

BENEFITS FAQs FOR DELAYED PAYCHECKS

HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND (EUTF)

1. What can an employee expect from EUTF if he/she missed the August 20, 2024 paycheck? What is the next step for the employee?

ANSWER: The new employee will receive a letter from EUTF to enroll in health benefits on his/her Self-Service Portal. If an EUTF letter isn't received, the new employee may enroll in health benefits by completing the EC-1 Form downloaded from the EUTF website at eutf.hawaii.gov and mailing the completed EC-1 with supporting documents (if adding dependents) to the DOE-EBU address located at the upper right of the EC-1 Form.

2. What happens if a new employee missed the August 20th paycheck and enrolled from July 30, 2024?

ANSWER: If the new employee chooses to start his/her effective date of coverage from July 30, 2024, then the new employee should contact EUTF at (808) 586-7390 or neighbor island toll-free at 1 (800) 295-0089 for information on how to make a manual payment to EUTF to cover the new employee's portion of the benefit premium.

3. What happens if a returning employee missed the August 20th or September 5th paycheck?

ANSWER: If an existing employee misses a paycheck or deductions, he/she should contact the EUTF office at (808) 586-7390 or neighbor island toll-free at 1 (800) 295-0089 for information on how to pay his/her shortage.

ISLAND FLEX – FLEXIBLE SPENDING

1. What happens if a new or existing employee enrolled in this plan, but missed the August 20th or September 5th paycheck deduction?

ANSWER: The employee should contact Island Flex at (808) 465-2284 if he/she wants to reach his/her authorized contribution for the fiscal year. The sooner the contact is made to the Island Flex office, the better they can assist the new employee and work with Hawaii Information Portal (HIP) for the adjusted deductions. The Island Flex website is www.nbsbenefits.com/islandflex.

ISLAND SAVINGS PLAN

1. What happens if an employee enrolled in this plan, but missed the August 20th or September 5th paycheck?

ANSWER: There will be no contributions for the pay period(s) missed. The employee should contact a local Hawaii Agent of the Island Savings Plan. Go to: islandsavings.empower-retirement.com, click on the picture of the hand with the glass ball and click on "Meet Your Retirement Plan Advisors" to find a local Retirement Plan Advisors who will provide assistance.

TAX-SHELTERED ANNUITY 403(b) PROGRAM

1. What happens if an employee enrolled in this program, but missed the August 20th or September 5th paycheck?

ANSWER: No voluntary Tax-Sheltered Annuity (TSA) deductions will occur. The employee should contact his/her financial planner/advisor for assistance with his/her deductions in HIP. If an adjustment to the contribution needs to be made, a Salary Reduction Agreement (SRA) will need to be submitted to meet the payroll schedule located on the Hawaii State Department of Education's TSA website: www.hawaii.doe.gov/403b.com.