYE 6/30/2023 TOTAL
Revenue	10,480,463	10,555,060	10,366,524	10,366,524	10,381,229	10,105,817	10,964,248	10,949,852	10,864,670	10,877,841	10,833,734	10,832,090	127,578,053
Less:													
Benefit Claims	16,507,048	18,532,423	17,046,654	17,839,389	17,261,368	17,389,816	18,692,727	17,245,511	19,315,666	18,413,160	18,093,364	19,126,995	215,464,121
Benefit Claims Paid to CVS	1,082,005	1,223,020	1,787,610	1,174,370	1,109,898	1,113,605	1,746,417	1,332,109	1,301,490	1,210,098	1,247,686	1,257,702	15,586,010
Administrative Expense	350,452	350,452	351,594	351,594	351,166	351,166	348,697	348,279	347,320	346,831	346,004	345,545	4,189,099
	17,939,505	20,105,894	19,185,858	19,365,353	18,722,431	18,854,587	20,787,841	18,925,899	20,964,476	19,970,088	19,687,055	20,730,242	235,239,230
Subtotal	(7,459,042)	(9,550,834)	(8,819,334)	(8,998,829)	(8,341,202)	(8,748,770)	(9,823,593)	(7,976,047)	(10,099,806)	(9,092,247)	(8,853,321)	(9,898,152)	(107,661,177)
Add:													
Coverage Gap Discount	0	0	12,621,858	0	0	12,386,552	0	0	5,384,966	0	0	10,877,078	41,270,454
Silverscript Rebate*	0	0	15,711,064	0	0	15,472,297	0	0	18,199,399	0	0	19,055,870	68,438,631
Direct Subsidy	(9,739)	(292,130)	(290,928)	(381,886)	(378,790)	(300,120)	(368,239)	(369,781)	(370,367)	(376,443)	(377,851)	(292,442)	(3,808,717)
LIPS Subsidy	17,975	17,302	17,444	17,976	17,343	17,277	16,259	16,788	16,757	16,460	15,930	15,230	202,739
LICS Subsidy	0	0	0	0	7,042	1,208,095	17,524	0	0	0	0	0	1,232,662
Part D Reinsurance	2,999,671	2,980,816	2,980,443	2,976,236	2,974,450	2,979,508	3,083,937	3,069,452	3,057,148	3,073,837	3,064,674	3,062,765	36,302,936
Reinsurance Settlement	0	0	0	0	(142,374)	(6,794,081)	0	0	0	0	0	0	(6,936,455)
Network Guarantee	0	0	0	0	0	1,127,729	0	0	0	0	0	1,143,308	2,271,037
TOTAL	(4,451,135)	(6,844,846)	22,220,546	(6,386,502)	(5,863,531)	17,348,486	(7,074,112)	(5,259,588)	16,188,096	(6,378,393)	(6,150,569)	23,963,658	31,312,110

	SILVERSCRIPT - MEDICARE RETIREES ONLY												
	JULY 2023 MEDICARE Retirees	AUGUST 2023 MEDICARE Retirees	SEPT 2023 MEDICARE Retirees	OCT 2023 MEDICARE Retirees	NOV 2023 MEDICARE Retirees	DEC 2023 MEDICARE Retirees	JAN 2024 MEDICARE Retirees	FEB 2024 MEDICARE Retirees	MAR 2024 MEDICARE Retirees	APR 2024 MEDICARE Retirees	MAY 2024 MEDICARE Retirees	JUNE 2024 MEDICARE Retirees	FYE 6/30/2024 TOTAL
Revenue	10,729,184	10,834,940	11,649,801	11,212,107	11,112,010	11,390,607							66,928,648
Less:													
Benefit Claims	19,175,990	20,580,038	19,701,025	21,134,610	20,736,808	20,511,499							121,839,970
Benefit Claims Paid to CVS	1,261,897	1,430,740	1,226,295	1,251,388	1,287,964	1,204,904							7,663,187
Administrative Expense	339,303	344,638	353,685	353,654	353,297	353,440							2,098,018
	20,777,189	22,355,415	21,281,005	22,739,652	22,378,070	22,069,843							131,601,175
Subtotal	(10,048,005)	(11,520,476)	(9,631,205)	(11,527,544)	(11,266,060)	(10,679,237)	0	0	0	0	0	0	(64,672,527)
Add:													
Coverage Gap Discount	0	0	12,760,884	0	0	11,100,000							23,860,884
Silverscript Rebate	0	0	18,185,505	0	0	18,500,000							36,685,505
Direct Subsidy	(107,358)	(419,171)	(352,380)	(356,004)	(330,785)	(360,723)							(1,926,421)
LIPS Subsidy	16,276	15,985	16,392	15,770	16,654	16,358							97,435
Part D Reinsurance	3,059,455	3,068,909	3,063,373	3,066,616	3,078,304	3,074,674							18,411,330
TOTAL	(7,079,633)	(8,854,754)	24,042,569	(8,801,162)	(8,501,888)	21,651,073	0	0	0	0	0	0	12,456,205

