

# Employer Portal Guide

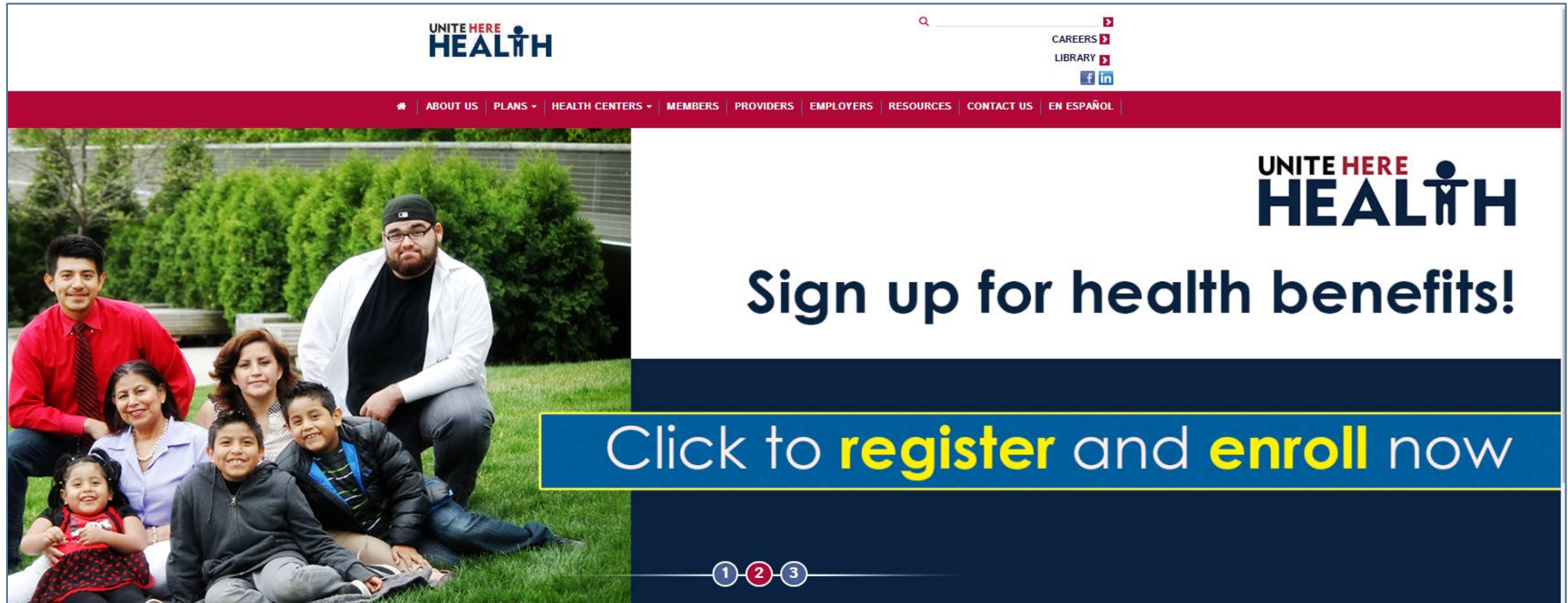
The Employer Portal Guide provides guidance on **UNITE HERE HEALTH's** web portal for employers, including reporting, payments, messaging, updating employee information, and statements.

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# Welcome to UNITE HERE HEALTH!

[www.uhh.org](http://www.uhh.org)



The screenshot shows the homepage of the UNITE HERE HEALTH website. At the top left is the logo, which consists of the words "UNITE HERE" in a small font above the word "HEALTH" in a larger, bold font, with a stylized human figure icon. To the right of the logo is a search bar and a list of links: "CAREERS", "LIBRARY", and social media icons for Facebook and LinkedIn. Below this is a dark red navigation bar with white text links: "ABOUT US", "PLANS", "HEALTH CENTERS", "MEMBERS", "PROVIDERS", "EMPLOYERS", "RESOURCES", "CONTACT US", and "EN ESPAÑOL". The main content area features a large photograph of a diverse group of people (a man, a woman, and three children) sitting on a lawn. To the right of the photo, the text "Sign up for health benefits!" is displayed in a large, dark blue font. Below this, a blue banner with a yellow border contains the text "Click to **register** and **enroll** now" in white and yellow. At the bottom of the banner, there is a small progress indicator with three circles, the second of which is highlighted in red.

UNITE HERE  
HEALTH

Search

CAREERS  
LIBRARY  
f in

ABOUT US | PLANS | HEALTH CENTERS | MEMBERS | PROVIDERS | EMPLOYERS | RESOURCES | CONTACT US | EN ESPAÑOL

UNITE HERE  
HEALTH

Sign up for health benefits!

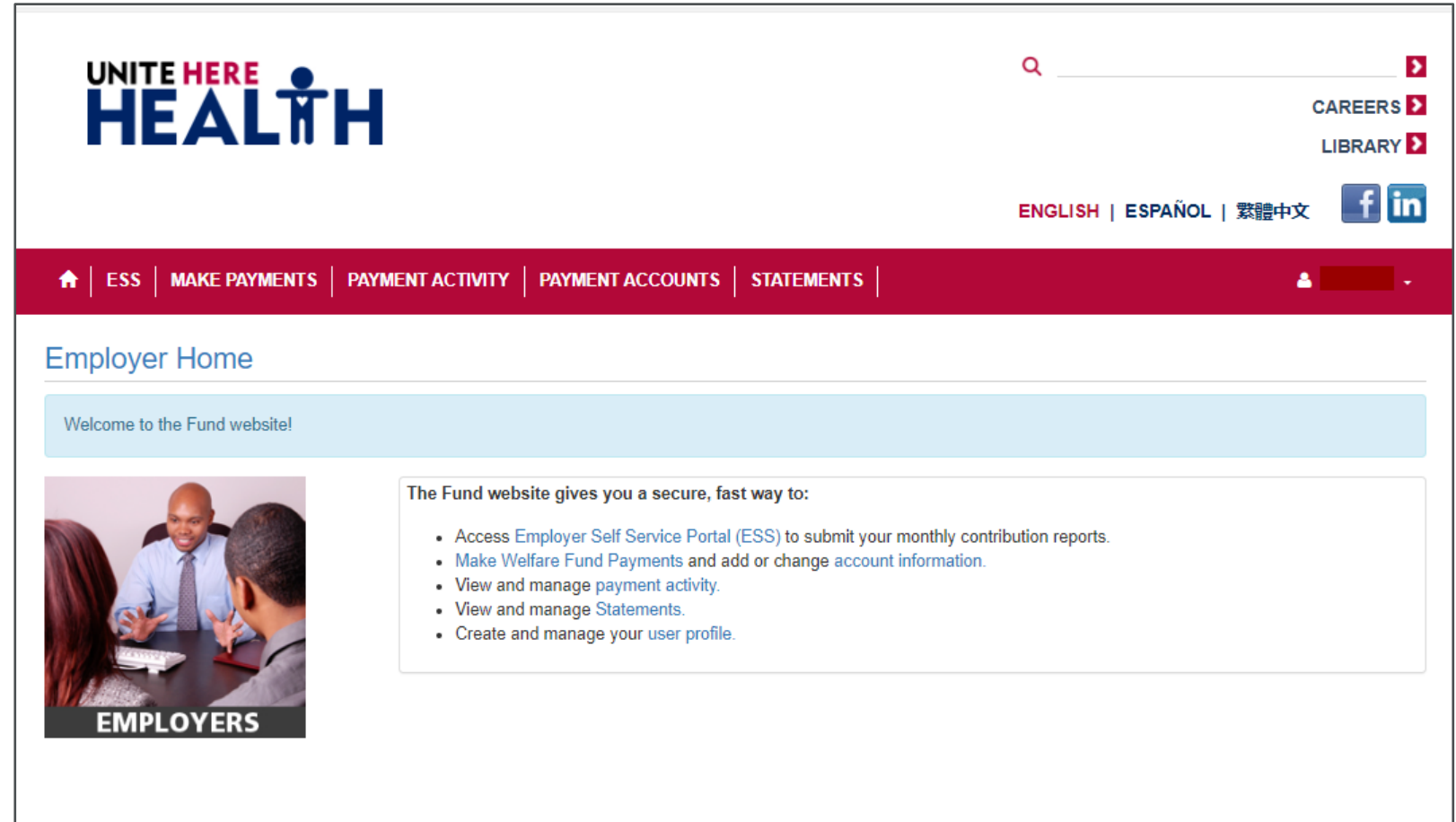
Click to **register** and **enroll** now

1 2 3

# Employer Home

The Fund website gives you a secure, fast way to:

- Access the **Employer Self-Service Portal (ESS)** to submit monthly contribution reports
- **Make Payments** and add or change account info
- View/manage **payment activity**
- View/manage **statements**
- Create/manage your **user profile**



# Employer Registration



The screenshot shows the 'Employer Registration' page. At the top is a red navigation bar with links: Home, ABOUT US, PLANS, HEALTH CENTER, MEMBERS, PROVIDERS, EMPLOYERS, and RESOURCES. Below the navigation bar is the title 'Employer Registration'. A light blue box contains the text: 'Register by verifying Email and Last Name. This secure online area is solely for the use of Employers. Please enter the required information in the boxes below.' Below this box, there is a link 'Already Registered?' followed by a red 'Login' button. Further down, there are two input fields: 'Last Name' and 'E-mail'. Both fields have a red asterisk to their right, indicating they are required. The 'E-mail' field has an envelope icon on its right side. Below the input fields is a blue 'Register' button.

