

Communications Dashboard: April 2025

PRINT HIGHLIGHTS

Address Change Instructions

How to Update Your Contact Information Using the UHH Member Portal App

Stay in the know about important benefit updates by making sure we have your current address and contact information.

Login to your account

Use the UHH Member Portal app to log in. If you already have an account, enter your User Name and Password. If you don't have an account, click "New User".

Update your contact information

Once logged in, scroll down to the "Your Information" area and click "Update your address".

Questions? Visit uhh.org/contact

Boston: Harvard Pilgrim Health Care Change

How to Update Your Contact Information Online at uhh.org/member

Stay in the know about important benefit updates by making sure we have your current address and contact information.

Login to your account at uhh.org/member

Visit uhh.org/member on your web browser. If you already have an account, enter your User Name and Password and click "Login". If you don't have an account, click "New User".

Update your contact information

Once logged in, scroll down to the "Your Information" area and click "Update your address".

Questions? Visit uhh.org/contact

Links to Print Pieces

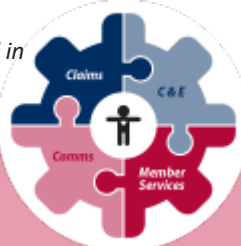
Education

- [Address change instructions](#)
- *Boston May 1 Changes:*
 - Disruption letters: [Inside coverage area](#); [Outside coverage area](#)
 - Flyer: [How to contact the Fund](#)
- Forms: [Authorization for Release of PHI](#); [Short-Term Disability](#)
- *Welcome Packet*
 - 175 [HRx pharmacy benefit guide](#)

Enrollment

- *Annual:* 175 [Monterey](#)
- *Benefit Change:* 376 [AVI Food Systems at McDaniel College](#)
- *Correction:* 376 [Aramark at Lincoln Financial and Wells Fargo](#)
- *New:*
 - 100 [Legends at One World Observatory](#)
 - 376 [Aramark at Citi Field](#)
 - Aramark at Citizens Bank Park: [Enroll](#); [Enroll or waive](#)
 - Aramark at Lincoln Financial Field: [Enroll](#); [Enroll or waive](#)
 - Aramark at Lockheed Martin
 - Aramark at Wells Fargo Center: [Enroll](#); [Enroll or waive](#)
 - Aramark at William F Bolger Center

= Corresponding email in next month's dashboard



Communications Dashboard: April 2025

OPT-IN TOTALS

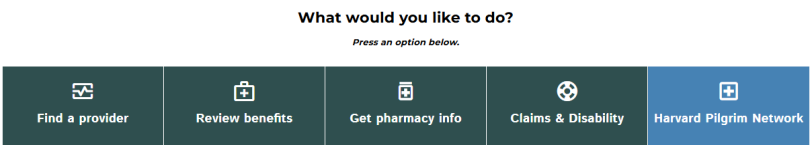
Compliance email:	36,263	↑	75
General email:	61,466	↑	408
General text:	44,154	↑	472
EOB email:	1,630	↑	285
EOB text:	344	↑	58

Social Media

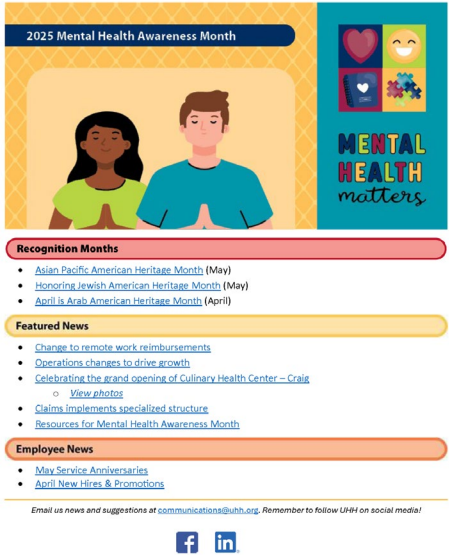


uhh.org/dashboards

Boston: NEW web layout!



Monthly Newsletter



Text Message Campaigns

- Contact Manager**
- Accident information forms
 - Member bad addresses
 - Online enrollment (7 versions)

Text Stats

Sends
3,722

Unsubscribe Rate
0.4%

Links to Digital Pieces

- Action Required**
- [Update your address](#)
- Education**
- 108 [Coming 5/1: New name, same great benefits](#)
[Resources for move from Tufts to Harvard Pilgrim](#)
 - 175 [Benefits payment due April 15](#)
[Primary care visits now \\$10](#)
- Enrollment**
- **Annual:** 376 [Angel Stadium](#)
 - **Benefit Change:** 376 [AVI Food Systems at McDaniel College](#)
 - **New:**
376 Aramark at Citizens Bank Park: [Enroll](#); [Enroll or waive](#) ^H
Aramark at Wells Fargo: [Enroll](#); [Enroll or waive](#) ^H
Sodexo at Novo Nordisk ^H

Email Stats

Sends
7,368

Open Rate
63%

Unsubscribes
6

^H = Corresponding Hustle text

