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**STATE OF HAWAII'
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND**

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Our thoughts and prayers are with those who have been impacted by the Maui wildfires. The following provides information on your EUTF coverages during this difficult time.

Access to Health Care

1. HMSA members – Members who are having difficulty obtaining services should call HMSA at **(808) 948-6499**, toll free at **1 (800) 776-4672**, or the phone number listed on the back of their membership card for assistance. For urgent care services on Maui, members can visit Maui Medical Group in Wailuku at 2180 Main St., Wailuku, HI 96793. For free counseling services to support anyone affected by the wildfires on Maui, HMSA's partner, Carelon Behavioral Health, has a dedicated support line at **1 (800) 580-6934**, 24/7. Members who need additional care and are unable to obtain it on Maui should use HMSA's Care Access Assistance Program. Visit <https://www.hmsa.com/help-center/hmsa-care-access-assistance-program> for details. If members are unable to make their own flight arrangements, they should call HMSA Travel for help at (808) 948-5440. Visit hmsa.com for the latest updates.
2. Kaiser Permanente members – The Lahaina Clinic has been destroyed by the fire. Members can visit the Kihei (reopened on Monday, August 14), Maui Lani and Wailuku Medical Offices. Members can also schedule a phone, video, or e-visit via kp.org or through the KP mobile app. Members may also call to make an appointment or get 24/7 Advice at **1-833-833-3333** (TTY 711). For the latest updates regarding our clinics on Maui, visit kp.org/Hawaii, or follow us on Instagram [@kphawaii](https://www.instagram.com/kphawaii) or Facebook [facebook.com/KPHawaii](https://www.facebook.com/KPHawaii).
3. Humana members – For assistance in locating available urgent care centers as well as guidance in using telehealth benefits for urgent care, members should call Humana's Customer Care at 888-908-6518 (TTY: 711) Monday through Friday 7am-7pm, Hawaii time.
4. CVS members – Members directly affected by the wildfire can have their prescriptions refilled up to a 30-day supply. Nearest in-network pharmacies to Lahaina are located in Kahului and Wailuku (e.g., Longs Drugs, Walgreens, Costco, etc.). Call CVS at **1-855-801-8263** for assistance with picking up your medication.
5. HDS members – Members affected should call the HDS Customer Service Team at **(808) 529-9310** (or toll free at **1-866-702-3833**) or visit HawaiiDentalServices.com to find a dentist in a nearby area, retrieve your HDS member ID card, or arrange a virtual visit.
6. VSP gift certificates for eye exams and eyewear are available to both VSP and non-VSP members affected by the wildfire. They are available from the American Red Cross staff on Maui or online at <https://www.vspvision.com/eyes-of-hope/get-help.html#relief>

Address Updates

If you need to update your address with the EUTF, please do the following:

1. County of Maui employees – update your address with the County of Maui. The EUTF receives uploads of demographic information from the County on a periodic basis.
2. State of Hawaii Executive branch and HHSC Hospitals update your address in HiPAY. Department of Education (DOE), Charter Schools, UH-Maui Community College and

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.

Judiciary, update your address with your employers. The EUTF receives uploads of demographic information from HiPay and these employers on a periodic basis.

3. Retirees – submit an [address update form](#). If you are currently receiving your Medicare Part B premium reimbursement by check, please update your address with the EUTF so we can ensure that your September 30, 2023 Medicare Part B premium reimbursement is mailed to the proper address.