UNITE HERE HEALTH

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.

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.

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 limitedto:

- 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