EMPLOYER REGISTRATION

Register by verifying Email and Last Name. This secure online area is solely for the use of Employers. Please enter the required information in the boxes below.

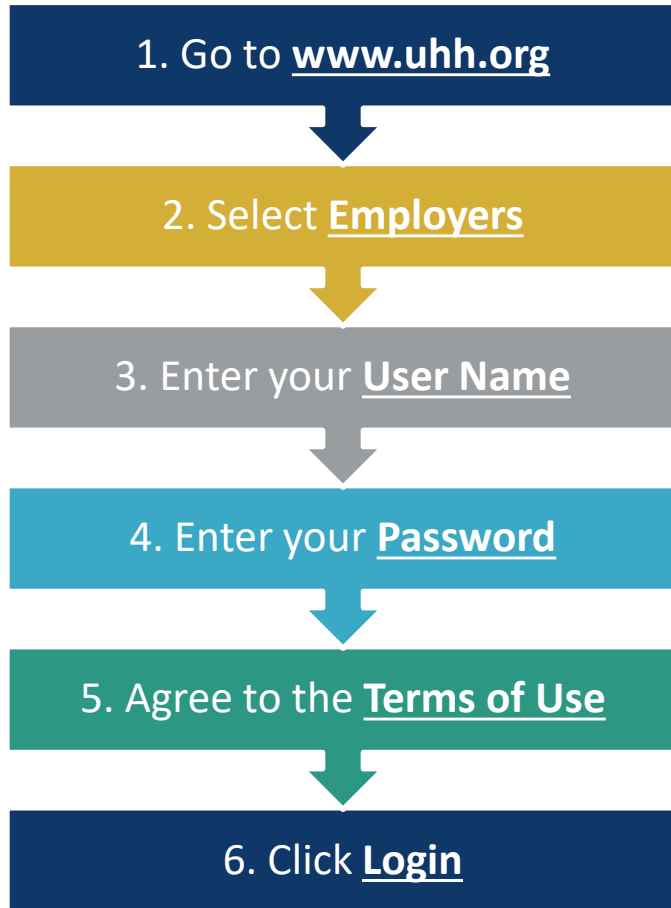
Already Registered? [Login](#)

Last Name  \*

E-mail  \*

[Register](#)

# Logging Into Your Account

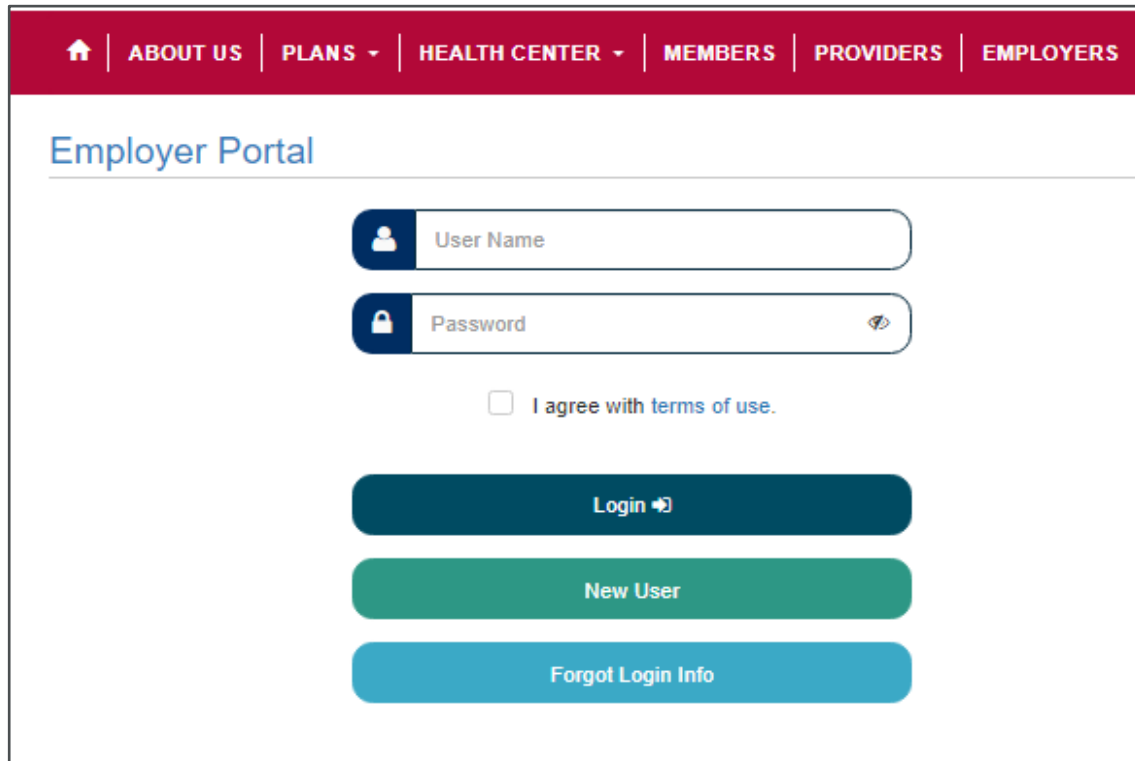


The screenshot shows the 'Employer Portal' login interface. At the top is a red navigation bar with links: Home, ABOUT US, PLANS, HEALTH CENTER, MEMBERS, PROVIDERS, EMPLOYERS, RESOURCES, and CONTACT US. Below the navigation bar, the title 'Employer Portal' is displayed. The login form includes a 'User Name' field, a 'Password' field with a toggle for visibility, and a checkbox for 'I agree with terms of use.'. Below the form are three buttons: 'Login', 'New User', and 'Forgot Login Info'. To the right of the login form are two photographs: the top one shows two men in UH uniforms, and the bottom one shows a man in a white chef's coat standing in front of stacks of food boxes.



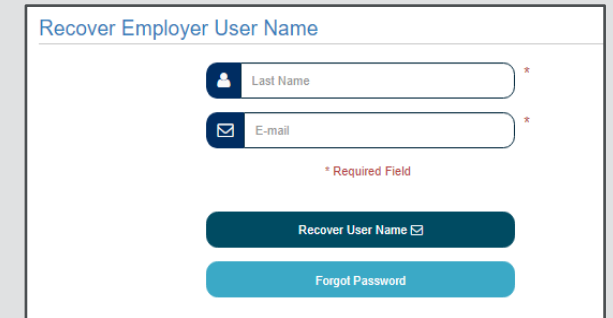
# Forgot Login Info?

Go to the ESS, and click **Forgot Login Info** at the bottom of the page



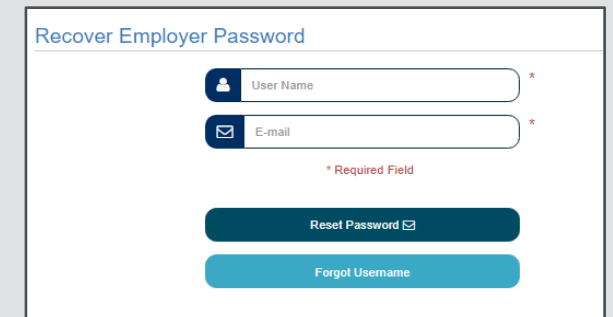
The screenshot shows the top navigation bar with links: Home, ABOUT US, PLANS, HEALTH CENTER, MEMBERS, PROVIDERS, and EMPLOYERS. Below this is the 'Employer Portal' section. It contains a 'User Name' input field, a 'Password' input field with a toggle icon, and a checkbox for 'I agree with terms of use.'. At the bottom of the section are three buttons: 'Login', 'New User', and 'Forgot Login Info'.

