

Communications Dashboard — April 2021

100% FREE COBRA

Union + Employer toolkit

Resources to communicate 100% FREE COBRA

Below are items to help you inform Fund participants of the 100% COBRA Subsidy available through the American Rescue Plan Act of 2021!

Your Toolkit

- Screenshot of sample April 2021 eligibility letter (Only mailed to those currently on Super Saver)
 - English - Spanish - Chinese - Gujarati
- Free COBRA landing page URL & dedicated phone number
 - English - Spanish
- How to enroll for free COBRA on uhh.org/member
 - English
- How to create a member portal account
 - English - Spanish - Chinese - Gujarati
- Frequently asked questions
 - English - Spanish - Chinese - Gujarati

Key Messages

- UNITE HERE HEALTH is sending mail, texts, emails to announce enrollment is open and how to enroll.
- If you made an April Super Saver payment, you'll automatically get a refund within 45 days.

Frequently asked questions about FREE COBRA

Congress passed the American Rescue Plan Act on March 11, 2021. Funding through this Act provides 100% free COBRA coverage from April 1 – September 30, 2021 for eligible members and their dependents who lost coverage due to reduced hours or job loss.

HOW TO ENROLL

Q. How can I enroll in free COBRA?

- Log in to your member portal account or create one at uhh.org/member. This is the fastest, most secure, and easiest way to enroll. Personal information is already filled in for you based on our records.
- Call our dedicated COBRA hotline: (855) 321-4373
 - EMAIL: cobrateam@uhh.org
 - TEXT: take a picture and send to (312) 500-1166
 - MAIL: UNITE HERE HEALTH, P.O. Box 6557, Chicago, IL 60665

Q. What if I don't see a way to enroll in free COBRA?

If you believe you're eligible to enroll but don't see an option, call our dedicated COBRA hotline at (855) 321-4373.

Q. What if something doesn't look right?

Call our dedicated COBRA hotline at (855) 321-4373.

Q. What if I made a mistake when I enroll?

Call our dedicated COBRA hotline at (855) 321-4373.

Q. What if I am eligible for (or already have) Medicare?

If you're eligible for Medicare, whether you are currently on Medicare or plan to enroll in Medicare, you are not eligible for COBRA coverage. For more information, click [here](#) for important information about how to enroll in Medicare.



Enrollment now open!

Get up to 6 months of free COBRA (Fund health insurance) paid for by the American Rescue Plan Act of 2021!

- You (and your dependents) may be eligible because of layoff, involuntary or reduced hours
- Same plan you had before you lost coverage
- Free coverage: April – September 2021

Enroll by April 30! Everything is online: uhh.org/rescue

Learn more at uhh.org/rescue

¡La inscripción ya está abierta!

HMO PLAN (Kaiser Permanente)

These changes only apply if you have the HMO PLAN with KAISER PERMANENTE. If you have the PPO PLAN with BLUE CROSS BLUE SHIELD, turn to page 3.

ELIGIBILITY

Super Saver option suspended

From April 2021 through September 2021, the federal government will pay 100% of the cost for COBRA coverage for people who have lost their health coverage because of a reduction in hours or involuntary termination of employment. Because most people can get COBRA coverage for free, the Super Saver option is suspended for the April 2021 through September 2021 coverage months.

You can get more information about signing up for the COBRA contribution coverage subsidy at www.uhh.org/res

UNITE HERE HEALTH Questions? Find your plan contact information at www.uhh.org/contact

This document constitutes a Summary of Material Modifications (SMM) under the Employee Retirement Income Security Act of 1974, as amended, and summarizes recent actions taken by the Board of Trustees of UNITE HERE HEALTH. It describes benefit and administrative changes affecting the information included in your Summary Plan Description (SPD). This SMM addresses changes to all benefits in your SPD and may include changes and benefits that don't apply to you based on your or your employer's elections. Please read this information carefully then keep it with your SPD for future reference. Except as described in this SMM, the information otherwise contained in your SPD continues to apply.

