

Communications Dashboard: August 2024

PRINT HIGHLIGHTS

Aurora Annual Mailing

Food Service Annual Enrollment

UNITE HERE
HEALTH

All Plan Units

October 2024

This Summary of What
 an employer provides is
 all other individualized
 office use provided

UNITE HERE
HEALTH **IMPORTANT NOTICES**

HEALTH
 INSURANCE 101

Health insurance can be confusing and hard to understand. That's why we've started our new "Health Insurance 101" program. By simplifying common words and concepts, you can make smarter choices about your care and benefits.

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UNITE HERE

Updated September

Your treatment options

Did you know? Treatment in the emergency room (ER) can cost 2 to 3 times more than the same care in your primary care provider (PCP) office. Plus, you may have a higher copay and longer wait times. So, if it isn't an emergency, you can save time and money by going to your PCP or urgent care center (UCC). If you need help deciding where to go, try calling your PCP.

PCP=\$

For routine care and treatment
 and new issues that aren't urgent
 • UCCs see how many patients
 • Your PCP first. They're
 your healthcare partner and
 know your medical history.
 • See your PCP at least once
 a year and as needed for
 ongoing health problems.

UCC==\$

For urgent needs that
 aren't life threatening
 • UCCs see how many patients
 • Your illness or injury isn't
 bad enough to go to the ER.
 • UCCs may also have evening
 or weekend hours when
 your PCP isn't available.

ER=\$\$\$\$

For a life or death emergency
 or urgent after-hours care
 • Always head to the ER for
 critical health issues. It's open
 24/7 with staff ready to help
 you through your emergency.
 • Be sure to follow up with your
 PCP after a visit to the ER.

Finding a PCP

You and each of your dependents should have a PCP. They can help you find health issues earlier and coordinate your care. If you're in an HMO or have Tufts, your PCP may need to give you a referral to see a specialist.

Visit uhh.org/day

Click on "Plans" at the top left of the page and select your plan unit.
 Then click on the link that says "Find a network doctor."

UNITE HERE
HEALTH
 Your Health Fund

uhh.org/contact

September 2024

[illegible]

Links to Print Pieces

Compliance

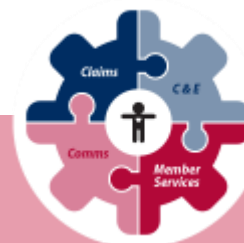
- [Annual SMM](#)
- Required notices: [100A/100B/105](#), [376](#)
- September SMM: [100A/100B/105](#), [376](#)

Educational

- Atlantic City: *MD Anderson disruption*: [102A, 202](#); [Suicide awareness card](#)
- Chicago: [Health screening card](#); [Trying to reach you letter](#)
- Food Service flyers: [HMO](#) (Haitian Creole); *PPO*: [Gold+](#), [Silver+](#) (Amharic), [Platinum](#) (Chinese); [When your Medicaid coverage ends](#)
- Other flyers: [Healthier Me](#); [Mobile app](#); [Online security, healthcare choices, and vaccinations](#)

Enrollment

- 116 Midwest Casino: *Rights*: [Dep](#), [Reg](#)
- [173 UNITE HERE California](#)
- 376 All Food Service: [Annual](#), [Benefit change](#)
- [376 Aramark at Virginia Commonwealth](#)
- [376 Bon Appetit at Macalester](#)
- 376 Compass employers

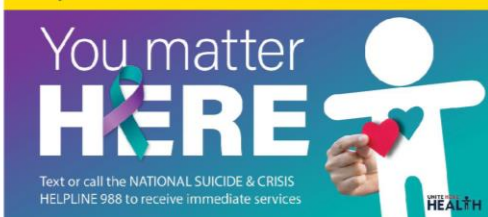


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DIGITAL HIGHLIGHTS

Monthly Newsletter

September is Suicide Prevention Awareness Month



You matter HERE

Text or call the NATIONAL SUICIDE & CRISIS HELPLINE 988 to receive immediate services

Recognition Months

- September marks Suicide Prevention Month

Featured News

- NHS team gets creative in team-building activity
- Culinary Health Fund's Back to School Fairs 2024
 - View photos
- Aurora employees unite for service and fun
 - View photos
- Aurora Claims department achieves 100% accuracy in annual audit
- Use the snipping tool to protect SSNs

Employee News

- Maida Caceres welcomes a baby boy
- September Service Anniversaries
- August New Hires

Gallery

- UHH on social media

Email us news and suggestions at communications@uhh.org. Remember to follow UHH on social media!



uhh.org/dashboards

Food Service Annual Enrollment

ANNUAL ENROLLMENT 2024:
September 1 - October 31!



Click here to enroll or make benefit changes!

UHH Staff

SUMMER TIME IS HIPAA TIME!



Get "refreshed" with annual HIPAA training!
Start your BLC training **August 1** • Complete it by **August 16** • Questions? Email HIPAA@uhh.org

Links to Digital Pieces

Enrollment

- [100 Sodexo at Ramapo College and NJ Vending](#)
- [108 Raffles Hotel](#)
- [376 Bon Appetit at Macalester](#)
- [376 Levy at Kia Forum](#)

Coming in September

- Annual mailing
- Midwest Casino, UNITE HERE CA, and Food Service annual enrollments

Text Message Campaigns

Contact Manager

- AI forms
- Member bad addresses
- Online enrollment:** Open enrollment is ending, Missing other coverage information, Incomplete enrollment, Enrollment missing proof documents, Enrollment ending, Enrollment approved, Enrollment denied

Email Stats

Sends

191

Open Rate

65%

Unsubscribes

0

Text Stats

Unsubscribes

5

Opt-In Totals

Compliance

31,607

Generic Email

64,077

Generic Texting

37,270