Experience Accounting of Verdegard (formerly known as HMA, LLC) Actives Self-Funded Plan
Summary of FYE 6/30/2023 & FYE 6/30/2024

Verdegard (formerly known as HMA, LLC)													
	JULY 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	FYE 6/30/2023
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	33,919	33,482	34,535	34,535	34,731	33,533	31,227	32,158	32,991	33,125	33,046	31,867	399,149
Less:													
Benefit Claims	21,622	25,638	27,855	27,855	17,294	12,684	52,315	23,479	15,866	21,174	13,384	20,443	279,610
Administrative Expense	9,843	9,843	9,843	9,843	9,843	9,843	9,145	9,006	8,804	7,766	7,642	12,416	113,832
IBNR	0	0	0	0	0	0	0	0	0	0	0	(2,000)	(2,000)
	31,465	35,481	37,698	37,698	27,136	22,527	61,460	32,484	24,670	28,940	21,025	30,858	391,442
TOTAL	2,454	(1,999)	(3,163)	(3,163)	7,594	11,006	(30,233)	(326)	8,321	4,185	12,021	1,009	7,708

Verdegard (formerly known as HMA, LLC)													
	JULY 2023	AUG 2023	SEP 2023	OCT 2023	NOV 2023	DEC 2023	JAN 2024	FEB 2024	MAR 2024	APR 2024	MAY 2024	JUNE 2024	FYE 6/30/2024
	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	Actives	TOTAL
Revenue	32,953	33,527	32,153	34,155	32,874	32,445							198,106
Less:													
Benefit Claims	16,265	23,393	32,058	26,406	23,014	26,909							148,045
Administrative Expense	9,415	9,448	9,415	9,560	9,496	9,432							56,766
	25,681	32,841	41,473	35,965	32,510	36,341							204,811
TOTAL	7,272	686	(9,321)	(1,810)	364	(3,895)	0	0	0	0	0	0	(6,705)

Monthly Carrier Report

Date: March 1, 2024

Carrier: CVS Health

Period Report Covers: February 2024

Customer Service Utilization and Performance Data:**• Call Center Statistics:**

- Number of calls answered by a live representative: 479
- Percentage of calls answered in 10 seconds: 81.4 % (390 calls)
- Percentage of calls answered in 30 seconds: 84.3 % (404 calls)
- Average speed of answer (number of seconds before live person answers calls): 35.8 seconds
- Average call duration: 739 seconds
- Calls abandoned at 30 seconds or greater: 5
- Percentage of calls abandoned at 30 seconds or greater: 1%

Breakdown of calls by subject matter (one call can be logged in more than one category)

- Rx Verification - Rx Verify Directions 37
- Miscellaneous – View Account 132
- Claim Inquiry – Rejected Claim 54
- Rx Order Status 20
- Check Eligibility 23
- Rx Order Refill 33
- Plan Design - Override 19
- Plan Design- Prior Authorization 44
- Drug Coverage 122
- Retail – Test Claim 19
- Others 204

• Requests by EUTF to Account Mgmt/Customer Care:

Number of Requests: 73

The average turnaround time for requests was responded to in 1 business day.

All rush enrollments were processed within 1 business day.

Breakdown of escalations by subject matter:

- Account Maintenance – 9
- Enroll Verify – 10
- Outreach – 2
- Reinstatements – 10
- Research – 0
- Rush Enrollments – 43

Appeals: There is a lag in appeals activity. The following appeals information is for the month of December 2023.

11 Total appeals for non-specialty drugs – 9 approved, 2 denied

23 Total appeals for specialty drugs – 12 approved, 11 denied

CVS Health Walk-In Servicing

No CVS Health members visited the customer service office on Bishop Street during the month of February 2024.

