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February 2, 2010

TO: Department Heads
Departmental Personnel Officer
County Personnel Officers
Employee Organizations

FROM: Georgina K. Kawamura
Director of Finance

SUBJECT: EUTF Open Enrollment – Processing of Enrollment Changes

It has come to our attention that some State and county employees have recently received "welcoming letters" and new membership cards from the EUTF benefit carriers. If one of your employees has received a "welcoming letter" and/or new membership card that they believe is incorrect, please review the last EC-1 form that has been submitted to the EUTF. If the EC-1 form was submitted properly, the new plan benefits that were selected will be effective on February 1, 2010.

To accommodate carrier requests to have membership cards printed by February 1, 2010, the EUTF agreed to transmit the enrollment eligibility file on January 14, 2010. This file represented all transactions inputted as of the close of business on January 13, 2010. Some of the carriers sent out "welcoming letters" and new membership cards based on the enrollment eligibility file sent by EUTF.

As of January 28, 2010, there were about 1,500 forms to be processed before month end. Some of these forms were received just a few days ago from various departments; others require follow up. As in past years, there will be some forms that will not be processed by the cut-off date but, as in the past, employees will receive their medical services and benefits pursuant to the EC-1 form that they submitted. If an error has occurred by the EUTF in processing the EC-1 form, the billing will be retroactively adjusted. This is true for HMA, HMSA, as well as Kaiser.

Please extend our apologies to any of your personnel that have been affected by this. Assure them that their medical coverage will not be disrupted and that the paperwork will be processed as soon as possible.

We appreciate your cooperation and attention to this matter.