

Communications Dashboard — April 2023

Print

Enrollments

- [Aimbridge at Somerset and Parsippany](#)
- [Aimbridge at Mahwah](#)
- [Aramark at Virginia Commonwealth University Dental and Vision](#)
- [Centerplate and Sodexo Live at SAFE Credit Union Convention Center](#)
- [Compass at Google Special Enrollment](#)
- [Delaware North at Orlando Airport guide and poster](#)
- [Guaranteed Rate Dental/Vision Postcard](#)
- [Guaranteed Rate Medical Postcard](#)
- [Sodexo at The College of William and Mary guide](#)

Other print mailings

- [Plan 173 VIA Benefits announcement letter](#)

Enrollment Event Poster

Sodexo at The College of William and Mary

You have new health insurance— enroll by May 15 or you won't be covered!

WE'RE ONSITE!

Tuesday April 25 10 a.m. - 5 p.m. Commons	Wednesday April 26 9 - 11 a.m. Marketplace	Wednesday April 26 1 - 5 p.m. Sadler Center, 381
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How to enroll:

- Visit us online: uhh.org/enroll or call: (833) 569-9638

Enrolling dependents? Here's what you'll need:

- Marriage certificate (for your spouse)
- Birth certificate (for your children)

Your new benefits start: **SEPTEMBER 1, 2023**

Center of Excellence SMM

Need joint replacement or weight loss surgery? Use the Center of Excellence!

GREAT CARE AT NO COST TO YOU!

When you use the Fund's Center of Excellence (COE) through Mount Sinai Health System, you get **free** care for:

- Inpatient hip or knee joint replacement, and
- Inpatient or outpatient weight loss (bariatric) surgery.

COE program benefits include:

- Access to great surgeons
- Education and support resources
- A personal care guide to help you navigate
- Free car service to and from the hospital on your surgery day*
- Free groceries delivered to joint replacement patients*
- Free protein shakes delivered to bariatric patients*

COEs are available in: Connecticut, Florida, Massachusetts, New Jersey, New York, and Pennsylvania

When you use a COE surgeon at a COE facility, you pay \$0 for the surgery and related follow-up care.

COEs are available in: Connecticut, Florida, Massachusetts, New Jersey, New York, and Pennsylvania

You're not required to use the COE program:

- For outpatient hip or knee joint replacement surgery.
- If you live in a zip code that's more than 50 miles' driving distance from a COE facility that can provide the procedure.

However, if you'd still like to use the COE, you pay \$0 for the surgery and related follow-up care.

Turn over to see what's covered after surgery and how to get started.

Beginning July 1, 2023: if you don't use the COE, the Plan only pays 50% for these surgeries even if you use a network provider. (The calendar year deductible applies if you use a non-network provider.)

Enroll by May 15!

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- Or call our enrollment number: (833) 569-9638

Enrolling dependents? What you'll need:

- Marriage certificate (for a spouse)
- Birth certificate (for a child)

Your last day to have a certificate filed is:

- **COE:** April 26, 2023
- **COE:** April 26, 2023

Hear from COE patient Juan Avila...
Caterer Attendant, USB New York

"I had surgery at Mt. Sinai and paid NOTHING!

Before surgery, I worked with a patient navigator. She kept me informed and made the process smooth and simple. I also received great care after surgery. The Mt. Sinai team shared my concerns with my doctor and made sure I got the rehab and physical therapy I needed. I'm 200% satisfied with the care I received from Mt. Sinai!"

Opt-In (Totals as of 5/1/23)

Compliance email:	23,329	↓	283
General email:	29,010	↓	422
General text:	33,845	↑	21

Enrollment Postcard

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Fund Vision, Goals, and Priorities

UNITE HERE HEALTH **Culinary Health Fund** **NHC**

Vision
To be the high-value health plan of choice for participants, unions, and employers in the hospitality industry.