If you forgot your User name:  
Enter your Last Name and email and click **Recover User Name**



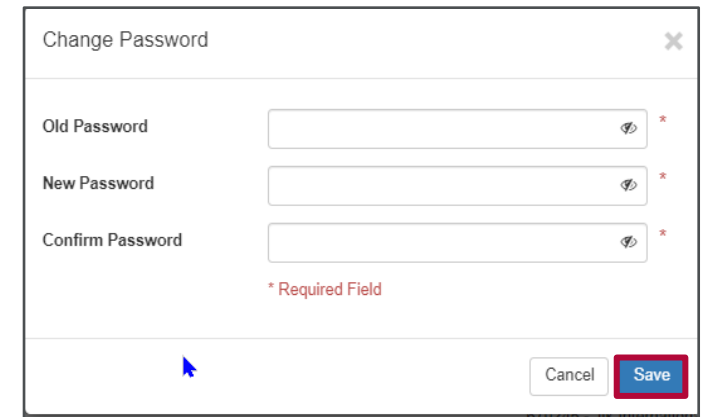
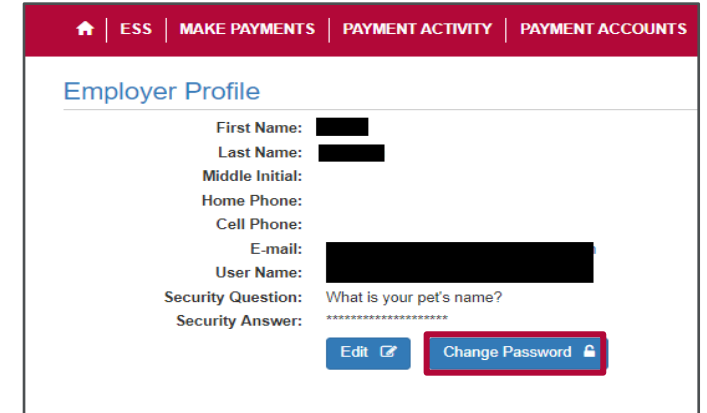
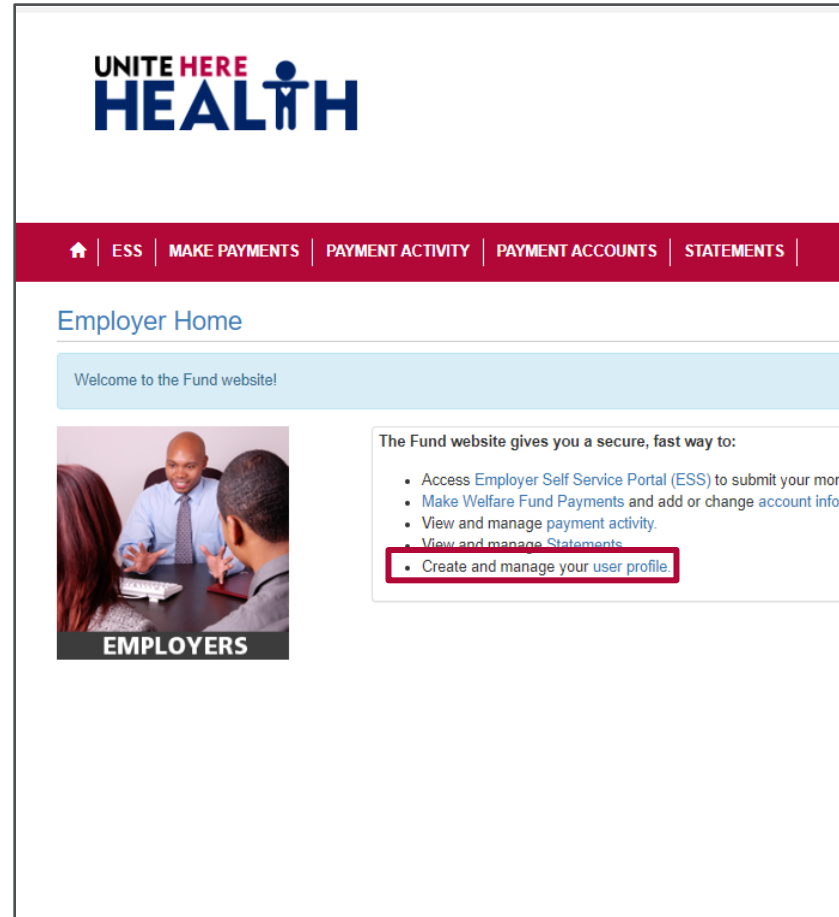
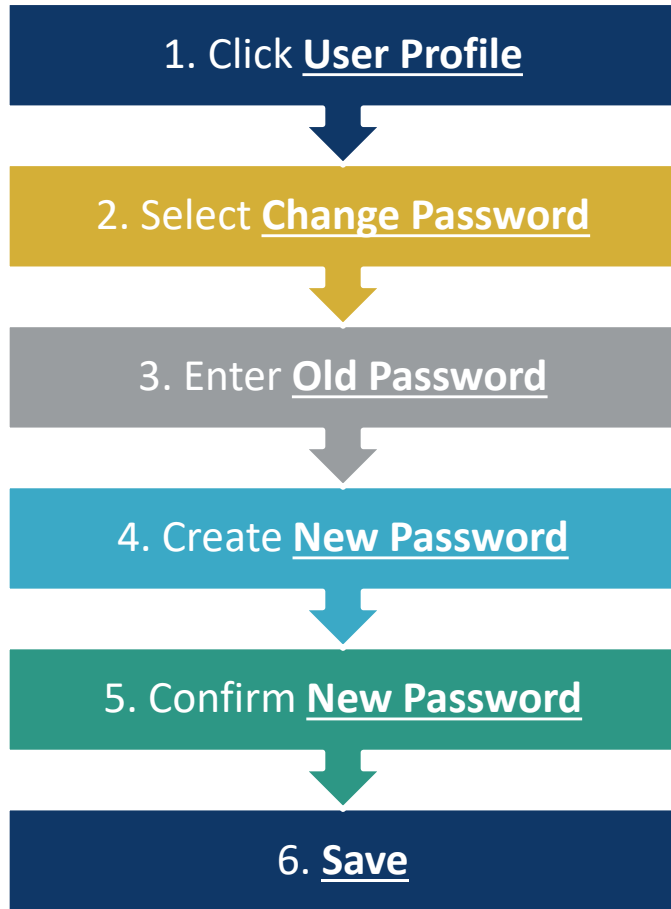
The form is titled 'Recover Employer User Name'. It has two input fields: 'Last Name' and 'E-mail', both marked with an asterisk. Below the fields is a red note '\* Required Field'. At the bottom are two buttons: 'Recover User Name' and 'Forgot Password'.

If you forgot your Password:  
Enter User name and email and click **Reset Password**



The form is titled 'Recover Employer Password'. It has two input fields: 'User Name' and 'E-mail', both marked with an asterisk. Below the fields is a red note '\* Required Field'. At the bottom are two buttons: 'Reset Password' and 'Forgot Username'.

# Changing Your Password





# Reporting Requirements

**Monthly Work Reports and contributions are due on the 15th of the month.**

You must submit payments and reports in the requested format. If you don't, the report will be late and subject to these penalties.

**Interest and Liquidated Damages:** If we don't receive your payment by the 15<sup>th</sup> of the month, interest and liquidated damages start accruing. They'll accrue at a rate of **Prime + 2%** per annum. This starts on the due date and will continue for each succeeding day of delinquency, until your payment is received.

**Late Fee:** If you submit your Work Report late more than three (3) times in a calendar year, you'll be charged a one-time late fee. The late fee is **5%** of your (employer) contributions in the previous 12 months.

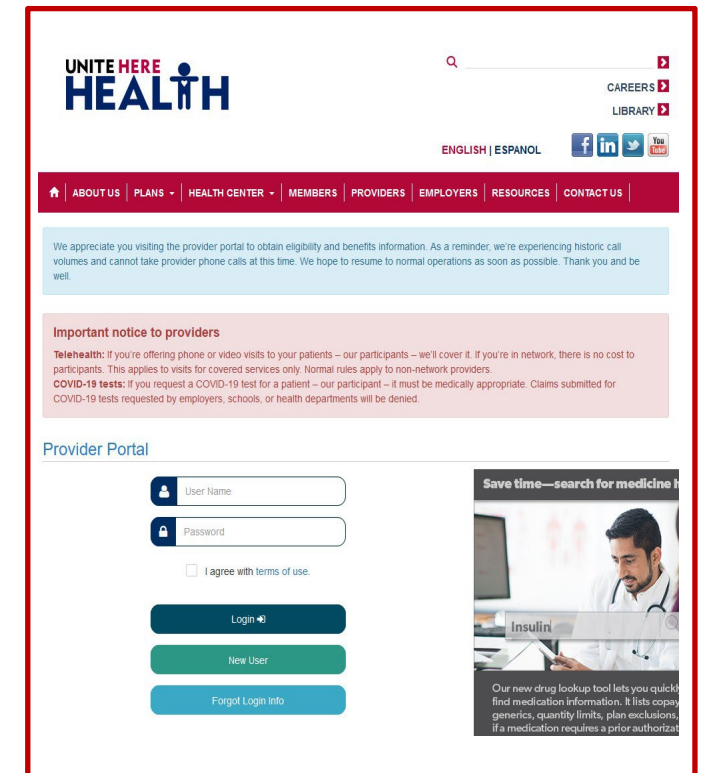
**Non-Reported Participants:** You must submit a Work Report every month. All employees under a covered job classification must be included in this report. If we find non-reported participants during a payroll audit, you may have interest and audit costs in addition to your monthly contribution.

# Employer Self-Service Portal (ESS)

Our online ***Employer Self-Service Portal (ESS)*** provides the tools you need to fully manage your account. From the ESS portal, you can securely submit your monthly Work Reports, make payments, manage new hires and terminations, access previous monthly reporting, and calculate your contribution payment amount.

Best of all, it automatically notifies your Account Representative whenever you submit anything.

***For the best experience, use Chrome or Firefox.***



The screenshot displays the UNITE HERE HEALTH website interface. At the top, the logo is on the left, and navigation links for CAREERS, LIBRARY, and language options (ENGLISH | ESPANOL) are on the right. A horizontal menu bar contains links: ABOUT US, PLANS, HEALTH CENTER, MEMBERS, PROVIDERS, EMPLOYERS, RESOURCES, and CONTACT US. Below this, a light blue banner contains a message about provider portal eligibility and benefits. A pink box highlights an 'Important notice to providers' regarding telehealth and COVID-19 tests. The main section is titled 'Provider Portal' and features a login form with fields for 'User Name' and 'Password', a checkbox for 'I agree with terms of use', and buttons for 'Login', 'New User', and 'Forgot Login Info'. To the right of the login form is a promotional banner for a drug lookup tool, featuring a doctor and the word 'Insulin'.

