

Communications Dashboard — December 2020

Super Saver: Payment reminder tri-fold

How to make a Super Saver payment:

- 1) Go online using your computer or phone:**
www.uhh.org/member
Your payment is processed quickly and your coverage is activated as soon as possible!
Use a credit/debit card or check.
- 2) Call the Super Saver hotline:**
(855) 321-4373
Use a credit/debit card.
- 3) Mail us a payment (least preferred)**
If necessary, see instructions in box at right.

What to include if you're mailing a check/money order:

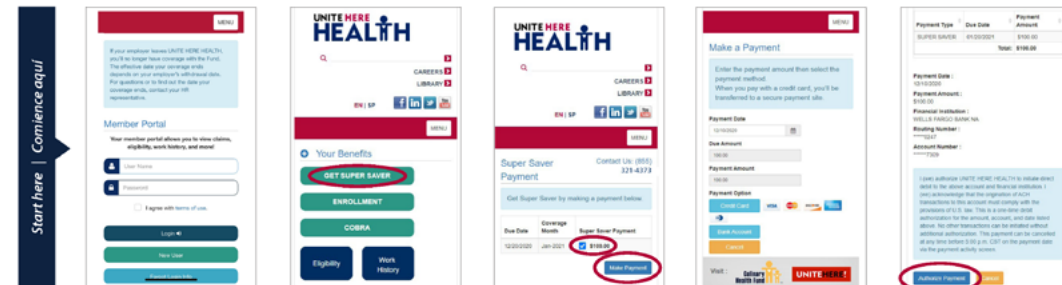
- Member name
- Member ID number
- Date of birth
- Make payable/mail to:
UNITE HERE HEALTH
P.O. 809328
Chicago, IL 60680-9328
Payments must be received (not postmarked) by the **payment due date**.

Cómo hacer un pago para Super Saver:

- 1) En línea usando su computadora o teléfono:**
www.uhh.org/member
¡Su pago se procesa rápidamente y su cobertura se activa lo antes posible!
Pague con tarjeta de crédito/débito o cheque.
- 2) Llame a la línea directa de Super Saver:**
(855) 321-4373
Pague con tarjeta de crédito/débito.
- 3) Envíenos su pago por correo postal (opción con menos preferencia)** Si es necesario, consulte las instrucciones en el cuadro a la derecha.

Qué debe incluir si envía un cheque/ giro postal:

- Nombre del miembro
- Número de ID de miembro
- Fecha de nacimiento
- Hacerlo pagadero/ enviarlo por correo postal a:
UNITE HERE HEALTH
P.O. 809328
Chicago, IL 60680-9328
Los pagos deben recibirse (no fecha de franqueo) antes del **plazo de pago**.



- Go to www.uhh.org/member
New user? You'll need your Social Security or Tax ID #
Vaya a www.uhh.org/member
¿Es un usuario nuevo? Va a necesitar su número de seguro social o número de identificación tributaria
- In the portal, click "Get Super Saver"
- Click on the checkbox and "Make Payment"
- You can pay by credit card, debit card or bank account/check
Puede pagar con tarjeta de crédito, tarjeta de débito o cuenta bancaria/cheque
- Be sure to click "Authorize Payment"

- To pay by check:**
 - Click on "Bank Account"
 - Then "Add New Account"
 - Enter required information
- After you authorize payment, you will receive a message that your payment was submitted successfully**
- Para pagar con cheque:**
 - Haga clic en "Bank Account" (cuenta bancaria)
 - Luego en "Add New Account" (agregar cuenta nueva)
 - Ingrese la información requerida
- Después de autorizar el pago, recibirá un mensaje notificándole que su pago fue procesado exitosamente**

Digital

- Email performance (past 30 days)**
 - 57,854 sends; 32% open rate; 13% click rate
- Email and text communications**
 - Super Saver**
 - Call the dedicated Super Saver hotline
 - November/December loss of coverage
 - Payment due
 - Miscellaneous**
 - World Bank error
 - Chicago, Detroit, and Monterey Delta Dental
 - FSP enrollment reminder
 - SMMs for Plans – 114A, 114D, 117, 116, 175, 345
 - NY/FSP Livongo ending notice
- Employee communications**
 - Fraudulent unemployment claims
 - Kathy Silver retires
 - Matthew Walker year-end holiday notice
- Coming up in January**
 - Send IVR communications
 - Continue Super Saver
 - Continue sending SMMs via email
 - Communicate HealthCheck360

Newsletter

Employee Spotlight
Kathy Silver, President, retires after 50 years as a healthcare administrator

News

- Year-end Holiday Message from Matthew S. Walker
- 2021 Holiday & Pay Schedule
- Reminder to all staff about vendor gifts and meals
- Updated: Fund now offers reimbursement for home internet
- Notification: Fraudulent Unemployment Claims
- Super Saver launched Dec. 5; visit the website for members at www.uhh.org/supersaver

Poll
The flu vaccine can reduce flu illnesses, doctors' visits, hospitalizations and has been shown to be lifesaving.
Are you planning to get a flu shot? [View the poll on the Pulse homepage \(bottom right\)](#)

Email us news and suggestions at communications@uhh.org

New Network: Chicago, Detroit & Monterey



STARTING JANUARY 1, 2021
You have new dental benefits through Delta Dental of Illinois!

View previous dashboards at www.uhh.org/dashboards

FSP/Google Enrollment: Detroit/Portland & DC



Welcome to UNITE HERE HEALTH!

You have new health insurance through Compass at Google & your UNITE HERE Local!

Mailings

- [Super Saver self-mailer/payment reminder tri-fold](#)
- [Plan-specific Super Saver flyer in #10—Version 1](#)
- [Plan-specific Super Saver flyer in #10—Version 2](#)
- [Delta Dental new benefit/ID card postcard—Chicago](#)
- [Delta Dental new benefit/ID card postcard—Detroit](#)
- [Delta Dental new benefit/ID card postcard—Monterey](#)
- [Delta Dental disruption letter—Monterey](#)
- [Super Saver flyer and FAQ booklet](#)
- [Compass/Google enrollment packet—Detroit/Portland](#)
- [Compass/Google enrollment packet—DC](#)
- [December 2020 SMM Chicago Hotels 114A](#)
- [December 2020 SMM Chicago Restaurants 114D](#)
- [December 2020 SMM Chicago Sporting Events 117](#)
- [December 2020 SMM Midwest Casino 116](#)
- [December 2020 SMM Monterey 175](#)
- [December 2020 SMM Detroit 345](#)

Opt-in (Totals as of 12/31/20)

Compliance email:	16,655	↑ 780
General email:	29,569	↑ 323
Compliance text:	8,135	↑ 234
General text:	28,171	↑ 138

Social Media