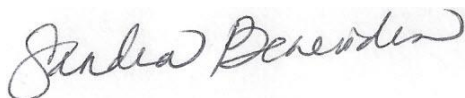
- **Operational Issues Pertaining to EUTF Members:**
No information to report.
- **Issues Raised By or With the Vendor and Correspondence to or Referred to the Vendor:**
No information to report.
- **Any Legal Actions or Proceedings Involving EUTF Members:**
No information to report.
- **Pending or Approved Insurance Regulations or State Legislation Affecting Benefits:**
No information to report.
- **New Issues with Respect to New Programs or Benefits of Interest to Board:**
No information to report.
- **EUTF Client Service Team Contact and Pending Changes to Team, If Any:**
No information to report.
- **Community Activities Relating to Vendor's That May Be of Interest to EUTF:**
No information to report.
- **Other:**

There was 1 Consumer-level recall notice received by CVS Caremark for the month of February 2024.

- EasyPoint 25G x 5/8" Needle manufactured by Retractable Technologies, Inc.

If you have questions, please contact me at 808-282-0724, or by email at sandra.benevides@cvshealth.com.

Mahalo,



Sandra Benevides
Strategic Account Executive

Monthly Carrier Report

Date: March 1, 2024

Carrier: 9445

Period Report Covers: February 2024

▪ **Customer Service Utilization and Performance Data:**

▪ **Call Center Statistics:**

Number of calls – *1,064*

Percentage of calls answered in 30 seconds – *80.5% (857 calls)*

Average speed of answer (number of seconds before live body answers calls) *25.6 seconds*

Abandonment rate *1.1%*

Average call duration *720 seconds*

Breakdown of calls by subject matter (one call can be logged in more than one category):

- Miscellaneous – View Member Account – 735
- Rx Verification - Rx Verify Directions – 184
- Plan Design – Prior Auth - 85
- Order Placement – CCR Refill – 383
- Order Status – Order Inquiry - 107
- Plan Design – Plan Benefit Override - 261
- Retail Test Claim - 140
- Plan Design – Plan Design Education - 125
- Others – 1099

▪ **Requests by EUTF to Account Management/Customer Care:**

Number of Requests: 8

Average turnaround time complaints were responded to: less than 1 Day

Breakdown of escalations by subject matter:

- *Account Maintenance: 2*
- *Reinstate: 1*
- *Research: 3*
- *Verify Enrollment: 1*
- *Outreach: 1*
- *Rush/Manual Enrollments: 0*

- **CVS Health Walk-In Servicing**

0 SilverScript member visited the customer service office on Bishop Street during the month of February 2024.

- **Operational Issues Pertaining to EUTF Members:**

No new issues to report.

Issues Raised by or With the Vendor and Correspondence to or Referred to the Vendor:

No new issues to report.

- **Any Legal Actions or Proceedings Involving EUTF Members:**

No new actions to report.

- **Pending or Approved Insurance Regulations or State Legislation Affecting Benefits:**

No new information to report.

- **New Issues with Respect to New Programs or Benefits of Interest to Board:**

No new issues to report.

- **EUTF Client Service Team Contact and Pending Changes to Team, If Any:**

No new issues to report.

- **Community Activities Relating to Vendors That May Be of Interest to EUTF:**

CVS Health® announced its contribution of nearly \$35 million in equity investments towards the creation of two new affordable housing developments in Hawaii. Located in Lahaina, Maui and Kapolei, Oahu, the communities will also offer residents supportive social and educational programs tailored to address their specific needs. In addition to other multiple funding partners, these investments support the state of Hawaii's priorities in early childcare and affordable housing and exemplify the power of public and private collaborations.

For further details, please reference:

<https://www.cvshealth.com/news/health-equity/cvs-health-invests-nearly-35m-in-affordable-housing-in-hawaii.html>

- **Other:**

No new items to report.

If you would like to have further detail on any of these topics, please feel free to contact Ty Bowers at 480-253-2963 or via email at ty.bowers@cvshealth.com.

Mahalo,

Ty Bowers

Ty Bowers

Strategic Account Director, Medicare Account Services

Monthly Carrier Report

Date: March 8, 2024

Carrier: Hawaii Dental Service

Period Report Covers: February 2024

- Customer Service Utilization and Performance Data:
Number of in person interactions with HDS and EUTF participants (walk-ins) = 2
- Call Center Statistics:
Total number of calls = 990
Percentage of calls answered in 10 seconds = 22.31%
Percentage of calls answered in 30 seconds = 94.88%
Average speed of answer (number of seconds before live body answers calls) = 14.80 seconds
Abandonment rate = 1.69%
Average call duration = 6:07 minutes
Breakdown of calls by subject matter
Eligibility/Benefits: 48%
Claim Status: 11%
Request for ID card: 9%
Refer to EUTF (address change): 2%
Dentist search: 2%
Other Misc.: 19%
HDS Online Support: 6%
Results may not total 100%. One call could have more than one subject matter.
- Complaints:
Number of Complaints = 0
Average turnaround time complaints were responded to = n/a
Breakdown of complaints by subject matter Number Resolved/Number Pending
Resolution - None

