

Communications Dashboard: February 2025

PRINT HIGHLIGHTS

Monterey April 1 Changes

Monterey Culinary Health Fund • April 1 changes

What to know about eligibility & self-payments

When do the hours I work provide coverage?

Work month	Lag (waiting) period	When you get coverage
April	May, June	July
May	June, July	August
June	July, August	September

How do I make a self-payment?

You can pay by credit card or ACH (electronic check):

- On the portal: uhh.org/member
- By phone: (855) 483-4373
- Or, mail your check to:
UNITE HERE HEALTH
PO Box 809328
Chicago, IL 60680

Payments are due the 15th of the month before the coverage month.

What if I don't have enough work hours?

You can make a monthly self-payment. Here's how to find out how much you owe:

- Download the Member Portal app on your phone. Scan the QR code or search "UHH Member Portal" in your app store.
- Visit uhh.org/member (then click "member")
- Calculate your payment: (there are no mailed statements)

Current rate x hours = self-payment amount	
Current rate	\$9.73 per hour*
Hours	For May - October work months 130 hours minus the hours your employer credited you with
	For November - April work months 100 hours minus the hours your employer credited you with

*Effective until 7/31/25; rate changes annually.

Reminders:

- You can self-pay for up to 3 work months each calendar year. (For 2025, the 3-month limit only applies April - December.)
- You can only make a self-payment after a work month in which you were eligible (not after a break in coverage).
- Self-payments help you continue your eligibility (not establish it for the first time).

UNITE HERE HEALTH

Questions about your benefits?
Call Member Services: (855) 483-4373

Electronic Explanation of Benefits

UNITE HERE HEALTH

GO PAPERLESS!
Get your claims info (EOBs*)

GO PAPERLESS!
Get your claims info (EOBs*) via email or text

GO PAPERLESS! Get your claims info (EOBs*) via email or text

Scan this code or visit uhh.org/member
(See reverse for instructions)

Stop the waste

Stop the paper

Stop the clutter

Detén el desperdicio
Basta de papel
Basta de desordena

* An EOB is an Explanation of Benefits.
Un EOB es una explicación de beneficios.

Escanee este código o visite
uhh.org/member
(Consulte el reverso para obtener instrucciones)

IDEJE DE USAR PAPEL! Reciba la información de sus reclamos (EOB*) por correo electrónico o por mensaje de texto.

Links to Print Pieces

Education

- Electronic EOBs: [flyer](#); [postcard](#); [poster](#)
- Monterey April 1 changes: [flyer](#); [letter](#)
- Other: [Contact information flyer](#); [Penn Medicine form](#)

Enrollment

- Annual Enrollments:
 - 108 [Boston](#)
 - 178 [Los Angeles](#)
 - 376 Delaware North: Atlanta & Denver; Other Nationals Ballpark: [Dental & Vision](#); [Medical](#)
 - Other: [Ft Moore](#); [Hourly](#); [OTG Philadelphia](#)
- Benefit Change:
 - 376 [OVG Hospitality at Rhode Island Convention Ctr](#)
- New:
 - 100 [Aramark at Capital One](#)
 - 376 [Levy at Audi Field](#)
 - [SSP America at Newark Airport](#)
 - [Virgin Atlantic at Dulles & Sodexo at Boeing](#)

Feb. 1 updates to BAAGs

- Food Service Plan: [Silver+](#); [Gold+](#); [Platinum](#); [Platinum+](#)
- [Monterey](#)
- [UNITE HERE Actives PPO](#)

 = Corresponding email in next month's dashboard



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OPT-IN TOTALS

Compliance email:	36,035	↓	288*
General email:	61,022	↓	1,667*
General text:	43,219	↑	394
EOB email:	636	↑	517
EOB text:	122	↑	99

* Result of list clean up to reduce number of hardcopies sent when emailing legally required documents and decrease bounce rates

Social Media

Just 1 minute on your phone to stop the paper!

Sign up NOW for electronic Explanation of Benefits (EOBs) & legally required documents!*



Sign up today: www.uhh.org/member

Monthly Newsletter



"There is no limit to what we, as women, can accomplish" - Michelle Obama

Recognition Months

- Celebrating Women's History Month
- Celebrating Black History Month (February)

Featured News

- Veronica Munoz is Operations Employee of the Month
- Infusions for Individual Development Plan (IDP)
- NY Governor talks with Health Promoters
- A Tribute to Denise La Peter
- Gail Platek retires April 1 after 10+ years

Employee News

- February New Hires & Promotions
- March Service Anniversaries

Gallery

- WE@UHH Vision Board Galentine's Day Event

Text Message Campaigns

Contact Manager

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

Links to Digital Pieces

Education

- Get EOBs: [Atlantic City](#); [California/New York](#); [Chicago](#)
- Action required: [update your address](#)
- Assistance for members impacted by wildfires
- [FreeStyle phone number change](#)
- [Penn Medicine survey](#)

Enrollment

- Annual Enrollments:
100/105 [New York](#)
105/376 [Meadowlands](#)
178 [Los Angeles](#)
376 Delaware North: [Atlanta & Denver](#); [Other](#)^H
Nationals Ballpark: [Dental & Vision](#); [Medical](#)
- Benefit Change:
376 [Sodexo at Delta Sky Club Austin](#)^H
- New:
100 [Aramark at Capital One](#)^H
105 [Extended Stay](#)^H
376 [Levy at Audi Field](#)^H
[Virgin Atlantic at Dulles & Sodexo at Boeing](#)^H

Internal

- [HRx newsletter](#)
- [WE vision boards](#)

^H = Corresponding Hustle text

Email Stats

Sends

26,803

Open Rate

59%

Unsubscribes

11

Text Stats

Sends

4,282

Unsubscribe Rate

0.98%

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