

**STATE OF HAWAII**  
**HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**  
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March 27, 2020

**PLEASE DISTRIBUTE TO EMPLOYEES**

**TO:** Department Heads  
Departmental Human Resources Officers  
County Personnel Officers

**FROM:** Derek Mizuno, Administrator 

**SUBJECT: AMENDED – Extension of the 2020 Open Enrollment (OE) for Active Employees**

The Hawaii Employer-Union Health Benefits Trust Fund (EUTF) will extend the 2020 Active Employee Open Enrollment to April 1 – May 15, 2020. Employees must mail (postmark) or Employers must receive (physical delivery) open enrollment forms by May 15, 2020.

As a reminder, EUTF will be conducting all 2020 Active Employee Open Enrollment informational sessions via webinar through April 30, 2020. All in-person sessions have been cancelled. To access the webinar, go to [eutf.hawaii.gov](http://eutf.hawaii.gov), select the “Learning Center” tab, click the “Webinar” link, and select the desired webinar.

Attached is an amended flyer with the schedule of the Open Enrollment webinars.

The EUTF will continue operations ensuring that members health benefits continue and allowable changes are made and transmitted to the carriers. We encourage you to visit the EUTF website at [www.eutf.hawaii.gov](http://www.eutf.hawaii.gov) for information regarding the 2020 Open Enrollment or for more information regarding their health benefit plans or call our office at (808) 586-7390 or toll free at 1 (800) 295-0089.

Please be assured that EUTF health coverage through HMSA and CVS/Caremark or Kaiser Permanente (KP) will continue during the novel coronavirus (COVID-19) outbreak as long as EUTF continues to receive the employee’s portion of health benefit premiums\*.

\*If you are approved for leave without pay (LWOP), you must pay your portion of health benefit premiums directly to the EUTF in order to continue your coverage. Please visit our website at [eutf.hawaii.gov](http://eutf.hawaii.gov) for premium payment options. Failure to make a timely payment will result in the cancellation of your health benefits and reinstatement of benefits is available only under limited conditions.

**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.

If you have been exposed to the virus and have symptoms of respiratory illness, HMSA and KP encourage members to seek medical assistance by using phone or online services rather than going directly to your doctor's office or a health center.

### **HMSA Members**

Phone services: For any health-related questions, your primary care provider (PCP) is the first person you should contact. If you are having symptoms of a medical emergency like difficulty breathing, call 911 or go to the nearest emergency room right away.

Online services: If you don't have a PCP, register and download HMSA's Online Care® app on your mobile device or visit [hmsaonlinecare.com](https://hmsaonlinecare.com) from your computer. Online Care doctors are available 24/7 at no charge. For more information, visit [hmsa.com/well-being/online-care](https://hmsa.com/well-being/online-care).

American Well® is an independent company providing hosting and software services for HMSA's Online Care platform on behalf of HMSA.

To view HMSA's updates regarding the COVID-19, please visit [hmsa.com/member-news](https://hmsa.com/member-news).

### **EUTF Prescription Drug Plan (administered by CVS/SilverScript)**

If experiencing symptoms of the virus, are in self quarantine, or simply want to minimize public contact, EUTF encourages members to get their prescriptions through mail order. Every order is filled by a licensed pharmacist, quality checked, and delivered in discreet packaging that is tamper-proof, weather-proof, and temperature controlled. Medications are delivered to a location of your choice, with no-cost shipping.

To start mail service, sign in to your Caremark.com account. Under the "Prescriptions" menu, click "Start Mail Service." You can either download the Mail Service Order Form to complete and mail-in or click "Request a New Prescription" to submit your request online. If you need assistance with mail service, please contact CVS (toll-free 1-855-801-8263).

### **KP Members**

Phone services: Call the number on your KP membership card. Available 24/7. If an emergency, please call 911 or go to the nearest emergency department.

Online services: Download the KP mobile app to view portions of your medical record through your phone or tablet, send secure emails to your doctor's office, refill most prescriptions, and schedule phone appointments. To learn more, visit [kp.org/mobile](https://kp.org/mobile).

To view KP's updates regarding the COVID-19, please visit [healthy.kaiserpermanente.org/hawaii/alerts/p1/2019-novel-coronavirus-feb-2020](https://healthy.kaiserpermanente.org/hawaii/alerts/p1/2019-novel-coronavirus-feb-2020).

Enclosure