



Ka Leo O EUTF

Hawaii Employer-Union Health Benefits Trust Fund Newsletter for Active Participants
July 2008



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EUTF

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Message from the Chairman of the Board

As the fiscal year, July 1, 2007 - June 30, 2008, comes to a close; I want to thank the EUTF membership, the Board of Trustees, and the staff for my tenure as the Chairman of the EUTF Board. It was indeed an honor to assume the chairmanship as my term on the board comes to a close also.

Along with the diligent effort of the trustees, the staff has done an outstanding job in carrying out the mandates of the Board. It made the work of the trustees very fruitful with such an outstanding staff headed by Jim Williams, Administrator and Larry Nishihara, Assistant Administrator.

I, along with the Board, have always advocated providing the best health and insurance benefits, with the funds provided. The EUTF, with support of the legislature, the administration and the public sector unions, will continue to provide the best policies and programs for public employees.

Mahalo and Aloha.

Gerald K. Machida
Chairman



WE HAVE A WINNER!

Thanks to all who entered the Name the Newsletter contest. Congratulations to the top three finalists out of 175 entries:

Ka Leo O EUTF (The Voice of EUTF)
Submitted by: Donnell Yamashita

EUTF HI-Lights
Submitted by: Elena Sakugawa

Pono News (Benefit News)
Submitted by: Heather Kimura

All three winners received a \$25 VISA gift card.

EUTF HI-Lights

This section will be a new part of the newsletter and will highlight various topics that are important to you! In this newsletter, we will introduce you to the EUTF staff.

Did you know?....

- ❖ EUTF staff count is 26
- ❖ EUTF is organized under three branches; Financial Services Branch, Information Systems Branch and Member Services Branch.
- ❖ EUTF Staff works together with your DPO to provide you with all the information you need to know about your benefits!

Let's Talk Shop With:

Member Services Branch:

This department consists of seven (7) Customer Service Representatives who handle both active and retiree issues and four (4) Enrollment Service Representatives where two (2) handle Active participant enrollments and the other two (2) handle Retiree participant enrollments.

Biggest challenge: In order to process your forms more efficiently, Member Services would like to request that all forms and supporting documents be filled out completely. Cooperation by all participants will be greatly appreciated and will expedite your enrollment changes. Please see your DPO for further information or you can visit the website at www.eutf.hawaii.gov. Mahalo!

Pono (Benefit) News

Thank you to all who attended the Open Enrollment Sessions in April and May. Although there were no major changes in your benefits, you did have the opportunity to change carriers, update dependents, etc.

If you did make changes which would have been submitted to your DPO on the EC-1 form, you should receive a confirmation from the EUTF before July 1.

If you would like to get more information on your benefits, please visit www.eutf.hawaii.gov or www.hieutf.org.

REMINDER: Address Changes

Please submit an EC-1 form whenever there is an address change. EUTF and Carriers periodically send information directly to your address. Keep informed about your benefits – notify EUTF of your new address!

Carrier Corner

To view the Carrier's Open Enrollment presentations, please go to www.hieutf.org
For links to the Carrier website, go to www.eutf.hawaii.gov and click on Links to Carrier Websites

HMA:

Oahu: (808) 951-4694
Toll Free: (866) 331-5913
Monday-Friday: 7:30 AM-5:00 PM

HMSA:

Oahu: (808) 948-6499
Hilo, Hawaii: (808) 935-5441
Kailua-Kona, Hawaii: (808) 329-5291
Kahului, Maui: (808) 871-6295
Lihue, Kauai: (808) 245-3393
Toll Free: (800) 776-4672
Monday-Friday: 8:00 AM-4:00 PM

Kaiser:

Oahu: (808) 432-5955
Toll Free: (800) 966-5955
Monday-Friday: 8:00 AM-5:00 PM
Saturday: 8:00 AM-12:00 PM

Royal State National:

Chiropractic Benefit
Customer Service: (808) 681-4774
Toll-Free: (800) 414-8845
Monday-Friday: 8:00 AM-4:30 PM

Royal State National:

Supplemental Plan
Customer Service: (808) 539-1677
Toll-Free: (888) 942-2447
Claims: (808) 539-1621 or (800) 892-9022
Monday-Friday: 8:00 AM-4:30 PM

NMHC:

Toll-Free: (866) 533-6977
Available 24 hours a day

HDS:

Oahu: (808) 529-9310
Toll Free: (866) 702-3883
Monday-Friday: 7:30 AM-4:30 PM

VSP:

Oahu: (808) 532-1600
Toll Free: (800) 522-5162
Monday-Friday: 7:30 AM-4:30 PM
Toll Free for Mainland: (800) 877-7195
Monday-Friday: 5:00 AM-7:00 PM (PST)
Saturday: 6:00 AM-2:30 PM (PST)

Standard Insurance Company:

Toll Free: (888) 408-2298
Monday-Friday: 7:30 AM-4:30 PM

HIP (Handy Info for Participants) Notes (Keep this information handy!)

Qualifying Events

Please fill out an EC-1 Form and turn it in to your DPO if any of these events occur:

- Marriage, divorce or legal separation, or entry into or exit from a domestic partnership relationship
- Loss of coverage
- Birth, adoption or placement for adoption (submit an EC-1 prior to these events)
- Death of a dependent
- Dependent becomes ineligible due to age, dependency, etc. (submit an EC-1 prior to these events)
- Qualified medical child support order

Make sure to provide the necessary supporting documents to ensure your benefits continue after the effective date of the qualifying event. If supporting documents are missing, there may be a delay in the continuance of your coverage.

Summertime is traveling time!!

Summertime can be so much fun especially when you are traveling abroad. The carriers of EUTF want to remind you of the following tips:

1. **Your Benefits** – Don't forget your medical and other benefit cards. Keep them handy if there is any emergency. Be informed of the nearest hospital or physician's office at your travel destination.
2. **Your Medex Travel Assistance Card** – As part of the features of your Basic Life Insurance benefit from Standard Insurance Company, please review this feature before you travel. Make sure to fill out the card provided in the brochure and keep it handy while traveling. You may obtain a card by going to the carrier's website: <http://www.standard.com/mybenefits/hawaiieutf/> and click on **MEDEX® Travel Assist**. All services must be arranged by MEDEX Assistance Corporation. No claims for reimbursement will be accepted. Please read this brochure carefully.
3. **Prescriptions filled while away from Hawaii** - Vacation overrides for prescription drugs are limited to an additional 30-day supply to accommodate the period of an average vacation period. Participants enrolled in the EUTF plan are able to receive up-to a 90-day supply of medications at retail pharmacies with a co-payment for each 30-day supply received. Vacation overrides would provide an additional 30-day supply giving the EUTF participant a total of a 4-month supply with the applicable co-payment. Participants traveling within the United States can take advantage of the NMHC national pharmacy network to have prescriptions filled at participating pharmacies while away from Hawaii. To locate a participating pharmacy in a given geographic area, Participants should call NMHC at 866-533-6977 or register at www.mynmhc.com. Participants traveling abroad are eligible for reimbursement of medications by submitting their pharmacy receipts to NMHC for processing.

Open Positions Available

EUTF is looking for team players to join their staff! Here are some vacancies of interest:

- Health Benefits Program Manager
- Enrollment Clerk
- Information Systems Specialist
- Customer Service Representative
- Accountant III