



Online Enrollment Troubleshooting Guide

Member Registration

Member receives an error message when trying to register on the UNITE HERE HEALTH (UHH) website:

Member not found. Call (800) 419-4373.

- Member information needs to exactly match the employer's information that they provided to UHH.
- If member is still unable to register, call UHH at the Enrollment Hotline (833)569-9638.
- UHH staff will verify member's information and help them register, contacting the employer if necessary.





Members can register with an email address or a cell phone number.

UHH Online Enrollment Portal

- Members can enroll or make changes through this process if they:
 - Are part of worksites that recently joined UNITE HERE HEALTH
 - Are part of worksites in their annual Open Enrollment period
 - Are new hires that have been reported to UHH by their employer.
 - Have a "Life Event" (such as marriage, childbirth, adoption)

If member falls in one of above categories and is unable to enroll, call UHH at the Enrollment Hotline (833)569-9638.

After registration, member will see this screen, with the Enrollment tab.

EN | SP    

ENROLLMENT | ELIGIBILITY | WORK HISTORY | CLAIM STATUS | PAYMENTS | MORE | TEST T.

Super Saver is temporarily suspended since free COBRA will be available through the American Rescue Plan Act. We are NOT accepting April Super Saver payments. Do not call Member Services. Visit www.uhh.org/rescue.

Your Benefits

ENROLLMENT





Eligibility Work History Claims Deductible Totals Payments

Your Information

Update Your Profile Request ID Card Update Your Address Update Opt-In

If Enrollment tab does not appear, call UHH.

If the member is in their Open Enrollment period and does not see the screen below, call UHH at the Enrollment Hotline (833)569-9638.

EN | SP    

ENROLLMENT | ELIGIBILITY | WORK HISTORY | CLAIM STATUS | PAYMENTS | MORE | TEST T.

Enrollment

Contact Us: (833) 569-9638

Click on the employer you want to enroll with:

670246 - OAKLAND UNIVERSITY

Open Enrollment

You're now in open enrollment. Click "Start Enrollment" to begin.

Start Enrollment

Life Event

A change in your life (like getting married, having a baby, or losing other health coverage) can make you eligible for a special enrollment period, allowing you to enroll in health insurance outside the yearly open enrollment period.

Start Life Event Enrollment

Current Enrollment					
Benefit Type	Benefit	Coverage Tier	Covered	Relationship	Birth Date

All Other Issues

If a member encounters any other issue related to enrollment that is not listed above, call UHH at the Enrollment Hotline. Examples of other possible issues could be, but are not limited to:

- System issues, such as unable to connect to <http://www.uhh.org/>
- Expected benefit options appear incorrect
- Expected benefit rates appear incorrect

Need further help? Call UNITE HERE HEALTH

Enrollment Hotline:
(833) 569-9638