- Operational Issues Pertaining to EUTF Members:

Network Additions
Dr. Mary Chang - Oahu
Dr. Joyjoy F. Fries - Kauai
Dr. John R. Jaicks - Oahu
Dr. Bobby Kim - Oahu
Dr. Dennis T. Nagata - Oahu
Dr. Harrison Nichols - Hawaii

Network Exits: None

- Issues Raised by or With the Vendor and Correspondence to or Referred to the Vendor: None
- Any Legal Actions or Proceedings Involving EUTF Members: None
- Pending or Approved Insurance Regulations or State Legislation Affecting Benefits: None
- New Issues with Respect to New Programs or Benefits of Interest to Board: None
- EUTF Client Service Team Contact and Pending Changes to Team, If Any: None
- Community Activities Relating to Vendors That May Be of Interest to EUTF:

Every February, HDS holds its signature outreach event the HDS Tooth Fairy Fun Day at the Hawaii Children's Discovery Center to educate children and their parents about the importance of maintaining a healthy smile and address their fears of going to the dentist. More than 800 keiki and their parents attended the event and enjoyed free dental screenings, meeting the HDS Tooth Fairy, and educational activities.

This year, HDS collaborated with multiple health organizations as part of the Hawaii Oral Health Coalition to request Governor Josh Green to proclaim the month of February as Children's Dental Health Month. Lt. Governor Sylvia Luke presented the official proclamation to HDS and the Hawaii Oral Health Coalition at the HDS Tooth Fairy Fun Day event. The proclamation drew attention to the collective efforts of health organizations who provide outreach and services to underserved populations across the State of Hawaii.

- Other: HDS received five appeals.



Joey Lee, Director of Sales



Monthly Carrier Report

Date: March 8, 2024

Carrier: Hawaii Medical Service Association (HMSA)

Period Report Covers: February 2023

Customer Service Utilization and Performance Data:

- **Call Center Statistics:**

- Number of calls - 2,440
- Average speed of answer (number of seconds before live body answers calls) - 0:07:53
- Abandonment rate - 12.17%
- Average call duration - 04:02 (MM:SS)

- **Complaints:**

HMSA's organization is set up with an initiative known as First Call Resolution (FCR). FCR is the concept that members should only have to contact HMSA one time with their concern/inquiry for it to be resolved. Although members' inquiries may not be resolved during the first call, the idea is that the member should not have to call HMSA again after their initial contact.

If a member is not satisfied with a response by a customer service representative, the member is provided with HMSA's Appeals Rights and Processes. If a member decides to submit a formal Appeal with HMSA, HMSA begins tracking the member complaint through our Appeals Department, which is the information that we have provided below.

- **July 2015**

- Total number of appeals unresolved from the previous month: 31
- Total number of complaints (Appeals) received: 20
- Average turnaround time complaints (Appeals) were responded to: 45.9 days (excluding appeals that were extended)
- Total number of appeals resolved with extensions: 0
 - In some instances, additional information is required to support the nature of an Appeal, such as additional medical records. Extensions are applied after obtaining member approval.
- Total number of appeals resolved without an extension: 19
- Breakdown of complaints by subject matter - Number Resolved/Number Pending Resolution:
 - 28 Appeals pending as of March 5, 2024.
 - 19 Appeals resolved in March 2024.
 - 4 Appeals withdrawn in March 2024.
 - 0 Appeals voided in March 2024.



Appeal Description	Count of Cases
Overtured	12
Imaging/Scan	8
Lab	1
Genetic Testing	1
Drug Screen	1
Heart Catheterization	1
Partially Overtured	4
Out of State Services	1
Ambulance Service	1
Office Visit	1
Oreal Device/Appliance	1
Upheld	3
Out of State ER Services	1
Implantable Loop Recorder	1
Injection	1
Withdrawn	4
Brain MRI	1
Physical Therapy	1
Drug	1
Psychotherapy	1
Total	23

Operational Issues Pertaining to EUTF Members:

None for February 2024.

Issues Raised By or With the Vendor and Correspondence to or Referred to the Vendor:

None for February 2024

Any Legal Actions or Proceedings Involving EUTF Members:

None for February 2024.

Pending or Approved Insurance Regulations or State Legislation Affecting Benefits:

None for February 2024.

New Issues with Respect to New Programs or Benefits of Interest to Board:

None for February 2024.



EUTF Client Service Team Contact and Pending Changes to Team, if Any:

None for February 2024.