# Terms of Service

To proceed, you must read the terms of the **Acceptable Use Agreement**.

Once you've read the terms, click **Accept**.

Terms of Service

ACCEPTABLE USE AGREEMENT ("AGREEMENT")

THE LICENSE GRANTED HEREIN IS EXPRESSLY CONDITIONED UPON YOUR ACCEPTANCE OF ALL TERMS AND CONDITIONS CONTAINED IN THIS AGREEMENT. BY CLICKING ON "ACCEPT", YOU HEREBY ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO ALL TERMS AND CONDITIONS SET FORTH IN THIS AGREEMENT.

IF YOU DO NOT AGREE WITH ALL TERMS AND CONDITIONS SET FORTH HEREIN, CLICK "DECLINE" AND EXIT FROM THIS COMPUTER SCREEN.

IF YOU ARE ACTING ON BEHALF OF AN ORGANIZATION, YOU REPRESENT THAT YOU ARE AUTHORIZED TO ACT ON BEHALF OF SUCH ORGANIZATION AND THAT YOUR ACCEPTANCE OF THE TERMS OF THIS AGREEMENT CREATES A LEGALLY ENFORCEABLE CONTRACT OBLIGATION BETWEEN SUCH ORGANIZATION AND UNITE HERE HEALTH (THE "FUND"). AS USED HEREIN, "YOU" AND "YOUR" REFER TO YOU AND ANY ORGANIZATION ON BEHALF OF WHICH YOU ARE ACTING.

**Scope**  
This Agreement applies to your organization (Employer), employees, and agents, acting on behalf of your organization, whom are granted access to the Fund's web based employer portal.

**Application Description**  
The Fund's web-based employer portal is a reporting and communication tool available for use by eligible Contributing Employers ("Employer" or "Employers") of the Fund in order to fulfill the business requirements set forth in a Collective Bargaining Agreement or other jointly-negotiated agreement. The purpose of this portal is to provide Employers with a method of submitting enrollment and contribution information to the Fund electronically, including but not limited to work reports, work report adjustments, employee demographics, and payments.

**Access**  
Access to the employer portal is granted by the Fund to qualifying Employers, their employees and/or agents (as designated by the Employer). Those granted access are required to conduct all employer portal use activities in a confidential and responsible manner by respecting all copyright and computer license agreements. Those individuals granted access to the employer portal are only entitled to use such for the stated purposes described herein and are required to do so in an ethical and legal manner. The Fund reserves the right to remove access for any individual user at any time for any reason.

**Acceptable Use**  
Subject to the terms and conditions contained in this Agreement, the [signatory] Employer, its employees, and/or its agents are authorized to use the employer portal provided the Employer agrees to:

- Assume legal responsibility for all activities logged under each employee's or agent's user ID, including obligations under HIPAA privacy and security regulations, other federal and state laws related to data privacy and the transmission of personal data, and other applicable federal and state laws.

Decline

Accept

# ESS: Home—Employer Dashboard

- Contains **Resource Links**
- Displays **Secure Messages**
- Frequently Asked Questions, Employer Statistics, and News (*currently not in use*)

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HEALTH

Employer Name and Number

HomeEmployer InfoBilling EntityAccountsRosterDocumentsMessaging

Resource Links

COVID 19 - Update

Important Health Care Reform Notice

IT Tips-Chrome

IT Tips-Internet Explorer

Make a Payment

Payment Activity

Payment Accounts

UHH Library

UHH Home

How to Download or Print Work Reports

Secure Message

SearchNew

Show: R

Subject	Details	Date		
You have no received messages				

# ESS: Employer Info

The *Employer Info* page displays basic information about you—the employer—including:

- Employer name and ID number
- Address and phone number
- Contacts

*Please contact your UHH Account Representative to update this information.*

UNITE HERE

HEALTH

Employer name and number

Home

Employer Info

Billing Entity

Accounts

Roster

Documents

Messaging

Employer Information

Change

Demographics

Employer#:

Employer Number

Federal ID #:

DBA:

Doing Business as name

Employer Name:

Employer Name

Business Type:

Status:

Account Status

Address

Corporate:

Corporate Address

Job Site:

Job Site Address

Billing:

Billing Address

Contact Information

Employer Contacts

Add a new Contact

# ESS: Billing Entity

The **Billing Entity** page lists all your billing entities.

- Click on the **Details** link to access basic information for the billing location.
- Afterward, click **Back** to return to the list of billing entities.

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HEALTH

Employer Name and number

Home

Employer Info

Billing Entity

Accounts

Roster

Documents

Messaging

Billing Entity

Tools	Name	Code
Details	Employer Name	114000000

# ESS: Accounts

On the **Accounts** page, you can:

- Upload a File
- View File History
- Create a Work Report
- Access a Work Report
- Edit a Work Report
- Submit a Work Report
- Adjust a Work Report

UNITE HERE HEALTH

Employer Name end...

Home Employer Info Billing Entity **Accounts** Roster Documents Messaging

**Account**

ER DBA Name:  Upload File File History

Trans Type:

Status:

Report Status:

Tools	Activity Date	Trans #	Trans Type	Trans Identifier	Trans Status	Report Status	Due Date	Balance	Debit	Credit
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Page 1 of 1 Records 25

**Make Payment**

Make Payments | Payment Activity | User Profile

**Welfare Fund Policy**

A one-time, non-waivable, late fee will be assessed on any employer who fails to timely submit the monthly report more than three times in a calendar year (January - December). The late fee is equal to 5% of the contributions remitted by the employer in the prior 12-month period. A newly participating employer is exempt from the late fee assessment until the first year following 12 months of participation.

The monthly report and contributions are due on the 15<sup>th</sup> of the month. If the monthly report and contributions are not submitted by the due date, interest will be charged at the rate of prime plus two percent (2%) per annum, which shall accrue, as of the due date, for each succeeding day of the delinquency until paid.



# ESS: Accounts—Transaction History

The **Accounts** page displays recent transactions by default, and **View Transaction History** lets you filter, sort, or view transactions.

UNITE HERE  
HEALTH

Employer Name and number

HomeEmployer InfoBilling EntityAccountsRosterDocumentsMessaging

Account

ER DBA Name:Employer Name

Trans Type:All

Status:All

Report Status:All

Upload FileFile History

Tools	Activity Date	Trans #	Trans Type	Trans Identifier	Trans Status	Report Status	Due Date	Balance	Debit	Credit
Actions	07/12/2024	3110507	WH Report	2024-06	Open	Initial	07/15/2024	\$89,055.33	\$89,055.33	\$0.00
Details	06/14/2024	3107726	Payment	Dep. Date 06/14/24 - Check#	Closed		06/14/2024	\$0.00	\$90,798.12	(\$90,798.12)
Details	06/14/2024	3107725	Payment	Dep. Date 06/14/24 - Check#	Closed		06/14/2024	\$0.00	\$1,500.00	(\$1,500.00)
Actions	05/20/2024	3101448	WH Report	2024-05	Closed	Released	06/15/2024	\$0.00	\$92,298.12	(\$92,298.12)

- Filter transactions by:
- Plan Name
  - Transaction Type:  
Work Reports,  
Payments, Adjustments
  - Status: Open, Closed,  
Disputed, Hold, All
  - Report Status: (for Work  
History Reports and  
Adjustments): All  
Pending, Released, Initial

Click the drop-down to the right of the desired filter. Select the filter option. The grid will automatically filter to the options you choose.

# ESS: Accounts—Work History Reports

## Work History Reports

The transaction type for all work reports is WH Report.

The trans identifier for all work reports will be the Year – Month and Employer Name

## Report Status

- **Initial:** not yet submitted
- **Pending:** submitted and pending UHH approval
- **Released:** approved by UHH and released

HomeEmployer InfoBilling EntityAccountsRosterDocumentsMessaging

Account

ER DBA Name:Employer Name

Trans Type:All

Status:Open

Report Status:All

Upload File

Tools	Activity Date	Trans #	Trans Type	Trans Identifier	Trans Status	Report Status
<a href="#">Details</a>	11/22/2024	Transaction Numbers	Payment	Trans - Employer Payment - Bank - Ach	Open	
<a href="#">Details</a>	11/22/2024		Payment	Trans # Employee Payment - Bank - Ach	Open	
<a href="#">Actions</a>	11/20/2024		WH Report	2024-11 Employer Name	Open	Initial
<a href="#">Actions</a>	10/24/2024		WH Report	2024-10 Employer Name	Open	Released

# ESS: Accounts—Transaction Types

- **Payments:** Payment transaction on the account
- **WH Report:** Work History Report transactions
- **Interest:** Interest transactions for late payments
- **Liquidated Damages:** Liquidated Damages transaction for late payments
- **WH Adj:** work history adjustment

[Home](#) [Employer Info](#) [Billing Entity](#) [Accounts](#) [Roster](#) [Documents](#) [Messaging](#)

**Account**

ER DBA Name:

