

Communications Dashboard — July 2020

FSP: New ID Card Reminder

REMEMBER!
Use the right insurance card →


- Medical bills are **denied** when you use the wrong (expired) ID card
- Your new ID card (effective June 1) has the Horizon logo on the back

Questions? (833) 637-3519 or www.uhh.org/fsp

¡RECUERDE!
Use la tarjeta de seguro correcta

- Las facturas médicas son **negadas** cuando se usa la tarjeta de identificación equivocada (vencida)
- Su nueva tarjeta de identificación (vigente a partir del 1 de junio) tiene el logotipo de Horizon en el reverso

¿Preguntas? (833) 637-3519 o www.uhh.org/fsp



Internal: Pulse Newsletter



COVID-19

- Register for a [Mandatory COVID-19 Policy Infessionion](#) (last infessionion is 8/7)
 - [COVID-19 Policy](#): Social Distancing, Hygiene and Procedures
- [MetLife Dental](#): PPE Surcharge for in-network service
- [Return-to-Office survey results](#)

News

- Watch the [July all-employee meeting](#)
- [July poll results](#)

Employee Spotlight

- [The Fund recognizes Candida Pullen](#), Clinical Pharmacist

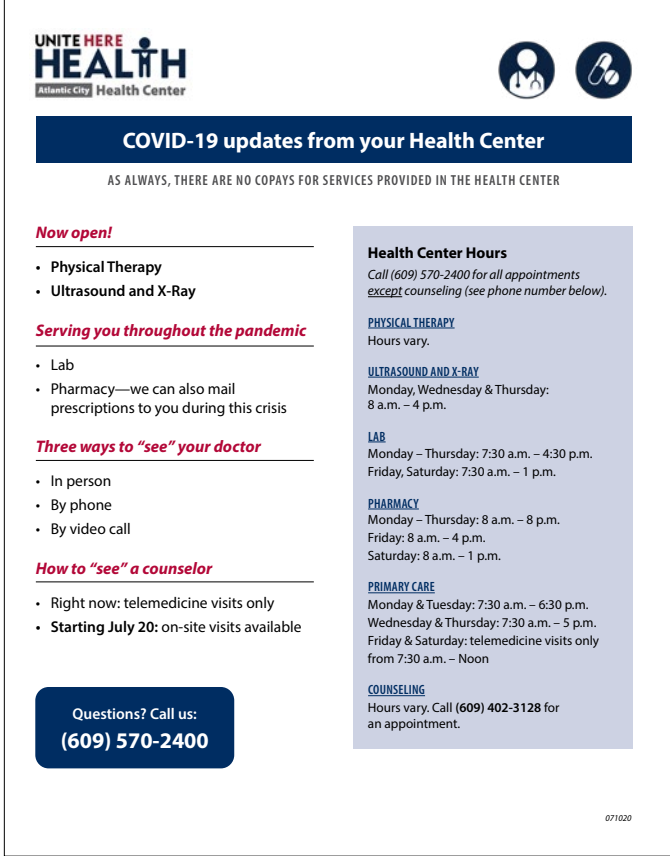
Gallery

- Share your summer fun photos!
 - Send pictures to communications@uhh.org

Poll

If you could choose any age to stay in for the rest of your life, which would it be?
[View the poll on the Pulse homepage \(bottom right\)](#)

Atlantic City: Health Center Flyer



COVID-19 updates from your Health Center

AS ALWAYS, THERE ARE NO COPAYS FOR SERVICES PROVIDED IN THE HEALTH CENTER

Now open!

- Physical Therapy
- Ultrasound and X-Ray

Serving you throughout the pandemic

- Lab
- Pharmacy—we can also mail prescriptions to you during this crisis

Three ways to “see” your doctor

- In person
- By phone
- By video call

How to “see” a counselor

- Right now: telemedicine visits only
- Starting July 20:** on-site visits available

Questions? Call us: **(609) 570-2400**

Health Center Hours
Call (609) 570-2400 for all appointments *except* counseling (see phone number below).

PHYSICAL THERAPY
Hours vary.

ULTRASOUND AND X-RAY
Monday, Wednesday & Thursday: 8 a.m. – 4 p.m.

LAB
Monday – Thursday: 7:30 a.m. – 4:30 p.m.
Friday, Saturday: 7:30 a.m. – 1 p.m.

PHARMACY
Monday – Thursday: 8 a.m. – 8 p.m.
Friday: 8 a.m. – 4 p.m.
Saturday: 8 a.m. – 1 p.m.

PRIMARY CARE
Monday & Tuesday: 7:30 a.m. – 6:30 p.m.
Wednesday & Thursday: 7:30 a.m. – 5 p.m.
Friday & Saturday: telemedicine visits only from 7:30 a.m. – Noon

COUNSELING
Hours vary. Call (609) 402-3128 for an appointment.