Community Activities Relating to Vendor's That May Be of Interest to EUTF: In February, HMSA was committed to building healthier communities to support the health and well-being of Hawaii.

Aloha Council Boy Scouts of America

Kaleiopu'u Elementary School

Hawaii Health Systems Kauai Region
Community Health & Wellness Resource
Fair

Ewa Makai Middle School

Hawaii Pacific Health
Great Aloha Run

McKinley High School

James Campbell High School

Big Brothers Big Sisters of Maui

Kona Hospital Foundation

Hawaii Academy Science

Hoa Aina o Makaha

Other:

None.

If you have any questions, please contact me at 952-7845.

Sincerely,

Christopher M. Letoto
Manager, EUTF Program
Account Management and Sales



Monthly Carrier Report

Date: March 8, 2024

Carrier: Humana

Plan: EUTF Medicare Advantage Plan (MA Only)

1. **Period Report Covers:** February 1, 2024 through February 29, 2024

Customer Service Utilization and Performance Data:

- **Call Center Statistics:**

- Number of calls answered by a live representative
 - EUTF specific: 8
 - Humana Book of Business: 76,721
- Percentage of calls answered in 30 seconds
 - Humana Book of Business: 93.38%
- Average speed of answer (number of seconds before live person answers calls):
 - Humana Book of Business: 11
- Average call duration:
 - Humana Book of Business: 606 seconds

Breakdown of calls by subject matter (calls can be logged in more than one category or not logged)

Call Driver*	Number of Calls*
○ Authorization/Referral	0
○ Benefits	1
○ Claims	4
○ Communication	0
○ Demographics	0
○ Disenrollment	0
○ Eligibility	0
○ Enrollment	1
○ Fulfillment	0
○ Rx	0
○ Provider	1
○ Outbound Call	0
○ Wellness	0
○ Other/Miscellaneous	1

*EUTF specific

- **Requests by EUTF to Account Management/Customer Care (Account Concierge ACS):**
 - Number of Requests in February: 0 Account Management and ACS
 - The average turnaround time for request: N/A business days.
 - All rush enrollments were processed within 1 business day(s): 0 requests made.
 - Breakdown of escalations by subject matter:
 - Account Management and ACS subject matter – N/A
 - Rush enrollment subject matter – N/A
- **Appeals: The following appeals information is for the month of February 2024.**
 - Number of Appeals in February 2024: 0
 - Number of Appeals resolved in February 2024: 0
 - Number of Appeals withdrawn in February 2024: 0
 - Number of Appeals voided in February 2024: 0
 - Number of Appeals pending in February 2024: 0
 - Total number of appeals remaining open in February 2024: 0
 - Average turnaround time appeals were responded to: 0 or N/A days (excluding appeals that were extended)
 - Breakdown of appeals by subject matter:

Appeal Description	Count of Appeals
Overtured	N/A
Upheld	N/A
Outpatient Surgery	N/A
Withdrawn	N/A
Total	N/A

- **Humana Walk-In Servicing**
 - The Humana office at 733 Bishop St, Suite 2100, Honolulu, HI 96813 is open with normal business hours (Monday through Friday from 8:00 a.m. to 5:00 p.m.)
 - There were 0 EUTF members that visited the Humana office in February.
- **Operational Issues Pertaining to EUTF Members:**
No information to report for February 2024.
- **Issues Raised By or With the Vendor and Correspondence to or Referred to the Vendor:**
No information to report for February 2024.
- **Any Legal Action or Proceedings Involving EUTF Members:**
No information to report for February 2024.

- **Pending or Approved Insurance Regulations or State Legislation Affecting Benefits:**
No information to report for February 2024.
- **New Issues with Respect to New Programs or Benefits of Interest to Board:**
No information to report for February 2024
- **Other:**
No information to report for February 2024.

Please contact me with any questions at 502-418-2712, or by email at jsmith55@humana.com .

Thank you,

A handwritten signature in black ink, appearing to read "Jenny Smith", with a stylized, flowing script.

