



**ASSOCIATION OF FLIGHT ATTENDANTS - CWA, AFL-CIO**  
**HAWAIIAN AIRLINES MASTER EXECUTIVE COUNCIL**  
Website: Hawaiianafa.org \* Facebook: HawaiianAFA

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November 17, 2020

Dear Furloughed Flight Attendants,

As you know there was recently an error by Hawaiian Airlines in the administration of your medical benefits during the company-provided 60-day period per the Collective Bargaining Agreement (CBA). The company informed the AFA that it was due to a “system error” and when they became aware of the issue they worked to correct and reverse it. During this period of lapsed coverage, if you sought medical treatment and your claim was denied due to this error, you can re-submit your claim for processing. If you paid out of pocket for any treatment because of the system error, you can file a claim for reimbursement. The company has assured us your claims will be processed and paid.

The 60-day period for company-provided medical benefits ends on November 30, 2020. The company sent a communication to you on Friday, November 13 outlining the next steps:

- You may continue coverage for the remainder of your furlough by paying the full premium by November 20. An invoice was attached to the communication.
- You may choose to discontinue coverage.
- If payment is not received by November 20, the company will attempt to reach you before taking any further action.

If you have questions, please contact [PeopleRelationsManager@hawaiianair.com](mailto:PeopleRelationsManager@hawaiianair.com) (Doogan Mahuna) or call 808-835-3762 Monday-Friday 8:00 AM-4:00 PM.

You can also reach out directly to either HMSA or Kaiser using the following portals:

HMSA  
[HMSA Link](#)  
948-6079 or 800-776-4672

Kaiser Permanente  
[Kaiser Link](#)  
800-966-5955

The Mobilizing Outreach Board (MOB Team) has worked on a resource called Navigating Change to help you through this difficult time. By reviewing and discussing with other labor groups’ programs, they have created this for our Flight Attendant membership. This guide is posted on [www.hawaiianafa.org](http://www.hawaiianafa.org) (Click on Link). We recognize that there may be other resources and information that could help, should you come across anything that may be useful, Please do not hesitate to let us know so we can relay it to the MOB Team.

Please don’t hesitate to contact the AFA leadership by using our MEC Questions link:

[TinyUrl.com/AFAQuestionForm](http://tinyurl.com/AFAQuestionForm)

In Unity,

Your AFA Leadership