

Communications Dashboard — March 2020

COVID-19



UNITE HERE HEALTH, your health fund, is **taking care of you** during these tough times!

The Board of Union and Employer trustees is **making sure you keep your health**. The Coronavirus is affecting those in our industry the most. It is causing reductions and closures, which impacts you and your family. But we're here to help!

What this means to you:
If you have coverage in March, you will keep your coverage through at least June. If you have been laid off, or had your hours reduced, you will not lose your health coverage in coming months.

If you don't work enough in...	Will we cover your Monthly Payment, including any Employee contribution?	So that you depend on your coverage
March	YES	June
April	YES	July
May	YES	August
June	YES	September

Any medically necessary testing is also covered at no cost to you (provided)

- This means you won't have to pay out of pocket for any testing that your doctor orders for the Coronavirus.
- If you had testing and you paid out-of-pocket, please call Member Services at 844-813-3860.

Hospitality Rx

Frequently Asked Questions | Mail Order Pharmacy

Our mail order pharmacy lets you get the medicine you need without leaving home, which makes it a great way to protect yourself and keep the coronavirus from spreading.

[Want to learn more about COVID-19 and how your health fund is responding? Visit www.uhh.org/coronavirus](http://www.uhh.org/coronavirus)

What is mail order pharmacy?

The mail order program is part of your pharmacy benefit. It saves you a trip to the pharmacy by delivering medicine straight to your mailbox. And in many plans, your prescriptions cost less through the mail order program and you can get a larger supply.

How do I get started?

There are two ways you can sign up:

By phone: Call WellDyneRx at 844-813-3860. They will ask you about any allergies or medical conditions you have and get your address and payment information.

Online: Follow the steps below at www.WellDyneRx.com and follow the steps below:

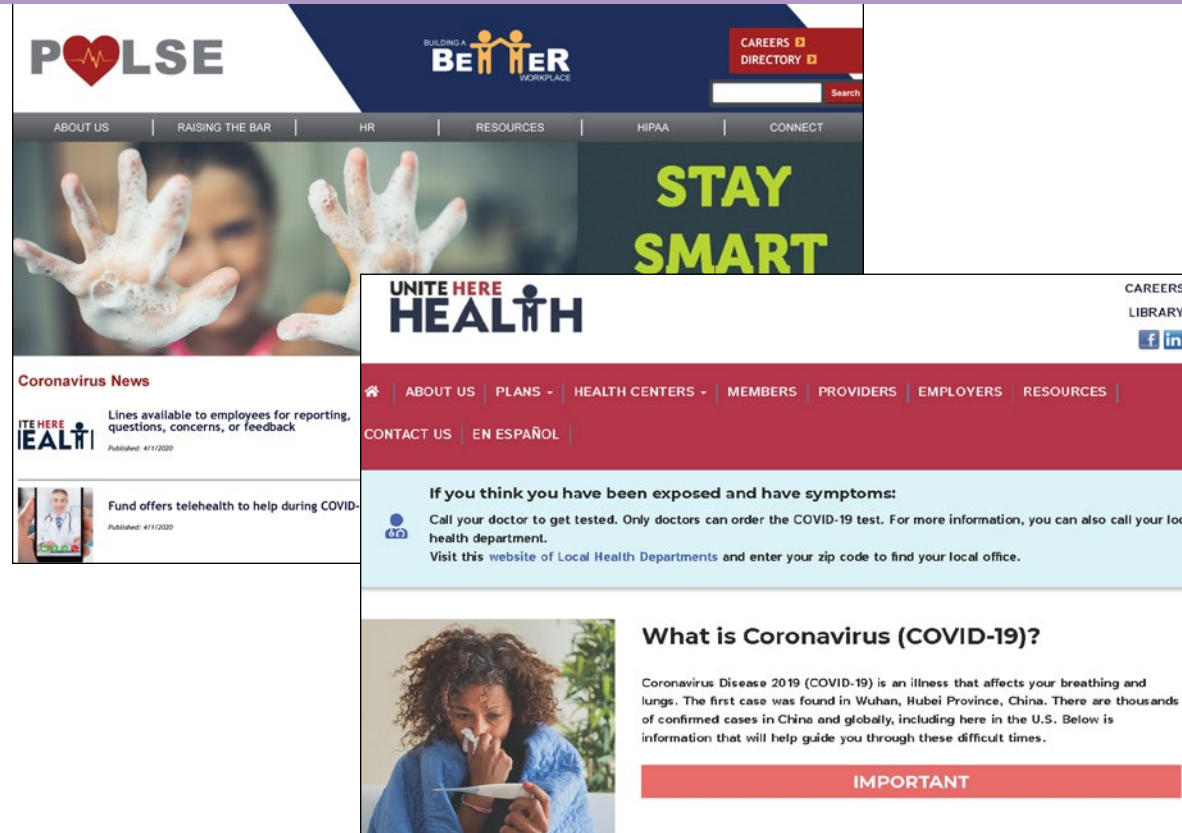
- Click the "For Members" tab at the top of the page
- Click "Register Now" on the login page
- Enter your member ID, name, and date of birth to create a new account
You can find your member ID number on your prescription ID card (if you are in the Hospitality Plan or Food Service Plan, this number is listed on your medical ID card)
- Set up your account profile
- Fill in allergy/health condition information
- Provide a payment method (credit or debit) to speed up the ordering process

