



Hawaii Employer-Union Health Benefits Trust Fund

Staffing Plan
Effective July 1, 2003



February 26, 2003

EUTF Staffing Proposal

- # Trust Fund to be organized into three work centers
 - Executive Work Center – 6 staff
 - Financial Work Center – 5 staff
 - Operations Work Center – 12 staff
 - Customer Service Section
 - Enrollment Section

Executive Work Center

- # Provides direction and guidance to the overall daily operations of the Trust Fund
 - Directly supports the Board of Trustees
 - Implements policies and practices of the Board
 - Ensures that all financial and strategic objectives and goals are met
 - Ensures compliance with applicable government regulations

Executive Work Center Staff

- # Administrator
- # Assistant Administrator
- # Information Systems Analyst
- # Communications & Regulatory Specialist
- # Trust Fund Secretary
- # Administrative Secretary

Financial Work Center

- # Provides financial reports, analyses and financial guidance
- # Monitors budget and expenses
- # Processes daily financial transactions

Financial Work Center Staff

Financial Management Officer

Accountants – 2

Account Clerks - 2

Operations Work Center

- # Provides accurate, timely and efficient services to its customers
 - Public employees, retirees and their dependents
 - Health Benefits and Insurance carriers
 - Public employers
- # Comprised of two sections
 - Customer Service
 - Enrollment

Operations Work Center

Customer Service Section

- Serves as Liaison between the Trust Fund and its customers
- Fields and responds to inquiries
- Collects missing data
- Assists in the completion of forms
- Explains Trust Fund Benefits
- COMMUNICATES WITH OUR CUSTOMERS

Operations Work Center

Enrollment Section

- Processes all enrollment transactions
 - New applications
 - Additions and changes
 - Cancellations and terminations
- Researches complex inquiries that cannot be handled by Customer Service

Operations Work Center Staff

Operations Manager

Customer Service Section

- Senior Customer Service Representative
- Customer Service Representative - 5

Enrollment Section

- Senior Enrollment Clerk
- Enrollment Clerk - 4

Summary

14 PEHF Positions

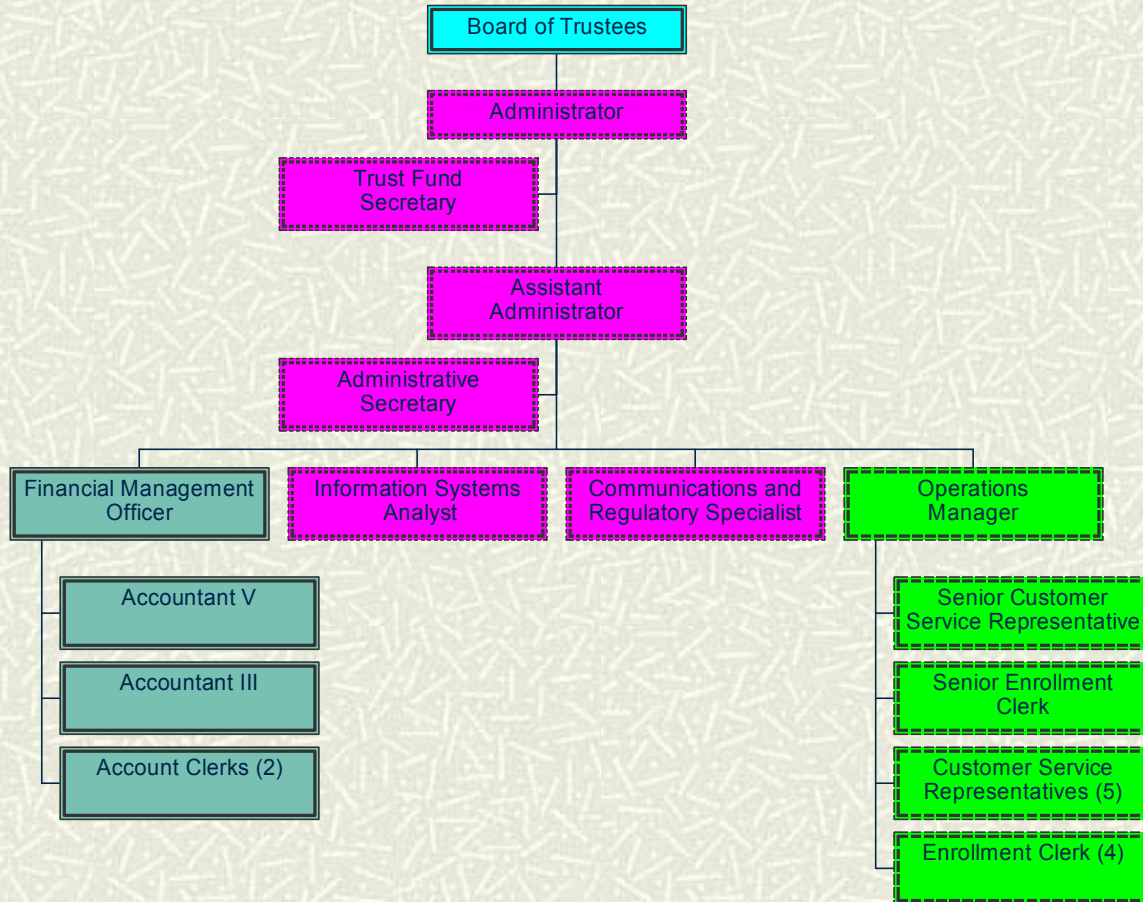
- Ten positions probably filled with incumbents
- Four positions may require transition by current staff

Three new Customer Service

Representative positions to result from three of the current temporary positions

- Incumbents may not qualify for these positions

Hawaii Employer-Union Health Benefits Trust Fund Organization Chart



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