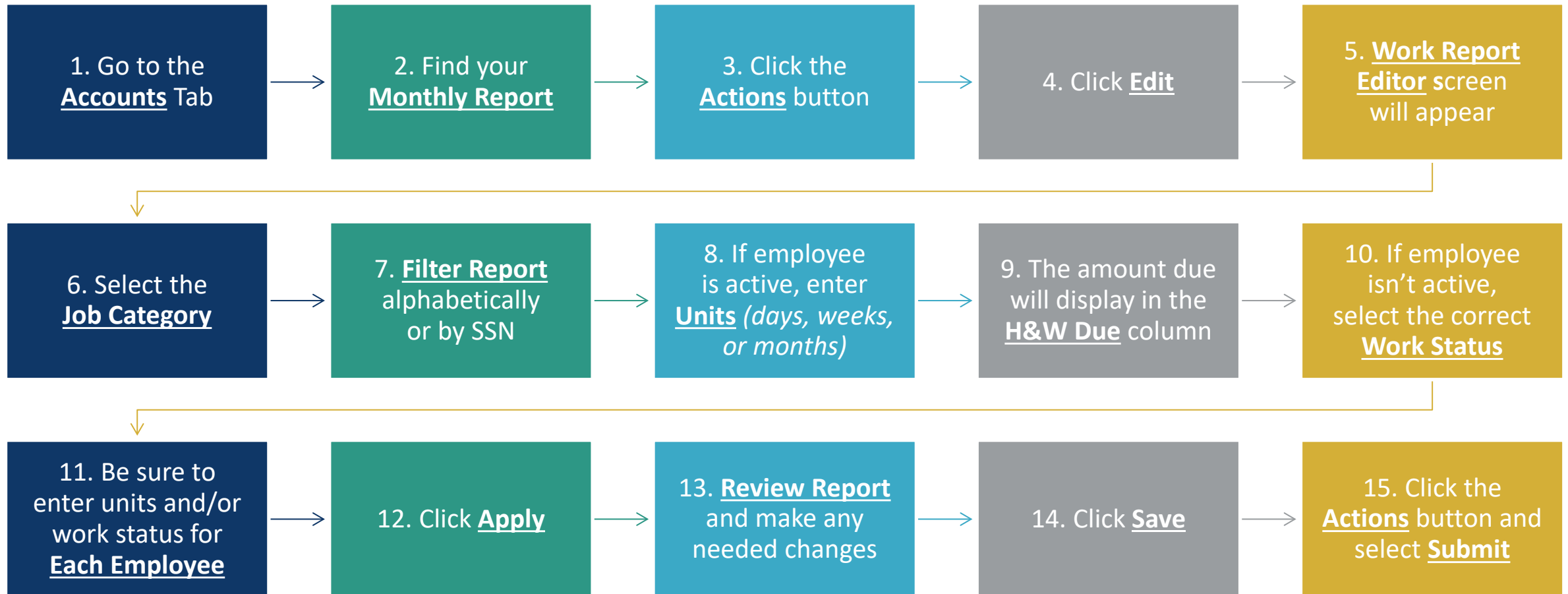
Trans Type:

Status:

Report Status:

Tools	Activity Date	Trans #	Trans Type	Trans Identifier
<a href="#">Details</a>	11/22/2024	Transaction Numbers	Payment	<input type="text" value="Trans..."/> - Employer Payment - Bank - Ach
<a href="#">Details</a>	11/22/2024		Payment	<input type="text" value="Trans #"/> Employee Payment - Bank - Ach
<a href="#">Actions</a>	11/20/2024		WH Report	2024-11 <input type="text" value="Employer Name"/>
<a href="#">Actions</a>	10/24/2024		WH Report	2024-10 <input type="text" value="Employer Name"/>

# ESS: Accounts—Work Report Process Overview



# ESS: Accounts—Work Report Process (Steps 1-5)

1. Go to the **Accounts** tab to submit your monthly work report

The screenshot shows the top navigation bar of the ESS system. The 'Accounts' tab is highlighted in blue. Above the navigation bar, there is a search field labeled 'Employer Number / Name' with a red border. The navigation bar includes links for Home, Employer Info, Billing Entity, Accounts, Roster, Documents, and Messaging. Below the navigation bar, the word 'Account' is displayed in blue.

2. Find the **Monthly Report** to process by looking for a Trans Type of WH Report and Trans Identifier; the Trans Identifier reports the month and year of the work report

The screenshot shows the search results for the 'Accounts' tab. The 'Trans Type' is set to 'All' and the 'Status' is set to 'Open'. The 'Report Status' is set to 'All'. The search results table has columns for Tools, Activity Date, Trans #, Trans Type, Trans Identifier, Trans Status, Report Status, Due Date, Balance, Debit, and Credit. The 'Trans Type' and 'Trans Identifier' columns are highlighted with a red border.

Example:

Actions	11/20/2024	3148593	WH Report	2024-11	Employer Name	Open	Initial
---------	------------	---------	-----------	---------	---------------	------	---------

3. Click the **Actions** button (located in the **Tools** column)

The screenshot shows the search results table with the 'Tools' column highlighted. The 'Actions' button is highlighted with a red border.

4. Click **Edit**

The screenshot shows the search results table with the 'Tools' column highlighted. The 'Edit' button is highlighted with a red border.

5. The **Work Report Editor** screen will display

The screenshot shows the 'Work Report Editor' screen. It includes fields for Employer (ER Name and Number), DBA (DBA Name), Report Type (Regular), Report Status (Pending), Report Period (Report Month), Identifier (Transaction Identifier), # of Participants, and # of Rows. There are also dropdown menus for Agreement, Job Category (Eligible Employee), and Exception Filter (Please Select). The 'Detail' tab is selected.

# ESS: Accounts—Work Report Process (Steps 6-10)

6. Click the Drop-down in the **Job Category** field to select the appropriate Job Category

The screenshot shows the 'Detail' tab of the ESS Accounts—Work Report form. The 'Job Category' dropdown menu is open, showing 'Eligible Employee' as the selected option. The 'Exception Filter' is set to 'Please Select'.

7. To **filter the report** alphabetically, click on Name; To filter by SSN, click on SSN (*report will sort by ascending or descending order*)

8. If the employee is active, worked, and has met all other requirements, enter the **Units** (*days, weeks, or months*) in the appropriate column

Tools	Actions	Name	SSN	Job Category	Start Date	Stop Date	Work Status	Months	DedAmount	H&W Due
<input type="checkbox"/>		██████████	██████████	Eligible Emplo...	12/01/2024	12/31/2024	Active	1	\$0.00	██████████
<input type="checkbox"/>		██████████	██████████	Eligible Emplo...	12/01/2024	12/31/2024	Active	1	\$0.00	██████████
<input type="checkbox"/>		██████████	██████████	Eligible Emplo...	12/01/2024	12/31/2024	Active	1	\$0.00	██████████

9. The H&W amount due will populate in the **H&W Due** amount column

Tools	Actions	Name	SSN	Job Category	Start Date	Stop Date	Work Status	Months	DedAmount	H&W Due
<input type="checkbox"/>		██████████	██████████	Eligible Emplo...	12/01/2024	12/31/2024	Active	1	\$0.00	██████████
<input type="checkbox"/>		██████████	██████████	Eligible Emplo...	12/01/2024	12/31/2024	Active	1	\$0.00	██████████
<input type="checkbox"/>		██████████	██████████	Eligible Emplo...	12/01/2024	12/31/2024	Active	1	\$0.00	██████████

10. If the employee doesn't meet the requirements, double click their **Work Status**, click the drop down, and select the appropriate work status (*see Status Codes*)

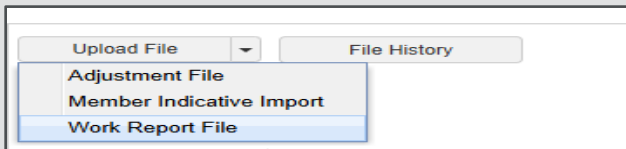
		Eligible Emplo...	11/01/2024	11/30/2024	Active	1
		Eligible Emplo...	11/01/2024	11/30/2024	Active	
		Eligible Emplo...	11/01/2024	11/30/2024	ACFMLA	
		Eligible Emplo...	11/01/2024	11/30/2024	Audit	
		Eligible Emplo...	11/01/2024	11/30/2024	Active Low Hours	
		Eligible Emplo...	11/01/2024	11/30/2024	Active New Hire	
		Eligible Emplo...	11/01/2024	11/30/2024	Audit Welfare Cont Only	
		Eligible Emplo...	11/01/2024	11/30/2024	Below Hours Requirement	
		Eligible Emplo...	11/01/2024	11/30/2024	Below Hrs Req Pension	
		Eligible Emplo...	11/01/2024	11/30/2024	Below Hrs Req. Welfare	
		Eligible Emplo...	11/01/2024	11/30/2024	Boston Termination	

# ESS: Accounts—Work Report Process (Steps 11-15)

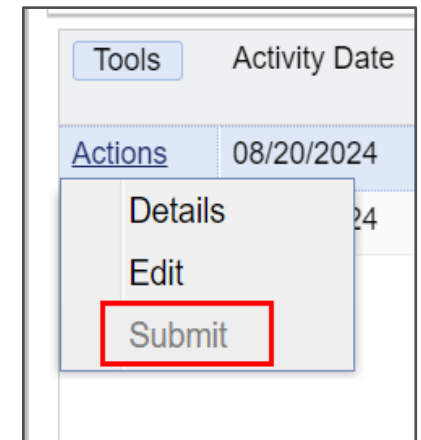
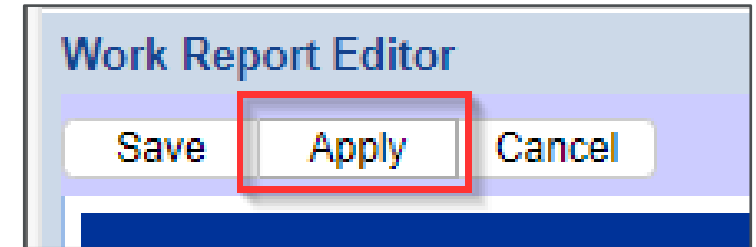
## CAUTION!

