



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
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September 27, 2022

TO: DOE, UH, Judiciary, City & County of Honolulu, and County of Maui New Hires Enrolling in EUTF Health Benefits

FROM: Derek M. Mizuno, Administrator 

SUBJECT: Cheat Sheet for New Hires Enrolling in EUTF Health Benefits

Welcome to State or county employment! Please review this memorandum prior to enrolling in EUTF health benefits.

Enrollment Methods

You can either enroll online via the Member Portal or submit a hard copy EC-1 enrollment form. Please do not do both unless you are unable to enroll online, then a hard copy EC-1 form needs to be submitted. If enrolling with hard copies, please disregard notices that are mailed to you inviting you to enroll online.

Documents Required Including Addition of Dependents to Your EUTF Plans

EC-1 enrollment form	If submitting hard copies
Spouse	Marriage certificate
Children	Birth certificate and adoption decree, if applicable
Children (19-23)	Birth certificate and student verification letter (see example at https://eutf.hawaii.gov/wp-content/uploads/2022/09/Student-Verification-Letters-example-secured.pdf)
Domestic Partner/Civil Union	Go to https://eutf.hawaii.gov/active/eutf-hsta-active/qualifying-events/ for required documents

EUTF staff will not begin the enrollment process until all necessary information, including Social Security Numbers for all dependents, and required supporting documents are provided to the EUTF. You have 45-days from your new hire date to submit all documents to your personnel office or upload to the online portal. If you do not complete your enrollment online or submit an EC-1 enrollment form within the 45-day enrollment period, you will not be enrolled in coverage. If you do not submit required supporting documents within the 45-day enrollment period, your enrollment will be processed without adding unverified dependent(s).

Enrolling Online

INSTRUCTIONS FOR LOGGING ON THE MEMBER PORTAL

- Instructions and handouts are available at <https://eutf.hawaii.gov/learning-center/lc-active/new-hire/> to guide you through logging on, selecting EUTF health plans, and uploading supporting documents.

EUTF's Mission: We care for the health and well being of our beneficiaries by striving to provide quality benefit plans that are affordable, reliable, and meet their changing needs. We provide informed service that is excellent, courteous, and compassionate.

- Following is the link to the Member Portal:
<https://eutfbenefits.hawaii.gov/account/login/>
- If your account is locked, please click on “Forgot Password” link to reset your password.

HELPFUL TIPS

- Only use the “New Hire” event. DO NOT USE the Acquisition of Coverage (AOC) event. The AOC event is only for EUTF members who already have EUTF coverage.
- Only enter dependents that will be covered under your EUTF plans.
- Addresses in the EUTF's system come from the State's HIP payroll system or your employer's personnel system. Please ensure that your addresses are correct in these systems.
- Once your New Hire event is completed and approved, you will not be able to make changes via the Member Portal. To make changes, you must call EUTF at (808) 586-7390 or send us a secure message through our website: <https://eutf.hawaii.gov>.
There is no other way to change your New Hire selections.

Insurance Carriers (HMSA, Kaiser Permanente, CVS, HDS, VSP, HMA and Securian)

Enrollment requests that are completed by EUTF staff by Friday afternoon (e.g. 09/23/2022) will be electronically transferred to the insurance carriers who will have the enrollment coverages in their system by the next Wednesday (09/28/2022). Insurance carriers will then mail membership cards directly to your address on file. **VSP Vision does not mail membership cards, just mention to your provider that you have VSP coverage through EUTF.** Please contact the insurance carriers directly for membership cards, claims and questions whether a specific procedure is covered by your insurance. <https://eutf.hawaii.gov/health-life-insurance-providers/>