

Hawaii Employer-Union Health Benefits Trust Fund

Action Plan for Open Enrollment 2003

EUTF Action Plan for Open
Enrollment 2003, February 26, 2003

Open Enrollment Assumptions

- # Assistance from Health Fund – 7 enrollment clerks
- # Retirees defaulted based on current selections
- # Actives will require data entry
- # Imaging system will streamline enrollment processing

Open Enrollment Expectations

32,000 Retirees

- Very minimal open enrollment activity
- Add students

60,000 Actives

- Add students
- Need to look into defaults

Projected Open Enrollment Workload

# 65% to require minimal changes	655 hrs
■ Changes in demographics	
# 20% to require multiple changes	605 hrs
■ Changes in coverage (self/family)	
# 15% to require follow-up actions	1,224 hrs
■ Incorrect or insufficient data	
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	2,484 hrs

Staff Availability for Open Enrollment

- # Health Fund estimates that 7 clerks be available at least 50% of the time during the period May 1 – June 6, 2003
- # Estimated 28 hours per week per person with 8 hours overtime
- # Total hours available 980 hrs

Total Open Enrollment Workload Requirements

Total hours required 2,484

Staff hours availability 980

Additional assistance required 1,504

Potential Actions to Alleviate Shortage

- # Hire 3 new Customer Service staff
- # Imaging system to directly upload data to database
- # Data entry assistance from DAGS
- # Trust Fund staff will assist
- # Ability to use default choices for actives

Alternatives Reviewed

- # Current Health Fund Staff plus temporary assistance
 - Viable option
- # Begin assembling EUTF exempt staff
 - Only vacant positions can be filled prior to 7/1/03
 - Time constraints make this option not viable
- # Hire temporary help to cover Open Enrollment Period
 - Time constraints make this option not viable