**DO NOT** use this function to upload a file

Please refer to **Secure Messaging** for instructions on attaching documents

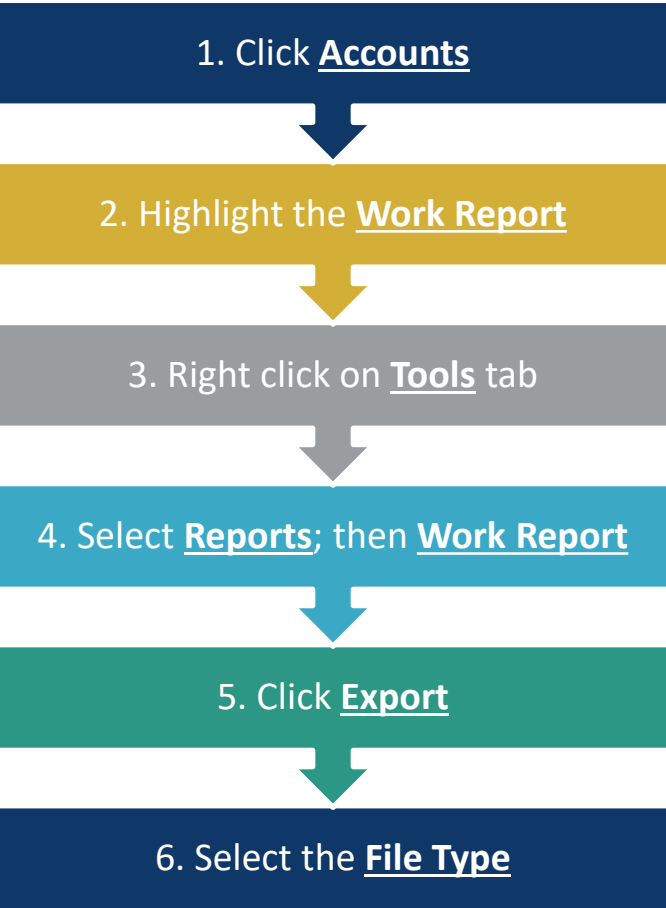


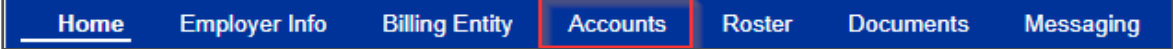
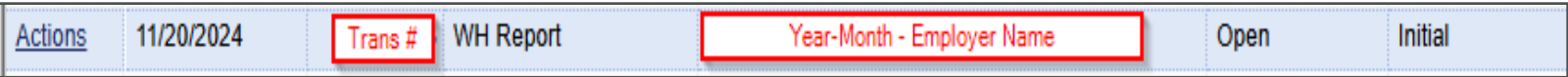
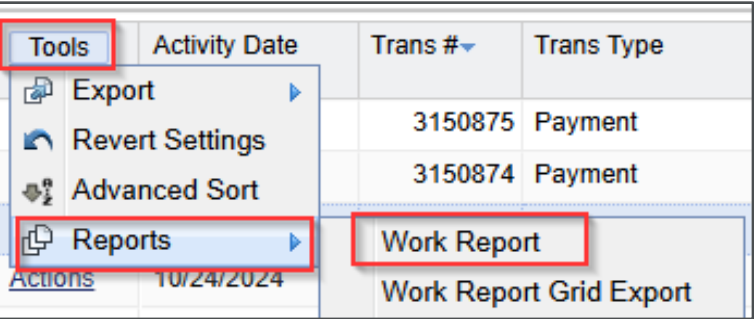
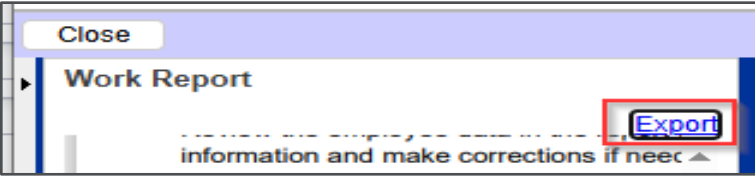

11. Make sure you have entered units and status for **Each Employee**
12. Click **Apply** (*This will allow you to stay in edit mode if you need to make any changes*)
13. **Review the Report** to ensure each employee is accounted for and the H&W amount due calculates
14. Once you have confirmed the report is accurate, click **Save**
15. Click the **Actions** button located to the left of the Trans Type “WH Report” and select **Submit**





# ESS: Accounts—Work Report Process—Printing or Downloading



1. Click on Accounts  

2. Highlight the Work Report you want to download or print by clicking on the row; it will turn blue once clicked  

3. Right click on the Tools tab  

5. Click on Export  

6. Select the File Type  


# ESS: Roster

The *Roster* page lets you view and manage your roster of employees.

You can:

- View Employee Info
- Update an Address

*Contact your Account Representative to add a new hire.*

UNITE HERE  
HEALTH

460313-HPT TRS WYN, INC

HomeEmployer InfoBilling EntityAccountsRosterDocumentsMessaging

Roster

ER DBA Name: 

Employer Name

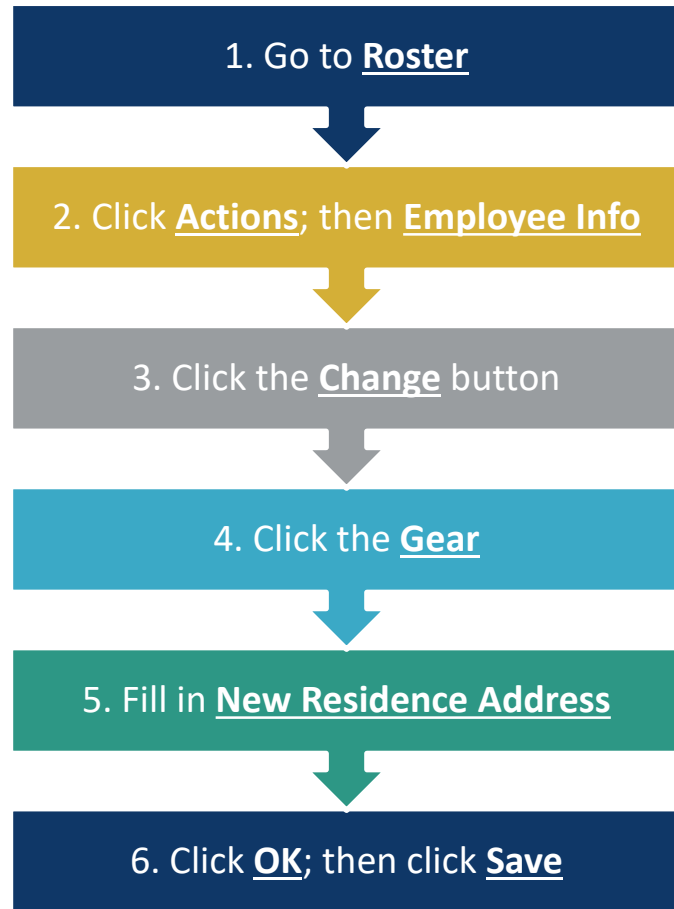
Search:

Active Contract: ☒

Manual New Hire

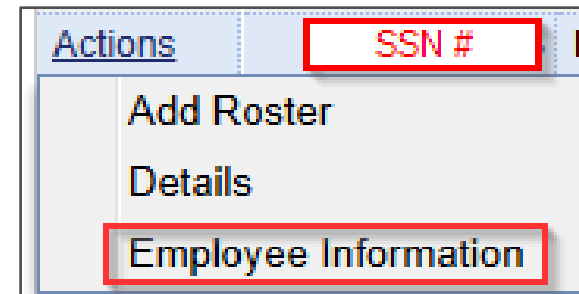
Tools	SSN	Name	Hire Date	Term Date	Agreement	Status	Job Category	Address
Actions	Social Security Number	Employee Names	Dates of Hire		Employer Name	Employees Work Status	Eligible Emplo...	Employees Address
Actions								
Actions								
Actions								
Actions								
Actions								