- ACTIONS REQUIRED**
- If you don't have a member portal account, get one. If you have an account, make sure your cell phone number is up to date.
 - Watch your mail/emails/texts from the Fund for enrollment information in mid-April. You'll get a notice that it's time to sign up for up to 6 more months of FREE healthcare coverage!

- Details:**
- If you made a Super Saver, COBRA, or self-payment for April 2021, you'll automatically get a refund in 60 days.
 - Do not call Member Services. We're putting all information online at: www.uhh.org/rescue
 - Super Saver is temporarily suspended since we now have FREE COBRA available for eligible members.

This letter is proof of your April 2021 coverage through UNITE HERE HEALTH.

NAME: _____
Member ID: _____
Sincerely,
UNITE HERE HEALTH

COBRA funding available through the American Rescue Plan Act

Enroll today for FREE

FREE HEALTH INSURANCE!
¡Seguro médico gratuito!

Don't wait to enroll!

Get up to 6 months of free COBRA (Fund health insurance) paid for by the American Rescue Plan Act of 2021!

- You (and your dependents) may be eligible if you lost coverage because of layoff, involuntary job loss, or reduced hours
- Same plan you had before you lost coverage
- Free coverage: April – September 2021

Enroll by April 30 for May coverage! Everything is online: uhh.org/rescue

All applicable self-payments and COBRA and Super Saver payments will be refunded as appropriate. Receipt of this mailing does not guarantee eligibility.

¡No espere más para inscribirse!

Obtenga hasta 6 meses de COBRA gratis (Fondo de seguro médico) pagado por la Ley del Plan de Rescate Estadounidense de 2021!

- Usted (y sus dependientes) pueden ser elegibles si perdió cobertura debido a un despido, pérdida involuntaria de trabajo o reducción de horas
- El mismo plan que tenía antes de perder cobertura
- Cobertura gratis: abril – septiembre de 2021

¡Inscríbese antes del 30 de abril para cobertura de mayo!

Todo está en línea: uhh.org/rescue

Mailings

- Dental SMMs: 178, 278
- LA Dental Center closure flyers: [Active](#), [Retiree](#)
- COBRA eligibility letter
- COBRA postcards: [Enrollment now open](#), [Don't wait to enroll](#)
- Eligibility & Pharmacy SMMs: [100AB](#), [102A](#), [105](#), [176ABC](#), [202](#), and [376PPO](#)
- [102R](#) and [173R](#)
- [106](#)
- [108](#)
- [114A](#), [114D](#), and [117](#)
- [116](#)
- [173A](#) and [376 Northern/Southern California](#)
- [175](#)
- [176D](#), [345A](#), and [376 MidAtlantic](#)
- [176E](#)
- [178](#)
- [278](#)
- [376 Colorado and Georgia](#)
- [COBRA flyer](#)
- [Vaccine flyer](#)

Opt-in (Totals as of 5/11/21)

Compliance email:	21,384	↑	3,355
General email:	32,008	↑	2,881
Compliance text:	12,757	↑	3,119
General text:	29,196	↑	2,281

View previous dashboards at www.uhh.org/dashboards

Digital

- Email performance (past 30 days)
 - 77,679 sends, 35% open rate, 26% click rate
- Email and text communications
 - Free COBRA
 - Union + Employer toolkit
 - Enroll for FREE COBRA
 - Reminder to enroll for FREE COBRA
 - Enrollment ends soon
 - Miscellaneous
 - 178 Actives/Retirees SMM
 - 278 SMM
- Pulse redesign
 - Communications Plan rollout underway
 - Launch May 17
- Coming up in May
 - Continue COBRA subsidy email and text
 - Launch Pulse homepage redesign
 - TBD: COVID-19 vaccines

New Dental Plan: Los Angeles

New dental plan & new network starting June 1

UNITE HERE HEALTH
Los Angeles Plan Unit 178