Does my doctor need to send in a prescription?

Yes. Your doctor can either fax or mail us your prescription (please share the information below with your doctor).

WellDyneRx Prescription Delivery:

- Mailing address: P.O. Box 90369, Lakeland, FL 33804
- Fax: 877-221-1259
- Your doctor can also send your prescription electronically (using the name "WellDyneRx Prescription Delivery Service")



PULSE BUILDING A BETTER WORKPLACE

CAREERS DIRECTORY

ABOUT US | RAISING THE BAR | HR | RESOURCES | HIPAA | CONNECT

STAY SMART

UNITE HERE HEALTH

CAREERS LIBRARY

ABOUT US | PLANS | HEALTH CENTERS | MEMBERS | PROVIDERS | EMPLOYERS | RESOURCES

CONTACT US | EN ESPAÑOL

Coronavirus News

Lines available to employees for reporting, questions, concerns, or feedback

Fund offers telehealth to help during COVID-19

If you think you have been exposed and have symptoms:

Call your doctor to get tested. Only doctors can order the COVID-19 test. For more information, you can also call your local health department. Visit this website of Local Health Departments and enter your zip code to find your local office.

What is Coronavirus (COVID-19)?

Coronavirus Disease 2019 (COVID-19) is an illness that affects your breathing and lungs. The first case was found in Wuhan, Hubei Province, China. There are thousands of confirmed cases in China and globally, including here in the U.S. Below is information that will help guide you through these difficult times.

IMPORTANT

Campaigns

COVID-19

- Coverage announcement; dedicated uhh.org and Pulse pages; HRx mail order reminder

New Employers

- 5/1: Google Silicon Valley enrollment begins

Plan Changes

- 4/1: New York Plans move to Delta Dental and Teladoc
- 6/1: Food Service Plan moves to BCBS Horizon and Delta Dental

Food Service Plan

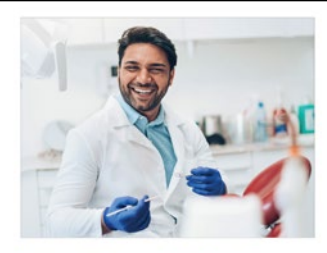


We're switching to Horizon Blue Cross Blue Shield of New Jersey!

As your Union's national health fund, it's our job to make sure you get the best care at the best price. That's why we're switching from Blue Cross Blue Shield of IL to Horizon Blue Cross Blue Shield of New Jersey. Moving to Horizon saves your health fund more than \$2 million in fees per year—money that goes back into your health benefits.

¡Nos cambiamos a Horizon Blue Cross Blue Shield of New Jersey!

Como su Fondo de salud nacional del Sindicato es nuestro trabajo asegurarnos de que reciba la mejor atención médica al mejor precio. Por eso nos estamos cambiando a Delta Dental. Este cambio le dará mejores beneficios sin costo adicional.



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As your Union's national health fund, it's our job to make sure you get the best care at the best price. That's why we're switching to Delta Dental. This change will give you better benefits at no extra cost.