# ESS: Updating an Address (*Overview and Steps 1-2*)



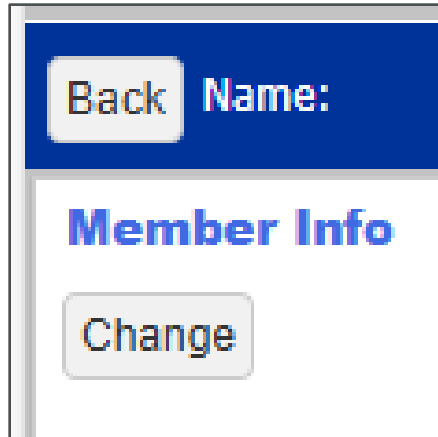
Member addresses can ONLY be updated for existing members if no address currently exists in our system; for any other address updates, please contact your Account Representative

1. Go to Roster; you can filter the report alphabetically (*click on name*) or by social security number (*click on SSN*); then sort by ascending or descending order
2. Click the Actions icon for the appropriate employee and select Employee Information; Member Info screen will display



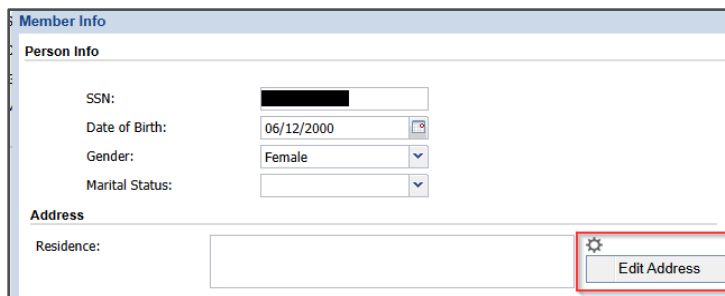
# ESS: Updating an Address (Steps 3-6)

3. Click the **Change** button



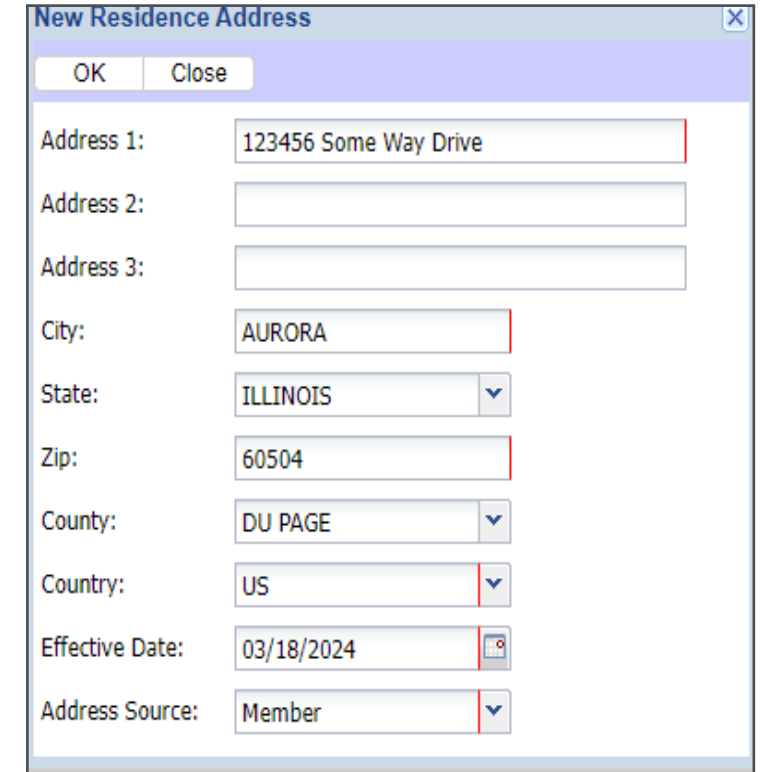
A screenshot of a web interface titled 'Member Info'. At the top, there is a blue header bar with a 'Back' button and the text 'Name:'. Below the header, the text 'Member Info' is displayed in a large, bold, blue font. At the bottom of the page, there is a grey button labeled 'Change'.

4. Click the **Gear** in the Residence Address field



A screenshot of a web interface titled 'Member Info'. It shows a 'Person Info' section with fields for SSN, Date of Birth (06/12/2000), Gender (Female), and Marital Status. Below this is an 'Address' section with a 'Residence' field. A red box highlights a gear icon and an 'Edit Address' button next to the Residence field.

5. Complete the **New Residence Address** box (*don't use any special characters like period, dash, comma, pound, etc.*)
- **Address 1:** street address
  - **Address 2:** apt or bldg number
  - **Address 3:** leave blank
  - **City, State,** and **Zip**
  - **County** will automatically populate when zip code is added
  - **Effective Date:** today's date
  - **Address Source:** Employer



A screenshot of a 'New Residence Address' dialog box. It has 'OK' and 'Close' buttons at the top. The form contains the following fields: Address 1 (123456 Some Way Drive), Address 2 (empty), Address 3 (empty), City (AURORA), State (ILLINOIS), Zip (60504), County (DU PAGE), Country (US), Effective Date (03/18/2024), and Address Source (Member).

6. Once the address is entered, click **OK**, and then click **Save**; verify the information is correct and click confirm

# ESS: Documents

On the *Documents* page, you can access your documents from UHH. These documents are created in V3 by UHH staff through our Customer Relation Module. Any document created in V3 can be viewed in the ESS.

- Click on the document *Name* to open it
- Click *Close* to close the document

<div>UNITE HERE HEALTH</div> <div>Employer Name and...</div>						
<div>HomeEmployer InfoBilling EntityAccountsRosterDocumentsMessaging</div>						
Documents						
Name	Date	Type	Description	Labels	Status	Return Receipt
Discrepancy A...	05/18/2022	Doc-Out	Updated Amo...		Printed	<input type="checkbox"/>

# ESS: Messaging

1. On the Messaging page, click New

2. In the Topic field, select account or reporting

3. In the Subject field, describe what you're sending

4. To attach a file, click the paper clip and select external; then find your file and click open

5. Type needed information in the Message area

6. Click Send

The Messaging page allows you to send a secure message to UHH about your account, reporting, adjustments, or enrollments

The screenshot displays the UNITE HERE HEALTH portal interface. At the top, the logo is on the left, and a red box highlights the 'Employer Name and number' field. Below the logo is a navigation bar with links: Home, Employer Info, Billing Entity, Accounts, Roster, Documents, and Messaging (which is highlighted). The main content area is titled 'Secure Message' and includes a search bar and a 'New' button. A table with columns 'Subject', 'Details', and 'Date' is shown, with a message 'You have no received messages'. A 'New Message' modal window is open, featuring fields for 'Topic' (a dropdown menu), 'Subject' (a text input), and 'Attachment' (a paper clip icon). The 'Message' field is a large text area with a rich text editor toolbar above it. At the bottom of the modal are 'Send' and 'Cancel' buttons.

# Status Codes



***A status code is a field you use on your Work Report to communicate an employee's status.*** Since an employee's status can change from month to month, **it's critical that the employee's status code is accurate on the Work Report.**

A status code confirms the employee's status, for the month you are reporting. If you have an employee on FMLA, there's a status code for that. If you have an employee who hasn't met the required work hours for the month, there's a status code for that, too. There are more than 20 common status codes that an employee might be under.

The correct status code is also important because it works in conjunction with other functions to ensure accuracy within the enrollment system.

The following two pages list the most common status codes used, their abbreviations, and when the status codes should be used.

***As always, if you need assistance with status codes, reach out to your dedicated Account Representative for support.***



# Status Codes 1-8

	Status Code	Description	Definition & When to use
1	A	Active	If the Employees hours are from continually working and meeting the requirements set forth by the CBA AND the Employee is not on FMLA, Workman's Compensation, or any type of leave.
2	BHR	Below Hours Requirement	The employee is continually working but working below the required hours set forth by the CBA. Employee is not on FMLA, Workman's Compensation, or any type of leave.
3	CJC	Change Job Category	Member is being moved to another job category. The employee will need to be added to the new job category and given the correct Active status code and given the CJC status code in the old job category.
4	D	Death	The employee has passed away in the month of the report you are completing.
5	FMLA	Paid Family Medical Leave Act	The Employee is on Medical Leave and has not exhausted the time allowed for paid medical leave.  <b>Note:</b> If the employee has exhausted the time allowed for paid medical leave but is still out on medical leave follow up with your representative for coding instructions.
6	NC	Change to Non-Covered	An employee has transferred into a non-covered job classification and is no longer required to be included on the Work Report. Only report those employees who are in a covered job classification as set forth by the CBA.
7	NE	No Election	The employee has not yet enrolled in the coverage. Please reach out to your Account Representative if you have any questions.
8	NW	No Work	The employee is not working and is not on any type of leave but is still employed with your organization.

# Status Codes 9-17

	Status Code	Description	Definition & When to use
9	PLO	Paid Layoff	Employee is on paid layoff.
10	SLO	Seasonal Layoff	Employee is on seasonal layoff.
11	TP	Terminated Paid	Employee was terminated but <u>DID</u> work in the reported month.
12	TU	Terminated Unpaid	Employee was terminated and <u>DID NOT</u> work in the reported month.
13	UFML	Unpaid FMLA	Employee has exhausted the allotted Family Medical Leave Act benefit but has not yet returned back to work.
14	ULO	Unpaid Layoff	Employee is on unpaid layoff.
15	WC	Workmen's Compensation	Employee is on Workman's Compensation.
16	WP	Waiting Period	Employee is in the waiting period to become eligible for contributions.
17	WV	Waiver Health and Welfare	The employee is waiving the coverage being offered. Please reach out to your Account Representative if you have any questions. Not all CBA's allow for waivers.

