

LINDA LINGLE
GOVERNOR



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
P.O. BOX 150
HONOLULU, HAWAII 96810-0150
Oahu (808) 586-7390
Toll Free 1(800) 295-0089
www.eutf.hawaii.gov

EMPLOYER TRUSTEES
AUDREY HIDANO, VICE CHAIR
BOB AWANA
KATHRYN S. MATAYOSHI
NEAL MIYAHIRA
DAVIS K. YOGI

EMPLOYEE-BENEFICIARY TRUSTEES
JOAN LEWIS, SECRETARY-TREASURER
GERALD K. MACHIDA
WILLARD P. MIYAKE
DAYTON NAKANELUA
JOHN RADCLIFFE

ADMINISTRATOR
H. MARK FUKUHARA

June 6, 2003

Mr. Randy Perreira
Deputy Executive Director
Hawaii Government Employees Association
Charles R. Kendall Building
888 Mililani St., Suite 601
Honolulu, HI 96813

Dear Mr. Perreira:

Thank you for your input about the open enrollment process in your letter dated May 23, 2003. This is the first open enrollment for the EUTF, and as you know, we are not fully staffed until July 1, 2003 and the time for preparing for open enrollment was more limited than initially contemplated.

We believe we did learn a number of lessons from this open enrollment. We are truly sorry if anything was said that was interpreted to be disparaging. Next year, we will have a more scripted approach to presentations, as well as scripted answers to questions. We will also look at other alternatives in the future, such as videotaping a session and making the video widely available; this would assure that everyone receives the same message and that it is free of any disparaging remarks. We will also attempt to schedule larger venues as soon as possible in the future.

We also will improve how we communicate the times of the sessions. This year we communicated two, three and four-hour time blocks, but in fact, multiple sessions were held during those times. We will do a better job of being more specific next year.

In addition to these lessons, we welcome any additional suggestions you may have as to how we can make the process better next year so we can improve our service levels for active employees and retirees. Our administrator, Mark Fukuhara, will call you to set up a meeting to discuss how we can improve our services next year.

Sincerely,

A handwritten signature in cursive script that reads "Audrey Hidano".

AUDREY HIDANO
Vice-Chairperson