

Communications Dashboard — June 2022

Fund Centers of Excellence

Web

New York & Food Service Plans
(100A, 100B, 105, 376)

Pay \$0
for joint replacement or weight loss surgery at a Fund Center of Excellence



Email



Surgery no longer has to be a burden or expensive.

Through our new partnership with the Mount Sinai Health System, you pay \$0 out-of-pocket for hip and knee joint replacement and weight loss surgery at our Centers of Excellence.

UNITE HERE HEALTH, your union health fund, wants to make sure you're getting the best care at the lowest out-of-pocket costs. At our Centers of Excellence (COE) you get great care and better results for hip and knee joint replacement and weight loss (bariatric) surgeries at no cost to you. Our COE partners are located in the following states: New York, New Jersey, Connecticut, Massachusetts, Pennsylvania and Florida.

The program includes:

- Access to top surgeons
- No co-pays on your day of surgery and for specific related care up to 30 days after leaving the hospital
- Personal Care Guide to navigate you from start to finish
- Free car service to and from the hospital on your surgery day
- Free grocery delivery to your home to make your recovery easier

Get Started

If you or a family member have been experiencing joint pain or have been considering weight loss surgery, contact Mount Sinai Union Services at (914) 677-1661. To learn more, visit uhh.org/mbinai.

SMM mailer

Surgery doesn't have to be expensive or a burden. That's why we've designed a program to make it easier on you!

UNITE HERE HEALTH, your health fund, wants to make sure you're getting the best care at the lowest out-of-pocket costs. We've partnered with Mount Sinai Health System (Mount Sinai) to bring you great care for hip and knee joint replacement and weight loss (bariatric) surgery at no cost to you.

This program allows you to pay \$0 for surgery and related follow-up care at one of our Fund-designated Centers of Excellence (COEs) located in the following states: New York, New Jersey, Connecticut, Massachusetts, Pennsylvania and Florida! The \$0 copay applies when you use a COE surgeon at a COE facility. Go to www.uhh.org/mbinai to find a complete list of COE surgeons and facilities or call (914) 677-1661.

What's covered at 100% after surgery — \$0 copay (related to the surgery)	Length of time \$0 copay applies (post-surgery)
Outpatient surgery (including ambulatory surgical center and related anesthesia); skilled nursing facility and home healthcare	30 days
Radiology, diagnostic imaging, testing, and pathology	30 days
Preoperative, evaluation, and management visits	30 days
Emergency room services and hospital readmissions	30 days
Durable medical equipment	30 days
Physical therapy (with any freestanding non-hospital network provider)	50 days

Participants are responsible for any applicable cost-sharing for prescription drugs and pre-surgical care and office visits.

Your Mount Sinai Care Guide will help make sure you have a successful surgery and recovery. They will connect you with your surgeon, arrange your free car service to and from the surgery, make sure you receive your free meal deliveries, and connect you to your follow-up care. Because of all this support, you'll minimize the risk of complications that can be common in these types of surgeries.

Joint replacement surgery

If you are experiencing joint pain and disability, you may be a candidate for joint replacement surgery. We know this time can be stressful for patients and families. The COE doctors, nurses, therapists, and caregivers will work to minimize pain, shorten recovery, and achieve the best possible long-term outcome.

Program benefits (provided through Mount Sinai):

- Access to the best orthopedic surgeons
- "Joint school" for you and a friend or family member
- A personal care guide to help you navigate
- Free car service to and from the hospital on your surgery day
- Free grocery delivery to your home to make your recovery easier

This program is not available to anyone for whom the Fund is secondary insurance. It is also not available to anyone covered under Plan Units 100/105 Class II benefits. The Plan's rules about what's covered, what's not covered, and any prior authorization requirements still apply. Your normal cost-sharing applies to all other services through Mount Sinai providers.

Weight loss surgery

Weight loss surgery has unique demands to prepare for and recover from. It can be stressful and challenge both patients and caretakers. The COE Program provides a coordinated care plan to support you throughout your experience.

Program benefits (provided through Mount Sinai):

- Access to the best bariatric surgeons
- Pre- and post-operative support groups
- A personal care guide to help you navigate
- Free car service to and from the hospital on your surgery day
- Free grocery delivery to your home to make your recovery easier

Opt-in (Totals as of 6/1/22)

Compliance email:	23,263	↑ 2413
General email:	30,559	↑ 2733
General text:	33,537	↑ 1908

Digital

- **Email performance (past 30 days)**
 - 26, 271 sends
 - 49% open rate
 - 8% click rate
- **Email and/or text communications**
 - Enrollment Emails
 - Acorn Foods
 - Regis University notice
 - Chicago annual enrollment
 - Legoland
 - Arizona State
 - Omni Boston reminder
 - SMM Emails
 - 100AB/105; 102 Actives; 102 Retirees; 106; 114A/114D/117; 116; 173 Actives; 173 Retirees; 175; 178; 202; 376
 - Miscellaneous Emails
 - NY Amwell Telemedicine
 - Mt. Sinai introduction
- **External communications**
 - UHH Partners with Mt. Sinai
- **What's next for July?**
 - Launch work/life balance page on Pulse

Newsletter



Featured News

- Culinary Health Center Celebrates 5th Anniversary
 - [View pictures of the celebration](#)
- Why does the Fund value Work-Life-Balance?
 - [View pictures from the gathering](#)
- Fund staff train shop stewards about benefits
- Resorts World Las Vegas on-site enrollment

Employee News

- [June new hires & promotions](#)
- [July service anniversaries](#)
- [May new hires & promotions](#)
- [Megan Leslie welcomes baby girl!](#)

Union News

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

As always, email us all your news and suggestions at communications@uhh.org

Shop Steward Training Flyers

Getting ready for my doctor's appointment...

Social Media



View previous dashboards at uhh.org/dashboards