Jenny Smith
Senior Account Executive

Monthly Carrier Report

Date: March 8, 2024

Carrier: Kaiser Permanente

Period Report Covers: February 2024

- **Customer service utilization and performance data:**

- **Call center statistics:**

Number of calls: 537 Calls

Percentage of calls answered in 30 seconds: 91.51%

Percentage of calls answered in 20 seconds: 89.67%

Percentage of calls answered in 10 seconds: 88.19%

Average speed of answer: 11 seconds

Abandonment rate: 0.74%

Average call duration: average talk time 404 seconds

(20%) Access, (51%) Benefits, (0%) Billing Issues, (4%) Claims, (1%) Complaints,

(19%) Eligibility, (0%) ID/Demographics, (5%) Materials Requested

- **Complaints:**

Number of Complaints: 60

Average turnaround time complaints were responded to: 7.89 days to close concerns

Breakdown of complaints by subject matter – Number Resolved/Number Pending

Resolution: 35 closed, 25 open

– Access – (6) Appointment schedule, (3) Wait for service, (1) Referral

– Benefits & Enrollment – (1) Coordination of Benefits, (2) Cost share, (2) EOB, (1) EOC,
(3) Other

– Facility – (1) Location

– Operational Process – (1) kp.org, (3) Phone system, (1) AOR process, (1) Visiting member, (2) Forms,
(1) Other

– Physician – (8) Courtesy & communication, (9) Diagnosis treatment or care

– Other – (10) Billing issue, (1) Prescription, (2) Fraud call, (1) Medical Record

- **Appeals:**

Number of Appeals in February 2024: 0

Number of Appeals approved in February 2024: 0

Number of Appeals denied in February 2024: 0

- **Operational issues pertaining to EUTF members:**

No information to report

- **Issues raised by or with the vendor and correspondence to or referred to the vendor:**

No information to report

- **Any legal actions or proceedings involving EUTF members:**

No information to report

- **Pending or approved insurance regulations or state legislation affecting benefits:**

No information to report

- **New issues with respect to new programs or benefits of interest to board:**

No information to report

- **EUTF client service team contact and pending changes to team, if any:**
No information to report
- **Community activities relating to vendor's that may be of interest to EUTF:**
No information to report
- **Other:**
Kaiser Permanente expands maternity services on Maui – Kaiser Permanente Hawaii recently announced the expansion of its maternity services on Maui, bringing enhanced care and support to expectant parents and their families on the island. This initiative comes at a crucial time, after the only private practice obstetrics group on Maui stopped providing obstetrical care, limiting access across the island.

Starting in April 2024, Kaiser Permanente will introduce a suite of new services designed to ensure comprehensive care and support for birth parents and newborns. The expansion of Maui's largest OB-GYN department includes the addition of three certified nurse-midwives, a nurse practitioner, and an eighth OB-GYN physician to its team, providing members with personalized and expert care throughout the pregnancy journey.

Highlights of the expanded services include:

- KP Connected: Already live, this innovative program offers a flexible option for low-risk prenatal care, combining in-person and virtual visits. Expectant birth parents will receive a kit that includes a blood pressure cuff and a fetal Doppler (handheld ultrasound tool) for convenient at-home monitoring. Initially piloted on Oahu, this program is now available to our members on Maui, highlighting the organization's dedication to accessible and adaptable prenatal care.
- Maternal Newborn Clinic: Launching in May 2024, this clinic is aimed at providing immediate care to birth parents and newborns after discharge from the hospital. Within 48 hours after birth, both baby and birth parent will undergo a thorough assessment, setting a new standard of care on Maui.
- Centering Pregnancy: Beginning in June 2024, the Kaiser Permanente Wailuku Medical Office will host group support sessions that aim to foster a sense of community among pregnant members and their partners, allowing them to share experiences and support one another through their pregnancy journey.

These expanded maternity services on Maui underscore Kaiser Permanente's commitment to ensuring that every family has access to the care and support it needs for a healthy start in life. Early and regular prenatal care is critical for a healthy pregnancy. Prenatal care not only significantly lowers the risk of preterm births but also aids in identifying potential complications that might go unnoticed without regular monitoring. Furthermore, prenatal care establishes a foundation of support and trust between expectant parents and their health care team, ensuring a continuum of care that is essential for everyone's health.

Troy Tomita



Senior Account Manager
Kaiser Permanente

Monthly Carrier Report – Hawaii EUTF

Date: March 07, 2024
Carrier: Securian Financial
Report Period: February 2024

Customer Service, Utilization and Performance Data

- Group Term Life Claims Paid: 131
- Active Employee Claims: 7
- Retiree Claims: 156
- Average Processing Time: 5 business days

Appeals Summary

- Number of Active Appeals: 0
- Number of Resolved Appeals: 0
- Average Time to Resolve: N/A
- Resolution Summary: N/A

