

# Communications Dashboard — March 2022

## Fund Contacts

**UNITE HERE HEALTH**  
Our Health Fund.

### Your Health Fund Contacts

FOR LOCAL 100 (Plan 100 and FSP)

For Members	
Get answers about eligibility/coverage, benefits, and claims; find a network provider; update contact information; request ID cards	Member Services: 866-261-5676   <a href="http://uhh.org/member">uhh.org/member</a>
For Local Union Staff (not direct member use)	
Escalated member issues	
Address member issues still unresolved after contacting Member Services; get answers about employer reporting; Member Services process/procedure escalations	<a href="mailto:managers@uhh.org">managers@uhh.org</a>
Address prescription drug issues still unresolved after calling Hospitality Rx Member Services at 844-813-3860	<a href="mailto:hospitalityrx@uhh.org">hospitalityrx@uhh.org</a>
Bargaining	
Get answers about collective bargaining agreements	Claire Elliott, Senior Paralegal <a href="mailto:celliott@uhh.org">celliott@uhh.org</a>   630-723-5908 Scott Mathson, Paralegal Supervisor <a href="mailto:smathson@uhh.org">smathson@uhh.org</a>   630-236-5157
Enrollment process	
Get enrollment answers and materials (new employer, annual open, and new hire)	<a href="mailto:newmembership@uhh.org">newmembership@uhh.org</a>
Member outreach & patient advocacy (Health Promoters)	
Worksite engagement, LOAs, Support for urgent/complex health issues	Xochitl Ruiz, Participant Engagement Supervisor <a href="mailto:xruiz@uhh.org">xruiz@uhh.org</a>   646-668-7693
Plan/benefit design & strategy	
Not sure who to contact?	Maya DeHart, Director of Healthcare Delivery <a href="mailto:mdehart@uhh.org">mdehart@uhh.org</a>   401-439-7418 Ivana Krajinovic, Sr. Director of Healthcare Delivery <a href="mailto:ivana@uhh.org">ivana@uhh.org</a>   510-999-0445

## Summary Annual Report

### 2021 Summary Annual Report

**UNITE HERE HEALTH**

This is a summary of the annual report of UNITE HERE HEALTH, EIN 23-7385560, Plan No. 501, for the period of April 1, 2020 through March 31, 2021. The annual report has been filed with the Employee Benefits Security Administration, U.S. Department of Labor, as required under the Employee Retirement Income Security Act of 1974 (ERISA).

The trustees of UNITE HERE HEALTH have committed to pay from the Trust Fund certain medical, dental, prescription drug, vision, death and disability benefit claims incurred under the terms of the plan.

Insurance Information	Your Rights to Additional Information
<p>The plan had contracts with Dearborn National Life Insurance Company, Nevada Dental Benefits, Ltd., Alpha Dental Programs, Inc., UnitedHealthcare Insurance Company, Kaiser Foundation Health Plan Inc., Cigna Health and Life Insurance Company, Kaiser Foundation Health plan of Colorado, Kaiser Foundation Health Plan of Georgia, Kaiser Foundation Health Plan of the Mid-Atlantic, Davis Vision, Liberty Dental Plan of California and Vision Service Plan to pay certain health, dental, vision and life insurance claims incurred under the terms of the plan. The total premiums paid for the plan year ending March 31, 2021 were \$164,795,388.</p> <p>Because the plan contract with Atlantic Southern Dental Foundation is an "experience-rated" contract, the premium costs are affected by, among other things, the number and size of claims. Of the total insurance premium paid for the plan year ending March 31, 2021, the premium paid under such "experience-rated" contracts were \$31,48,569 and the total of all benefit claims paid under these experience-rated contracts during the year was \$2,879,553.</p>	<p>You have the right to receive a copy of the full annual report, or any part thereof, on request. The items listed below are included in that report:</p> <ol style="list-style-type: none"> <li>1. an accountant's report;</li> <li>2. financial information and information on payments to service providers;</li> <li>3. assets held for investment;</li> <li>4. transactions in excess of 5 percent of the plan assets;</li> <li>5. insurance information, including sales commissions paid by insurance carriers;</li> <li>6. information regarding any common or collective trusts, pooled separate accounts, master trusts or 103-12 investment entities in which the plan participates.</li> </ol> <p>To obtain a copy of the full annual report, or any part thereof, write or call the office of UNITE HERE HEALTH, 711 N. Commons Drive, Aurora, IL 60504-4197, (630) 236-5100. The charge to cover copying costs will be \$0.25 per page.</p> <p>You also have the right to receive from the plan administrator, on request and at no charge, a statement of the assets and liabilities of the plan and accompanying notes, or a statement of income and expenses of the plan and accompanying notes, or both. If you request a copy of the full annual report from the plan administrator, these two statements and accompanying notes will be included as part of that report. The charge to cover copying costs given above does not include a charge for the copying of these portions of the report because these portions are furnished without charge.</p> <p>You also have the legally protected right to examine the annual report at the main office of the plan, 711 North Commons Drive, Aurora, IL 60504-4197, and at the U.S. Department of Labor in Washington, D.C. or to obtain a copy from the U.S. Department of Labor upon payment of copying costs. Requests to the Department should be addressed to: Public Disclosure Room, Room N-1513, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210.</p>