# Adjustments

An adjustment is a correction that needs to be made to your monthly Work Report **AFTER** it's been submitted to the Fund.

You might need an adjustment if:

- You submitted a Work Report with the wrong status code
- You forgot to report an employee or reported an employee by mistake
- An eligible employee was terminated during the month the Work Report was submitted (*didn't work enough hours to meet the requirements*)
- A Promise to Pay may be required to complete your adjustment.  
If so, payment is due within 30 days from the date it's completed

**Please Note:** *If you erroneously report and remit contributions for an employee, the Fund will only issue a credit for the mistaken contribution if the request does not retroactively impact the employee's coverage*

## **Information required**

*Email the employee information below to your Account Representative:*

- *First and last name*
- *Social Security number*
- *Report month to adjust*
- *Number of hours/weeks/units to adjust*

*Once we receive, we'll calculate the adjustment. You'll be notified when the adjustment is done. A Promise to Pay is required.*

# Department of Labor Notifications



The Department of Labor requires all employers to timely remit employee contributions. UHH must report the amount of participant contributions that aren't remitted within 90 days of the date they're received by the employer.

Separately, UHH must report and distinguish the portion of contributions made by the employer and the portion of contributions made by the employee.


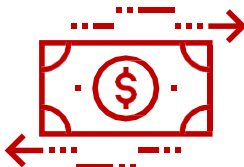


# Payments

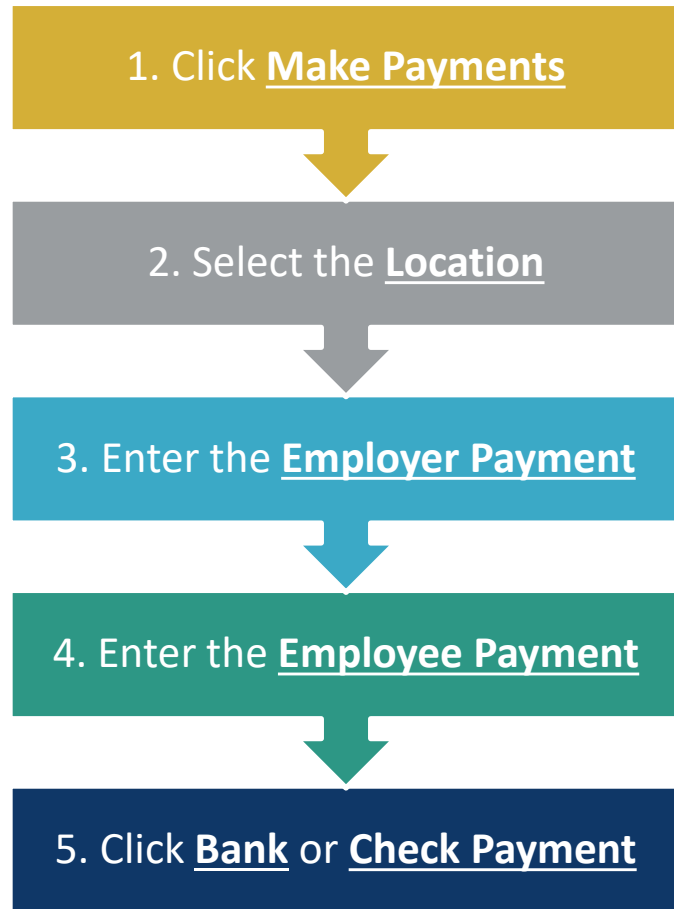
## The Fund offers easy ways for employers to submit payments.

Your Account Representative will provide assistance getting your payment options set up.

### Payment Options:

Through the Employer Portal from a bank account	ACH & Wire transfer
<p>This is the <b><u>fastest</u></b> way to send us payment. Our online portal is easy to use and best of all, totally secure.</p> <p>To make an online payment you will need to log into our employer portal and select “Make Welfare Fund Payment”. These payments usually post to your account in <b><u>24 hours</u></b>.</p> 	<p>Want a quick way to send payment? You can submit your payment via wire transfer. You can wire your payment to us, usually within 2-3 days by providing the information below:</p> <ul style="list-style-type: none"><li>• SWIFT Code</li><li>• ABA Routing Number</li><li>• Account Number</li><li>• Account Name</li></ul> 

# Making Online Payments



The screenshot shows the UNITE HERE HEALTH portal interface. At the top is the logo and a search bar. Navigation links include CAREERS, LIBRARY, and language options (ENGLISH, ESPAÑOL, 繁體中文). A red navigation bar contains links for Home, ESS, MAKE PAYMENTS, PAYMENT ACTIVITY, PAYMENT ACCOUNTS, and STATEMENTS. The main section is titled "Employer Payment" and includes a light blue instruction box: "You may pay with the Check or authorize one-time payment from your checking or savings account. Enter amounts and then select payment type." Below this are input fields for "Location" (a dropdown menu with "Select Employer Name / Location"), "Employer Payment", and "Employee Payment". A checkbox for "I verified the amounts entered above are accurate." is present. At the bottom are two buttons: "Bank Payment" and "Check Payment".

## Adding a Payment Account

You can set up a **Payment Account** to make payments to UHH from your checking account.

## You'll need the following:

1. Bank Routing Number
2. Bank Account Number
3. Bank Name
4. Account Type
5. Effective Date

Home

ESS

MAKE PAYMENTS

PAYMENT ACTIVITY

PAYMENT ACCOUNTS

STATEMENTS

U.S. Checks

U.S. Checks

PAY TO THE ORDER OF

DATE

1001

YOUR FINANCIAL INSTITUTION

BANK ADDRESS

BANK CITY, STATE, ZIP

BANK PHONE

FOR

0123456789012

1001

DOLLARS

Bank Routing Number

\*

Re-enter Routing Number

\*

Bank Account Number

\*

Re-enter Account Number

\*

Bank Name

\*

Account Type

Checking

\*

Default Account

Yes

\*

Effective Date

08/20/2024

Add

Cancel



# Making a One-time Payment

You can also pay with a check or authorize a one-time payment from your checking or savings account.

You must enter your:

- Bank Routing Number
- Bank Account Number
- Bank Name

The screenshot shows the 'Payment - Check' form in the Employer Portal Guide. The form is titled 'Payment - Check' and includes a blue instruction bar: 'You may pay with the Check or authorize one-time payment from your checking or savings account. Enter amounts and then select payment type.'

The form contains the following fields:

- Payment Date:** 08/20/2024 (with a calendar icon)
- Employer Payment:** 1000.00
- Employee Amount:** 250.00
- Bank Routing Number:** (empty field with a red asterisk)
- Re-enter Routing Number:** (empty field with a red asterisk)
- Bank Account Number:** (empty field with a red asterisk)
- Re-enter Account Number:** (empty field with a red asterisk)
- Bank Name:** (empty field with a red asterisk)

At the bottom of the form are two buttons: 'Preview Payment' (blue) and 'Cancel' (orange).

On the right side of the form, there is a preview of a 'U.S. Checks' form. The preview shows a check with the following details:

- PAY TO THE ORDER OF:** (empty field)
- DATE:** 1001
- AMOUNT:** \$1000.00
- FOR:** (empty field)
- Bank Routing Number:** 0123456789
- Bank Account Number:** 0123456789012
- Check Number:** 1001

# Reporting New Hires

When you hire a new employee, it's important to notify your Account Representative right away. **AND** be sure to include the new hire in your next monthly Work Report.

You need to apply any applicable status codes for that month as well. For example, the status code WP is used for waiting period.

## *Information to submit to UHH*

- |   |  |
|---|--|
| <input type="checkbox"/> Employee name          | <input type="checkbox"/> Gender          |
| <input type="checkbox"/> Date of hire           | <input type="checkbox"/> Current address |
| <input type="checkbox"/> Social Security number | <input type="checkbox"/> Phone           |
| <input type="checkbox"/> Date of birth          | <input type="checkbox"/> Email           |



# Terminations

When an employee is no longer employed, you must notify your Account Representative right away. Send an email ***as soon as there is a change*** to an employee's status that impacts their coverage. ***Don't wait for the monthly Work Report.***

To terminate an employee for a Work Report month, include the termination date and the status code. ***Retroactive terminations that take away benefits are not allowed.***

If changes are not reported in a timely manner, you must pay the ***entire contribution*** for that employee, including any co-premiums normally paid by the employee, for the work month and each additional month until the status change is reported to the Fund.

*Examples of other codes that affect coverage status:*

- *Below Hours Requirement (BHR)*
- *Unpaid FMLA (UFMLA)*
- *Unpaid Lay Off (ULO)*
- *Moved to Non-Covered Job Classification (NC)*

# Questions?

As a partner with **UNITE HERE HEALTH**, you have a dedicated Account Representative to assist you with your monthly tasks. This includes submitting Work Reports, ensuring payments are received on time, and communicating account adjustments needed to ensure your account is current.

**Questions?** If you have any questions about your account, please reach out to your Account Representative.

## ***Employee questions?***

*If one of your employees needs help, please tell them to contact our Member Services Department.*