

# Communications Dashboard — September 2021

## Online security



**Keep your information safe!**

**ONLINE SECURITY TIPS**

Follow these simple steps to help keep your information in the UHH Member Portal—and any other online account you have—secure and protected.

	<b>Use strong passwords!</b>	<ul style="list-style-type: none"> <li>Create a password with letters, numbers, and symbols.</li> <li>Don't share your password with anyone.</li> <li>Don't write your password down on a piece of paper.</li> <li>When you create a member portal account, use a password you've never used before.</li> <li>If possible, change your password every four months.</li> </ul>
	<b>Keep your contact info up to date!</b>	Visit <a href="http://uhh.org/member">uhh.org/member</a> and make sure your home phone number, address, and cell phone number are correct. This helps ensure that you receive the information you need and that no one else has made changes to your account.
	<b>Avoid using public Wi-Fi!</b>	Public Wi-Fi is not secure. It may give criminals access to your personal information. It's safer to use your cellular or home network when you're online.
	<b>Strange email or text? Don't reply or click on links!</b>	<ul style="list-style-type: none"> <li>Criminals try to trick you into sharing your passwords, account numbers, and sensitive information so they can access your accounts. They even send emails or texts that look like they're from trusted companies. Watch out for:                     <ul style="list-style-type: none"> <li>Unexpected emails or texts</li> <li>Emails or texts from someone you don't know</li> <li>Spelling mistakes or poor grammar</li> <li>Mismatched links that send you to unknown websites</li> <li>Shortened/odd links or addresses</li> <li>Emails or texts asking for personal information</li> <li>Offers or messages that seem too good to be true, express great urgency or are aggressive and scary</li> </ul> </li> </ul>

## Digital

- **Email performance (past 30 days)**
  - 26,549 sends; 57% open rate; 21% click rate
- **Email and text communications**
  - Enrollment emails
    - New York:* Empire Casino
    - Chicago:* HMS Host (*enrollment and orientation*)
    - Atlantic City:* Ocean (*reminder*) & Red Bowl Restaurant
    - National:* OTG Philadelphia, Google Loudon County, Food Service Plan (*annual*), DNC the Forum, & Actives UNITE HERE California (*annual*)
  - Miscellaneous
    - COBRA continuation (*update your email address*)
    - Free COBRA termination notice
    - Healthcare coverage termination notice
    - Madison Square Garden move from 350 to 100
- **Internal communications**
  - Aurora main stairway and hall being painted
  - **HIPAA:** Annual refresher course in the BLC
  - Keep your sensitive info. safe
- **Coming up in October:** Staff open enrollment

## Newsletter



*"Be the reason someone smiles.  
Be the reason someone feels loved and believes in the goodness in people."  
— Roy T. Bennett*

**Business News**

- [Annual HIPAA Training Oct. 1-22](#)
- [Office Re-Opening Monday, Nov. 1, 2021](#)
- [Change of reporting for National Member Services](#)
- [COVID-19 RELATED FAQS AND VACCINATION REMINDER](#)

**Featured News**

- [Local 1 creates video](#) to promote Chicago Health Center
- [Keep your sensitive information safe](#)
- [Remembering our participants on 9/11](#)

**Union News**


- [Recent news from UNITE HERE!](#)
- [Keep up with Culinary Union Local 226 news](#)

**Employee News**

- [October service anniversaries](#)
- [September service anniversaries](#)

*As always, email us all your news and suggestions at [communications@uhh.org](mailto:communications@uhh.org)*

## Social Media




Don't look at your feet to see if you are doing it right.

# Just dance.

—Anne Lamott

UNITE HERE HEALTH

## Opt-in (Totals as of 10/1/21)

Compliance email:	21,428	Compliance text:	13,635
	<b>297</b>		<b>256</b>
General email:	30,775	General text:	28,575
	<b>351</b>		<b>335</b>

## Free COBRA termination



August 25, 2021

Dear Member:

Thank you for enrolling for the 100% COBRA Subsidy ("FREE COBRA") made available through the Rescue Act and UNITE HERE HEALTH. We have been pleased to provide you (and your dependents) with high-quality health benefits during these difficult times.

**This is a reminder that the 100% COBRA Subsidy is scheduled to end on: September 30, 2021.**

If you have not been called back to work, now is the time to think about other health coverage. This packet contains details to help you understand your options and what to do next. Some options may include:

1. Continue your Fund COBRA coverage with a monthly payment (cost and other details inside)
2. Enroll for Medicaid or Medicare. Details inside and at [www.uhh.org/cobra](http://www.uhh.org/cobra)
3. Sign up for Marketplace coverage at [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596
  - a. More subsidies NOW available
4. Enroll for health insurance through your spouse's plan (if applicable)

If your plan allows for self-pay, you may be eligible to continue Fund coverage by making a self-payment.