Chicago: Health Promoter Survey

Health Promoter Survey

CONFIDENTIAL: Health Promoter Experience Survey
Damaris H.

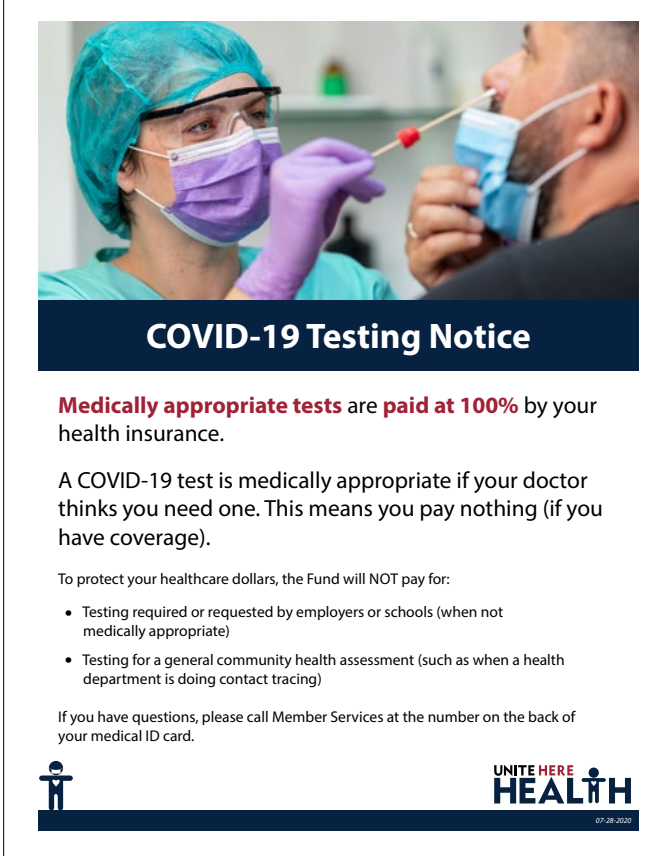
1. How is Damaris at helping you understand your health issues?

Excellent
 Good
 Average
 Poor
 Very Poor

2. How is Damaris at listening and understanding your needs?

Excellent
 Good
 Average
 Poor
 Very Poor

COVID-19: Testing Flyer for All Plans



COVID-19 Testing Notice

Medically appropriate tests are paid at 100% by your health insurance.

A COVID-19 test is medically appropriate if your doctor thinks you need one. This means you pay nothing (if you have coverage).

To protect your healthcare dollars, the Fund will NOT pay for:

- Testing required or requested by employers or schools (when not medically appropriate)
- Testing for a general community health assessment (such as when a health department is doing contact tracing)

If you have questions, please call Member Services at the number on the back of your medical ID card.

UNITE HERE HEALTH

Social Media



#MotivationalMonday

View previous dashboards at www.uhh.org/dashboards

Opt-in (Totals as of 7/31/20)

Compliance email:	14,643	↓	35
General email:	28,997	↓	160
Compliance text:	5,807	↑	91
General text:	27,945	↓	146

The reduction of opt-ins is not the result of unsubscribes; these numbers reflect members losing eligibility

Digital

- Email performance (past 30 days)**
 - 5,066 sends; 67% open rate; 47% click rate
- Miscellaneous digital**
 - Updated all COVID testing references on 40+ COVID flyers
 - Issued 15 SMM emails
 - Pulse articles: Return to office survey results; COVID infessions
 - Texts: NY healthcare committee mtg; FSP members with denied claims
 - Open enrollment emails for Local 483 and Hilton Garden Inn (108)
- Coming up in August**
 - Email 173 SMM; NY benefit changes communications
 - Chicago Health Center survey—communications support
 - Communications to bring UHH Mobile App to market
 - Pulse homepage redesign: review survey results, start redesign, launch employee photo campaign for banner

Recent Mailers

- [108 Hilton Garden Inn pre-enrollment guide \(July 7\)](#)
- [COVID-19/March Board of Trustees SMM—102 Actives \(July 9\)](#)
- [COVID-19/March Board of Trustees SMM—202](#)
- [COVID-19/March Board of Trustees SMM—114A, 114D, 117, 116](#)
- [COVID-19/March Board of Trustees SMM—108](#)
- [COVID-19/March Board of Trustees SMM—175](#)
- [COVID-19/March Board of Trustees SMM—178](#)
- [COVID-19/March Board of Trustees SMM—278](#)
- [FSP “Use the right insurance card” postcard \(July 29\)](#)
- [COVID-19/March Board of Trustees SMM—106 \(July 30\)](#)
- [COVID-19/March Board of Trustees SMM—173 Actives](#)
- [COVID-19/March Board of Trustees SMM—173 Retirees](#)