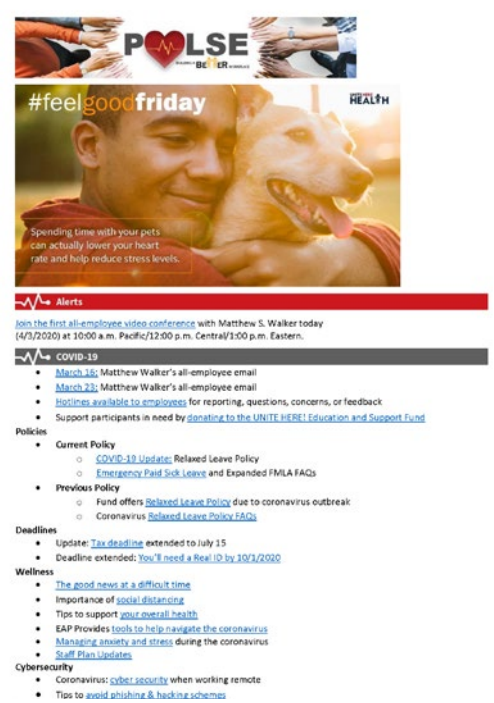
See if your current dentist is in the Delta Dental PPO network or find a new network dentist:
www.deltadental.com/find-a-provider/dental

¡Nos estamos cambiando a Delta Dental!

Como el fondo nacional de salud de su sindicato, nuestro trabajo es asegurarnos de que reciba la mejor atención al mejor precio. Por eso nos estamos cambiando a Delta Dental. Este cambio le dará mejores beneficios sin costo adicional.

Verifique si su dentista actual está en la red Delta Dental PPO o encuentre un nuevo dentista de la red:
www.deltadental.com/find-a-provider/dental

Internal: March Newsletter



#feelgoodfriday

Spending time with your pets can actually lower your heart rate and help reduce stress levels.

Alerts

- Join the first all-employee video conference with Matthew S. Walker today (4/7/2020) at 10:00 a.m. Pacific/11:00 p.m. Central/1:00 p.m. Eastern.

COVID-19

- March 16: Matthew Walker's all-employee email
- March 23: Matthew Walker's all-employee email
- Hotlines available to employees for reporting, questions, concerns, or feedback
- Support participants in need by donating to the UNITE HERE! Education and Support Fund

Policies

- Current Policy
 - COVID-19 Update: Refined Leave Policy
 - Emergency Paid Sick Leave and Expanded FMLA FAQs
- Previous Policy
 - Fund offers [Delayed Leave Policy](#) due to coronavirus outbreak
 - Coronavirus [Delayed Leave Policy FAQs](#)

Deadlines

- Update: [Tax deadline](#) extended to July 15
- Deadline extended: [You'll need a New ID by 10/1/2020](#)

Wellness

- The good news at a difficult time
- Importance of social distancing
- Tips to support your overall health
- EAP Provides [tools to help navigate the coronavirus](#)
- Managing anxiety and stress during the coronavirus
- Staff Plan Updates

Cybersecurity

- Coronavirus: [cyber security](#) when working remote
- Tips to [avoid phishing & hacking schemes](#)

Digital

- Conducted self-pay survey via email
- Communicated NY Dental Changes through text and email
- Used Contact Manager for the first time to send COVID-19 flyer
- Created COVID-19 pages on uhh.org and Pulse

Opt-in

	Totals as of 2/29/20	
Compliance email:	12,229	↑360
General email:	29,350	↑1,543
Compliance text:	3,519	↑248
General text:	26,658	↓3,147

Recent Mailers

- Food Service Plan**
 - [Updates to Your Benefits: Plan 176ABC](#)
 - [Updates to Your Benefits: Plan 176D](#)
 - [Updates to Your Benefits: Plan 176E](#)
 - [Updates to Your Benefits: Plan 376 California](#)
 - [Updates to Your Benefits: Plan 376 Colorado-Georgia](#)
 - [Updates to Your Benefits: Plan 376 Mid-Atlantic](#)
 - [Updates to Your Benefits: Plan 376 National PPO](#)
 - [Learn about your better benefits: DeltaCare Dental HMO](#)
 - [Learn about your better benefits: Delta Dental PPO](#)
 - [Learn about your better benefits: Horizon BCBS of NJ](#)
- New York**
 - [Updates to Your Benefits: Plan 100A](#)
 - [Updates to Your Benefits: Plan 100B](#)
 - [Updates to Your Benefits: Plan 105](#)