Walk-In Servicing

- Number of Walk-In Visits: 1
- Average Time per Walk-In: 4 minutes 23 seconds

Customer Service Statistics

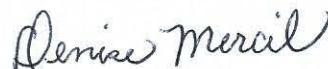
- Number of Calls Received: 224
- Average Speed to Answer: 5 seconds
- Abandonment rate of all calls received: 0.45%
- Average Call Duration: 5 minutes 11 seconds
- Requests by Category:
 - Claims: 1
 - Member information changes or updates: 45
 - Policy related requests: 124
 - Other: 79

Narrative of Other Activities

- Complaints: None to report.
- Operational Issues Impacting EUTF Members: None to report.
- Issues Raised By or With the Vendor: None to report.
- Legal Actions/Proceedings Involving EUTF Members: None to report.
- Pending/Approved Insurance Regulations Impacting Benefits: None to report.
- New Programs and Benefits of Interest to Board: None to report.
- Changes to EUTF Service Team: None to report.
- Community Activities of Interest to the Board: None to report.

Submitted 03/07/2024 by:

Denise Mercil, Field Service Representative, Securian Financial
(808) 282-6783, Denise.Mercil@Securian.com



Date: March 6, 2024

Plan: EUTF Supplemental Medical and Prescription Drug Plan

Carrier: Verdegard Administrators, LLC, formerly known as HMA

Period Report Covers: February 1, 2024 through February 29, 2024

Customer Service Utilization and Performance Data

Total number of employees enrolled: 585

Total number of members enrolled: 1,555

Total number of claims paid: 236

Average turnaround time: 22 Days

Call Center Statistics

Number of Calls: 28

Average Speed of Answer From a Live Body: 13 Seconds

Abandonment Rate: 0%

Breakdown of Calls (By Subject Matter)

Although we do not have an automated manner in which to track the breakdown of calls by subject matter, our detailed assessment for this month is as follows:

- **Approximately 80% of calls received are member's following-up on claims status.**

Claims status inquiries include:

- Confirm receipt of claims and documents
- Confirm claim reimbursement amounts
- Claims status

- **Approximately 20% of calls received are of other miscellaneous related inquiries.**

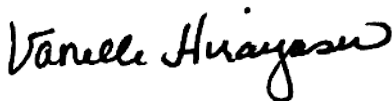
Miscellaneous inquiries include:

- Requests for claim form
- Inquiry to learn more about the plan
- Benefit check
- Eligibility

- **Complaints:**
Number of Complaints: 0
Average turnaround time complaints were responded to: N/A
Breakdown of complaints by subject matter: N/A
Resolution: N/A
- **Operational issues pertaining to EUTF Members:**
None to report.
- **Issues raised by or with the vendor and correspondence to or referred to the vendor:**
None to report.
- **Any legal actions or proceedings involving EUTF Members:**
None to report.
- **Pending or approved insurance regulations or state legislation affecting benefits:**
None to report.
- **New issues with respect to new programs or benefits of interest to board:**
None to report.
- **EUTF client service team contact and pending changes to team, if any:**
None to report.
- **Community activities relating to vendor's that may be of interest to EUTF:**
None to report.
- **Others:**

Please feel free to contact me directly at (808) 441-6024 with any questions or clarification concerning this report.

Sincerely,
Vanelle Hirayasu



Director, Account Management
Verdegard Administrators, LLC

Monthly Carrier Report

Date: March 6, 2024

To: **EUTF Board of Trustees**

From: VSP Vision Care 
Monica Kim, Market Director - Hawaii

Report Period: **FEBRUARY 2024**

• **Customer Service Utilization Data:**

- EUTF customer walk-ins to the VSP Hawaii Office in February 2024: N/A

• **Call Center Statistics:**

VSP's main 1-800 customer service line (1-800-877-7195) *Monthly Data*

2022 Quarterly Performance Guarantee applied to VSP's main Customer Service Line

- Number of Calls Company-Wide: 826,438 calls

EUTF-specific toll-free number (1-866-240-8420) *Monthly Data*

2023 Quarterly Performance Guarantee now applies to EUTF-specific phone line

Q4 2023 Results included in VSP's Performance Standards Report

- Number of calls: 130 Active & Retiree calls
- Average speed of answer (# of seconds before live body answers calls): 22 seconds
- Call abandonment rate: 3.08%
- Average call duration: 3 minutes 8 seconds

EUTF Member Call Response Report (combined): 239 Active & 299 Retiree calls

- VSP Confidential EUTF Call Response Reports enclosed
(Call breakdown by subject matter)

• **Complaints:**

- Number of Complaints*: 1 (0 Active & 1 Retiree)
- Average turnaround time complaints were responded to:

▪ Call Resolution (same day)	0%
▪ Complaint Acknowledgement within 5 business days	100%
▪ Complaint Resolution within 30 calendar days	100%
- Breakdown of complaints by subject matter:
VSP Confidential Complaint & Grievance Summary Reports (Active & Retiree) enclosed