Goals & Priorities

Organizational	Workplace	Healthcare
<ul style="list-style-type: none"> • Be "best in class" by focusing on quality and excellence at the Fund • Be member-centric in all our work and strategic planning with actions that place members at the center • Work on strategic, approved, long-term Fund priorities while ensuring the ability to meet opportunities for growth and short-term needs • Invest in and build data and analytics capabilities across the Fund • Consistently identify and execute on key initiatives and operational improvements • Support initiatives and education that promote and protect our healthcare model 	<ul style="list-style-type: none"> • Be an employer of choice—recognize and retain employees, build clear succession plans, and promote skills training and talent development programs • Realize the Fund's vision, goals, and strategies and ensure accountability at all levels to support the people we serve • Emphasize, celebrate, and leverage strength through diversity to better promote, attract, recruit, and retain employees as well as foster meaningful collaboration to achieve inclusion and belonging • Champion transparent communication to collaborate, mentor, provide feedback, effectively respond to feedback, and create a culture where all feel safe to speak up 	<ul style="list-style-type: none"> • Create value: better cost and quality than the competition through enhanced care at our health centers • Be a market leader in patient-centric care through education, care coordination, and care navigation for our members • Build out our data analytical and reporting capabilities to ensure optimal patient outcomes and ROI • Identify and execute on innovative healthcare delivery solutions through our health centers, network and provider contracts, and partnering with like-minded vendors and partners • Engage through education to improve healthcare quality, access, and cost for the Fund and its membership • Take a collaborative and team approach in pursuit of best practices and innovative pilots in healthcare delivery

My Goals & Priorities

What does this mean to me? How do I contribute to the Fund's goals and priorities?
1
2
3

COVID-19 Emergency Ending postcard

Medicaid coverage may end. The Fund is here for you.



With the COVID-19 national emergency ending, you **may** lose health benefits provided by Medicaid (if you or dependents are currently covered under Medicaid) as early as April. If you're not sure, call your local Medicaid agency — you can find their number at www.uhh.org/govt

If you lose coverage under Medicaid, you may be eligible for health coverage through your union's health fund — UNITE HERE HEALTH.

To keep coverage, you must enroll within 60 days after you lose your Medicaid coverage or a qualifying life event happens:

- Visit us online: uhh.org/enroll
- If you don't enroll within 60 days, your next opportunity to enroll will be at open enrollment.

You will be notified if your enrollment is approved. An approved enrollment does not guarantee health coverage. You must meet the requirements for coverage under your collective bargaining agreement, or there must be another written document providing for contributions to be paid to the Fund on your behalf. In addition, you and your dependents must meet the plan's requirements for coverage.

Newsletter



- Featured News**
- Your Mental Health Matters
 - Culinary Health Center — Durango celebrates grand opening
 - Learn more about CHC Durango
 - Register for a Common Merit Infessionion
 - Learn how to start, plan, and manage your 401k
 - Our Vision, Goals, and Priorities
 - New PEDs to support D&I and Fund Strategy
- Business News**
- Coming Soon: new email security vendor
 - Reminder: recommended voicemail script
 - What to do if your computer/device is hacked!
 - Watch the Microsoft Teams Q&A session
 - Watch the all-employees video conference
- Work • Life • Balance News**
- Work • Life • Balance for the New Fiscal Year
- Employee News**
- Poll Reminder: Vote for an Employee Resource Group
 - May Service Anniversaries
 - April New Hires
 - April Service Anniversaries
- Gallery**
- Culinary Health Center — Durango Shop Steward Tours
 - Culinary Health Center — Durango
 - UHH social media gallery
- Email us news and suggestions at communications@uhh.org. Remember to follow UHH on social media!

Digital

Email performance (past 30 days)

- 19,459 sends
- 60% open rate
- 8% click rate

Email and/or text communications

Enrollment Emails:

- Aimbridge at Somerset and Parsippany
- Aimbridge at Mahwah
- Angel Stadium annual enrollment
- Aramark at Virginia Commonwealth University Dental and Vision
- Delaware North at Orlando Airport
- Sodexo at The College of William and Mary
- Sportservice at UBS Arena

SMM Emails:

- Plans 100A/B and 105
- Plan 376

Other Emails:

- Atlantic City Health Center Podiatry
- Chicago Health Center Free Parking

What's next for May?

- Complete IT phone conversion
- Sendio migration to Hornet Security

Social Media



View previous dashboards at uhh.org/dashboards