

HAWAII EMPLOYER-UNION
HEALTH BENEFITS TRUST FUND

STAFFING PROPOSAL

EFFECTIVE JULY 1, 2003

February 26, 2003

Descriptions of Trust Fund's Three Work Centers

Executive Work Center (6 staff):

The Executive Work Center consists of the Administrator and management staff who provide direction and guidance to the overall daily operations of the Trust Fund. This center directly supports the Board of Trustees by planning, developing, and implementing the policies, practices, and operations of the Trust Fund to insure that all financial and strategic objectives and goals are met, while maintaining compliance with applicable governmental regulations.

Operations Work Center (12 staff):

The Operations Work Center is managed by the Operations Manager and is comprised of two sections: Customer Service and Enrollment. The primary function of this work center is to provide accurate, timely and efficient services to its customers: the public employees, retirees and their dependents; the benefit plan carriers; and the public employers. The center will be able to meet this objective with the services that will be provided by the two sections, Customer Service and Enrollment.

Customer Service Section: The Senior Customer Service Representative will assign daily work to five Customer Service Representatives. This section's primary role will be the liaison between the Trust Fund and its customers by actively fielding and responding to inquiries, gathering missing data, assisting in the completion of forms, explaining the Trust Fund program benefits and interfacing with our customers via all venues of communications.

Enrollment Section: The Senior Enrollment Clerk will assign daily work to the four Enrollment Clerks. This section's primary function is to process enrollment transactions for medical, prescription drug, dental, vision, life, and any other benefit coverages to include new applications, additions and changes, cancellations and terminations affecting active employees, retirees and their dependents.

Financial Work Center (5 staff)

The Financial Work Center is managed by the Financial Management Officer who is responsible for providing financial reports, analyses and guidance to management and the Trust Fund Board. The primary functions are to promote sound financial services decisions in Trust Fund activities; to enhance business practices; and preclude fraud, waste, and abuse. It is the focal point for conducting claims and financial audits. This center's daily role is to process financial transactions in support of the Trust Fund activities and to develop and monitor the Trust Fund's budget and actual expenditures.

2/11/2003

February 26, 2003

General Position Descriptions

Executive Work Center (6 staff)

Administrator: This position serves as the chief executive officer to plan, develop and implement the policies, practices, and operations of the Trust Fund. Reports to Board.

Assistant Administrator: This position serves as the right hand person to the Administrator and is responsible for planning, organizing, coordinating and directing work of the organization to meet program goals and objectives. This position takes on the administrative duties and responsibilities when the Administrator is not available and is responsible for all three work centers. Reports to Administrator.

Information Systems Analyst: This position is responsible for the Trust Fund's information and telecommunications system and equipment. This position also serves as the Trust Fund's HIPAA security officer. Reports to Assistant Administrator.

Communications and Regulatory Specialist: This position plans, develops, and implements the Trust Fund's communication plan and strategies, monitors state and federal legislation and regulations affecting Trust Fund benefit programs, and serves as the Trust Fund's HIPAA privacy officer. Reports to Assistant Administrator.

Trust Fund Secretary: This position provides secretarial and operational support to the Board of Trustees and the Administrator in addition to tracking legislative actions affecting the Trust Fund. Reports to Administrator.

Administrative Secretary: This position provides secretarial and clerical services for the Assistant Administrator and other Trust Fund professional staff and assists in performing and coordinating administrative services. This position also provides general office and personnel administrative support for the staff. Reports to Assistant Administrator.

Operations Work Center (12 Staff)

Operations Manager: This position is responsible for the overall operation of the Customer Service and Enrollment sections. Reports to Assistant Administrator.

Senior Customer Service Representative: This is the senior person for the Customer Service section who will assign daily work to the five Customer Service Representatives. Reports to the Operations Manager.

Customer Service Representative (5): The primary function of these positions is to serve as the primary contact for beneficiaries, carriers and employer groups for questions related to claims, benefits, member eligibility and other questions. Additional responsibilities will include investigating and resolving a wide variety of issues and requests to include obtaining additional information from

beneficiaries, establishing rapport, and completing requests that are made by beneficiaries, employer groups and carriers. Reports to the Operations Manager.

Senior Enrollment Clerk: This is the senior person for the Enrollment section who will assign daily work to the four enrollment clerks. Reports to the Operations Manager.

Enrollment Clerk (4): The primary function of these positions is to process enrollment transactions to include new applications, changes, cancellations and terminations. Reports to the Operations Manager.

Financial Work Center (5 Staff)

Financial Management Officer: This position is responsible for the overall operations of the Financial Work Center. Reports to Assistant Administrator.

Accountants (2): These positions will focus on the periodic financial statements, financial reports and analyses, budget development and execution and the primary financial support to the Board of Trustees. Reports to the Financial Management Officer.

Account Clerks (2): These positions will focus on the maintenance of accounts payable and receivable activities and resolving complex inquiries that cannot be resolved by Customer Service. In addition, they will maintain and reconcile the general ledger Trust Fund accounts. Reports to the Financial Management Officer.

Summary of Authorizations

Position	Current		Eff July 1, 2003
Trust Fund:			
Administrator	1		1
Assistant Administrator	1		1
Trust Fund Secretary	1		1
Financial Management Officer	1		1
Information Systems Analyst	1		1
Communications and Regulatory Specialist	<u>1</u>		<u>1</u>
Total Trust Fund Positions	6		6
 Health Fund Positions			
Administrator	1		0
Administrative Secretary	1	→	1
Health Fund Assistant IV*	1		0
Operations Manager	0	→	1
Clerk IV (from Enrollment)	3		0
Senior Customer Service Representative	0	→ 2	1
Customer Service Representatives	0		5
Senior Enrollment Clerk	0		1
Clerk III (from Enrollment)	4		0
Enrollment Clerks	0	→	4
Accountant V	1	→	1
Accountants III	1	→	1
Account Clerk IV	1		0
Clerk III (from Accounting)	1		0
Account Clerk II	1	→	0
Account Clerk, General	<u>0</u>	→	<u>2</u>
Total Permanent Positions	<u>15</u>		<u>17</u>
 Temporary Authorizations to June 30, 2003			
Health Benefits Program Specialist	1		0
Account Clerk II	3		0
Clerk III	1		0
Clerk II	<u>1</u>		<u>0</u>
Total Temporary Positions	6		0
Total positions	27		23

*Temporary hired as a Health Benefits Program Specialist in place of a permanent hire for vacant position.

Hawaii Employer-Union Health Benefits Trust Fund Proposed Staffing Effective July 1, 2003