## Employee Appreciation Day

### Email & Pulse

**UNITE HERE HEALTH** Culinary Health Fund **NHC**  
Neighborhood Health Center, LLC

# THANK YOU

for all that you do!

## Sugarwish Thank You

**UNITE HERE HEALTH** Culinary Health Fund **NHC**  
Neighborhood Health Center, LLC

# THANK YOU

for all that you do!

*Sugarwish*

Dear Fund Staff, we're so grateful for your hard work and dedication. We hope you enjoy this little treat as a token of our appreciation. We'd like you to receive some special treats from Sugarwish on us. When you get your treat box, be sure to take some time to reflect on the work that you do and remember how much we appreciate you!

## Newsletter

“ Sometimes the bravest and most important thing you can do is just show up. ”  
— Brend Brown

- Featured News**
  - How to help Ukrainians now
- Employee News**
  - Happy Employee Appreciation Day
  - April service anniversaries
  - February new hires & promotions
- Business News**
  - Fund meets 15% minimum for supplemental life
  - Contributions and Enrollment's Ambassador Program focuses on understanding, collaboration
    - Watch this short video to learn more about the Ambassador Program.
- 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](mailto:communications@uhh.org)

## Digital

- Email performance (past 30 days)**
  - 24,274 sends
  - 45% open rate
  - 8% click rate
- Email and text communications**
  - Enrollment Emails
    - Encore Casino
    - Plan 376 National Ballpark
    - Boston Airport
  - Miscellaneous Emails
    - Mobile App: union leaders
    - Summary Annual Report
    - WellDyne & HRx: specialty drug reminder
- Internal communications**
  - Supplemental life insurance buy-up
  - Fund launches multifactor authentication (MFA)
- What's happening in April?**
  - Continue MFA comms.
  - Launch Diversity & Inclusion page on Pulse

## Social Media

### The amazing power of sleep!

Getting the recommended amount of sleep is as important as eating healthy and exercising. It improves your productivity and concentration and supports your overall health.

**UNITE HERE HEALTH**

Source: [centrum.com](http://centrum.com)

## Food Service Plan SPD

**UNITE HERE HEALTH**

### Food Service Plan

Plan Unit 376

### Summary Plan Description

Your Health and Welfare Benefits

## Opt-in (Totals as of 4/1/22)

Compliance email:	20,531	↓ 5
General email:	28,056	↓ 242
General text:	31,542	↓ 291

## Print

- NEW 376 Summary Plan Description
- Boston Encore reminder postcard
- Healthier Me flyer
  - English
  - Spanish
  - Bengali
- 2021 Summary Annual Report
- WellDyne reminder letter (to unresponsive members)

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