

DAVID Y. IGE
GOVERNOR



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
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Toll Free 1(800) 295-0089
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April 13, 2016

DEPT. COMM. NO. 340

The Honorable Ronald D. Kouchi, President
and Members of the Senate
Twenty-Eighth State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Joseph M. Souki, Speaker
and Members of the House of
Representatives
Twenty-Eighth State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Souki, and Members of the Legislature:

We are reporting a recent unauthorized disclosure of a member's personal protected privacy information which was erroneously sent to another member by an employee of the Hawaii Employer-Union Health Benefits Trust Fund (EUTF). We apologize for the lateness of this report, which was attributed to the recent move EUTF made from the 15th to the 17th floor of the City Financial Tower.

The following outlines a brief description of the facts of the incident. A member walked into the EUTF office on February 11, 2016 to return a copy of a sample Social Security Administration Letter that EUTF provided her pertaining to Medicare Part B enrollment. The personal information in the letter was redacted, except for the Medicare Health Claim Number. The original copy was returned to the EUTF.

All EUTF employees and supervisors involved in this unfortunate incident were questioned by management to determine the series of events which occurred. The individual who made the unintentional mistake was counseled immediately and retrained and recertified in the EUTF HIPAA policies and procedures.

We regret that this error containing unsecured private information occurred. A letter has been sent and a phone call has been made to the member affected by this breach.

We take the privacy and security of our member's private and protected health information very seriously and understand our responsibilities to safeguard their personal information and to use it

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 service that is excellent, courteous, compassionate, and informative.

City Financial Tower, 201 Merchant Street, Suite 1700, Honolulu, Hawaii 96813

or handle it in an appropriate manner at all times. The EUTF apologizes for this situation and wants to reassure you that we have policies and procedures in place to protect our member's privacy. We will continue to do everything we can to correct this situation and improve our operational protections for our members.

If you need additional information and would like to discuss this matter further please contact Ms. Bonny L. Kahalewai, Member Services Branch Manager/HIPAA Privacy Officer, at 586-7390 or toll-free at 1-800-295-0089 or send an e-mail to Bonny.L.Kahalewai@hawaii.gov.

Sincerely,

A handwritten signature in black ink, appearing to be 'DM', followed by a horizontal line extending to the right.

Derek M. Mizuno
Administrator