

# Communications Dashboard — June 2020

## FSP: Corrected ID Card Postcard



## Chicago: Health Center Flyer



### Not feeling well? Visit our providers without leaving home!

The Coronavirus (COVID-19) is temporarily changing the way we live, but we're changing, too. We now offer two ways for you to get the virtual care and medicine you need—safely and conveniently.

#### Call the Chicago Health Center! (312) 768-5500

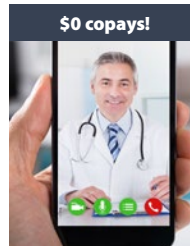
Call us Monday through Friday to schedule a visit. We're waiving copays for virtual visits through the Health Center, in partnership with AMITA. We can diagnose and treat non-emergencies like:

- allergies and asthma
- flu
- colds
- headache
- cough
- high blood pressure
- COVID-19 symptoms
- nausea
- diabetes
- sore throat/strep throat
- ear, nose & throat issues
- sprains & strains
- fever

#### Phone and video visits with AMITA providers are also FREE!

With AMITA Health, you can now get primary care services from network providers using your phone, tablet or computer—all without a copay. All you need is a device and an internet connection. Visit [amitahealth.org/virtualvisits](http://amitahealth.org/virtualvisits) to find a doctor or call (855) 692-6482.

*This applies to visits for covered services only. Normal rules apply to non-network providers.*



For questions or to schedule a visit, call the Health Center: (312) 768-5500

Call-in hours Monday – Friday: 9 a.m. – 5 p.m.

We've made these temporary changes to help you with costs during the COVID-19 crisis. We'll let you know when they end.

## New York: Life/AD&D SMM Flyer



#### Starting April 1, 2020:

We've increased your life and AD&D (accidental death & dismemberment) benefits to provide more protection for you and your family.

- + Life now \$20,000 (2x higher)
- + AD&D now \$20,000 (4x higher)
- + Employees only
- + Dependents aren't covered
- + Eligibility rules apply

Life and AD&D Benefits	Old Benefits (Plan Pays)		New Benefits starting 4/1/20 (Plan Pays)	
	Class I	Class II	Class I	Class II
Life	\$10,000	\$6,000	\$20,000	
AD&D	\$5,000	\$3,000	\$20,000	

Questions? Call us: (866) 261-5676 or (212) 957-9241

## Opt-in

### Totals as of 6/30/20

Compliance email:	14,678	↑	1,698
General email:	29,157	↑	1,636
Compliance text:	5,716	↑	1,236
General text:	28,091	↑	1,160

## Digital

- **Email performance (past 30 days)**
  - 12,437 sends; 52% open rate; 9% click rate
- **Miscellaneous digital**
  - 90-day refill and 60-day refill emails
  - NY Better Living meeting text messages
  - Open enrollment emails for Local 483 and Local 2
- **Coming up in July**
  - 16 SMMs via email
  - Continue bad addresses texting initiative
  - Pulse: homepage redesign, employee survey, and employee photo campaign for banner

## Internal: Pulse Newsletter



#WellnessWednesday

A good night's sleep improves...

- clarity and focus
- memory
- pain
- weight control
- mood
- immunity

- COVID-19
  - [Hotlines available to employees](#) for reporting, questions, concerns, or feedback
  - Health Promoters, Hospitality Rx [reach out to members during COVID-19](#)
  - [Culinary Pharmacies temporarily closed](#); copay reimbursement process in place
- News
  - Local [office safety](#)
  - [HealthEquity acquires WageWorks](#)
  - June 1: [A message from Matthew Walker](#)
  - Be aware of [new phishing campaign](#)
  - [Member suffers tragic loss](#)
  - [June poll results](#)
- Employee Spotlight
  - [The Fund recognizes Candida Pullen](#), Clinical Pharmacist
- Gallery
  - [Stress less with self-care](#)
    - Send photos to [communications@uhh.org](mailto:communications@uhh.org)
- Poll

## Food Service: New Benefits Email



Your new and improved dental benefits started June 1



#### Here's what you need to know:

UNITE HERE HEALTH, your union health fund, improved your dental benefits! **Start using your new DeltaCare ID card right away.** If you didn't receive your ID card, please call UNITE HERE HEALTH Member Services to update your address (or cell phone number) 833-637-3519.

Read more about [how to get care](#)

- Visit [uhh.org/fsp](http://uhh.org/fsp) to learn more about all the benefits you may have through your union health fund — medical, pharmacy, dental, vision, life, and more:
  - See what services are covered (and how much they cost)
  - Find a doctor
  - Know where to get help when you need it

## Social Media



View previous dashboards at [www.uhh.org/dashboards](http://www.uhh.org/dashboards)

## Recent Mailers

- [Chicago Plans: June dependent enrollment postcard](#) (June 1)
- [FSP Delta DHMO self-mailer/general](#) (June 2)
- [FSP Delta DHMO self-mailer/open access states](#)
- [FSP ID card correction postcards](#) (June 22)
- [Staff Plan SMM](#) (emailed July 1)
- [COVID-19/March Board of Trustees SMM—New York](#) (July 3)
- [NY Life/AD&D Flyer with SMM](#)
- [COVID-19/March Board of Trustees SMM—376 PPO](#)
- [COVID-19/March Board of Trustees SMM—376 California](#)
- [COVID-19/March Board of Trustees SMM—376 Colorado/Georgia](#)
- [COVID-19/March Board of Trustees SMM—376 Mid-Atlantic](#)
- [COVID-19/March Board of Trustees SMM—176 ABC](#)
- [COVID-19/March Board of Trustees SMM—176 D](#)
- [COVID-19/March Board of Trustees SMM—176 E](#)