▪ Number Resolved	1
▪ Number Pending Resolution	0

*Individuals with complaints may state more than one issue

- **Operational Issues Pertaining to EUTF Members:** None
- **Issues Raised By or With the Vendor and Correspondence To or Referred to the Vendor:** None
- **Any Legal Actions or Proceedings Involving EUTF Members:** None
- **Pending or Approved Insurance Regulations or State Legislation Affecting Benefits:** None
- **New Programs or Benefits of Interest to the Board:** None
- **EUTF Client Service Team Contact and Pending Changes to Team, If Any:** None
- **Community Activities Relating to Vendor's That May Be of Interest to EUTF:** None
- **Other:** None

Call Response Summary Report
 HI EMPLOYER UNION HEALTH TRUST 12216503
 February 2024



On average, for 1,000 subscribers, VSP receives 4 calls per month

Total Client Calls

239

Reason	Reason For Calling	Client Counts	Client Percent	VSP Percent BOB
Claims	In-Network Claim	1	.42%	1.16%
	Out of Network Claim	10	4.18%	3.22%
Complaints	Complaint	1	.42%	.34%
Doctor Referral	Provided Dr List	8	3.35%	3.78%
Eligibility Not Online	Dependent Not Listed	1	.42%	.09%
	Member Not Active	3	1.26%	1.06%
IVA Service	Benefits Description link received	62	25.94%	26.61%
	Dependent Benefits Description	1	.42%	.43%
	Dependent Check Eligibility	1	.42%	1.13%
	Member Benefits Description	12	5.02%	4.89%
	Member Check Eligibility	34	14.23%	15.50%
	Provider List Link received	1	.42%	.86%
Member Authorization	Issuing	2	.84%	.50%
Member Benefits & Services	Available Services	36	15.06%	13.41%
	Benefits Description	41	17.15%	14.23%
	Correct Member/Dependent Info	2	.84%	.69%
	ID Number/ID Card Inquiry	6	2.51%	3.64%
	Medically Related	1	.42%	.14%
Member VSP.com	Claim Submission	1	.42%	.32%
	Password Reset	4	1.67%	1.74%
	Register / Update Account	4	1.67%	2.16%
TPA/Individual Plan	Change/Cancel	4	1.67%	1.36%
	Premiums/Billing	3	1.26%	1.11%
Grand Total		239		

Call Response Summary Report
 HI EMPLOYER-UNION TRUST RETIRE 12216652
 February 2024

On average, for 1,000 subscribers, VSP receives 4 calls per month

Total Client Calls

299

Reason	Reason For Calling	Client Counts	Client Percent	VSP Percent BOB
Claims	In-Network Claim	4	1.34%	1.16%
	Out of Network Claim	11	3.68%	3.22%
Doctor Referral	Provided Dr List	7	2.34%	3.78%
	Member Not Active	1	.33%	1.06%
Eligibility Not Online	Refer to Client	1	.33%	.34%
	Benefits Description link received	80	26.76%	26.61%
IVA Service	Dependent Benefits Description	3	1.00%	.43%
	Dependent Check Eligibility	3	1.00%	1.13%
	Member Benefits Description	29	9.70%	4.89%
	Member Check Eligibility	47	15.72%	15.50%
	Provided Dr List	1	.33%	.58%
	Provider List Link received	1	.33%	.86%
Member Authorization	Issuing	3	1.00%	.50%
Member Benefits & Services	Available Services	44	14.72%	13.41%
	Benefits Description	38	12.71%	14.23%
	Correct Member/Dependent Info	5	1.67%	.69%
	ID Number/ID Card Inquiry	16	5.35%	3.64%
Member VSP.com	Password Reset	1	.33%	1.74%
	Register / Update Account	3	1.00%	2.16%
TPA/Individual Plan	Premiums/Billing	1	.33%	1.11%
Grand Total		299		

Complaints and Grievances Summary Report
HI EMPLOYER UNION HEALTH TRUST - 12216503
State: ALL
February 2024 - February 2024

NO COMPLAINTS FOR THIS CLIENT DURING THIS PERIOD.

Complaints and Grievances Summary Report
HI EMPLOYER-UNION TRUST RETIRE - 12216652
February 2024 - February 2024
State: ALL

Complaint Category: Member

Complaint Description	FEB	TOTAL
MEMBER UNHAPPY WITH DOCTOR REGARDING MATERIALS-CONTACTS	1	1
<hr/>		
TOTAL	1	1