If you were called back to work, you can check your eligibility anytime by logging into the Member Portal at [www.uhh.org/member](http://www.uhh.org/member)

**Questions?**  
Call the COBRA Subsidy phone line: (855) 321-4373

Thank you and be well,  
UNITE HERE HEALTH

*Translation Assistance Available*

Para obtener asistencia con traducciones, por favor, llame al número de teléfono proporcionado.

要獲得翻譯幫助，您必須撥打提供的電話號碼。

अनुवाद सहायता के लिए मेज़वानी मांटे, आपसे डेलीवरी नंबर पर 5 कॉल 82वो आवाकस डे.

711 North Commons Drive, Aurora, IL 60504 • Phone (630) 236-5100 • Fax (630) 236-4380

## Move to New York Plan 100



**Madison Square Garden Employees**

### GREAT NEWS ABOUT YOUR HEALTH BENEFITS!


**Your Union has achieved:**

- 8 months of benefits
- For you and your dependents
- From October 1, 2021 – May 31, 2022

## Print

- **Annual open enrollments**
  - [Actives UNITE HERE California Food Service Plan:](#)
    - [New benefit option available](#)
    - [Your once-a-year chance to enroll](#)
- **COBRA termination letters**
  - [Free COBRA ends](#)
  - [Last day of UHH healthcare coverage](#)
- **Summaries of Material Modifications**
  - [Annual list of trustees](#)
  - [Annual notices](#)
  - [New address for MAP](#)
  - [New travel resources](#)
  - Shore Medical Center:
    - [Atlantic City](#)
    - [Food Service Plan](#)
- **Flyers (mailed with SMMs)**
  - [COVID-19 vaccine covered](#)
  - [Keep your information safe](#)

## Food Service Plan open enrollment



**¡Inscríbese o haga cambios antes del 30 de octubre!**

- Visite: [uhh.org/enroll](http://uhh.org/enroll)
- O llame a nuestro número de teléfono de inscripción: (833) 569-9638

Responde a su representante de la Unión o empleador para obtener ayuda.

**¿Necesita inscribir dependientes?**  
Lo que necesitará:

- Certificado de matrimonio (para su cónyuge)
- Certificado de nacimiento (para sus hijos)

**Su último día para enviar los certificados es el 30 de octubre.** Si tiene preguntas sobre su co-primaria, comuníquese con su empleador.

**Si tiene cobertura COBRA:** Puede hacer cambios a su cobertura durante esta inscripción abierta. Llame al (833) 569-9638 para más detalles.

**Si no tiene cobertura COBRA:** Puede hacer cambios a su cobertura durante esta inscripción abierta. Llame al (833) 569-9638 para más detalles.

**Notice of Special Enrollment Rights**  
If you choose not to sign up for healthcare coverage under UNITE HERE HEALTH at this time because you already have other health insurance coverage, you may be able to enroll yourself and/or your dependents at a later time if you lose the other coverage.

You may also request special enrollment to enroll yourself and/or your dependents in the UNITE HERE HEALTH plan if you have one of these qualifying life events: a marriage, a childbirth, an adoption or placement for adoption of a child under age 25, a child that used to live in a foreign country comes to the United States to live with you, you or your dependents lose eligibility for Medicaid or Children's Health Insurance Program (CHIP), you or your dependents become eligible for state financial assistance under Medicaid or a CHIP to help pay for the cost for UNITE HERE HEALTH's coverage. You **MUST** send UNITE HERE HEALTH a request for special enrollment within **60 DAYS** after you lose your other coverage or a qualifying life event happens.

**Aviso de derechos especiales de inscripción:**  
Si usted elige no inscribirse para la cobertura de salud bajo UNITE HERE HEALTH en este momento porque ya tiene otra cobertura de seguro de salud, es posible que pueda inscribirse usted mismo y/o sus dependientes en otro momento si pierde la otra cobertura.

También puede solicitar una inscripción especial para inscribirse usted y/o sus dependientes en el plan UNITE HERE HEALTH si tiene uno de estos eventos vitales que califican: un matrimonio, un parto, una adopción o colocación para adopción de un niño menor de 25 años, un niño que salía a vivir en un país extranjero llega a los Estados Unidos para vivir con usted, usted o sus dependientes pierden elegibilidad para Medicaid o el Programa de Seguro Médico para Niños (CHIP), usted o sus dependientes son elegibles para asistencia financiera estatal bajo Medicaid o CHIP para ayudar a pagar por el costo de la cobertura de UNITE HERE HEALTH.

Usted **DEBE** enviar UNITE HERE HEALTH una solicitud de inscripción especial dentro de los **60 DÍAS** posteriores a la fecha en que pierde su otra cobertura o se produce un evento de vida calificado.

**Se le notificará si su inscripción es aprobada. Una inscripción aprobada no garantiza la cobertura de salud. Debe cumplir los requisitos de cobertura según su acuerdo colectivo de trabajo, o debe haber otro documento escrito que estipule que las contribuciones se paguen al Fondo en su nombre. Además, usted y sus dependientes deben cumplir con los requisitos de cobertura del plan.**

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