



## Online Enrollment Troubleshooting Guide

### Member Registration

Member receives an error message when trying to register on the UNITE HERE HEALTH (UHH) website:

No active Participants with this name and birth date found. Please contact Customer Service.

- Member information needs to exactly match the employer's information that they provided to UHH.
- If member is still unable to register, call UHH at a number on the last page of this guide.
- UHH staff will verify member's information and help them register, contacting the employer if necessary.

**Member does not have a valid personal email address (which is required for registration):**

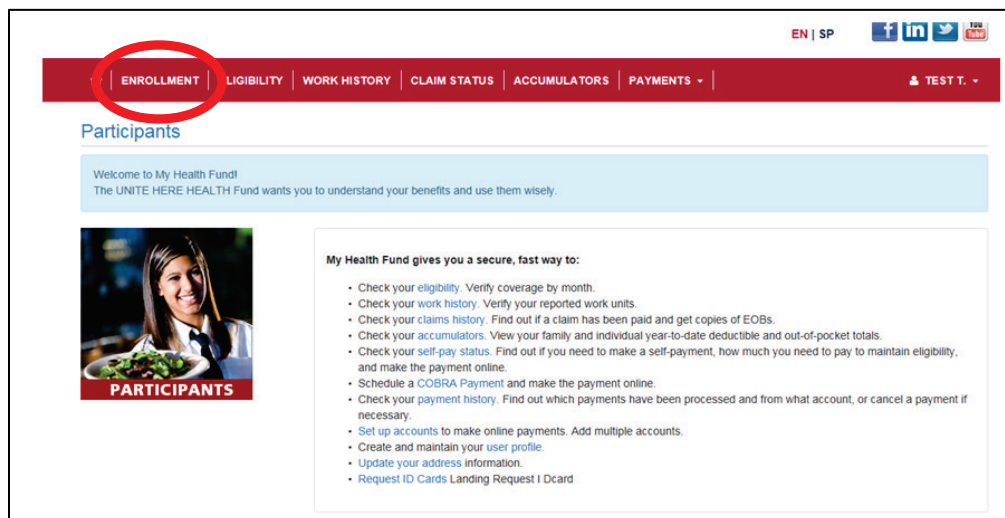
- Member should go to [www.gmail.com](http://www.gmail.com) and sign up for a free Gmail account.
- If member does not wish to obtain an email address, they can call UHH to enroll by phone.

### UHH Online Enrollment Portal

- Members can enroll or make changes through this process if they:
  - Are part of worksites that recently joined UNITE HERE HEALTH
  - Are part of worksites in their annual Open Enrollment period
  - Are new hires that have been reported to UHH by their employer.
  - Have a "Life Event" (such as marriage, childbirth, adoption)

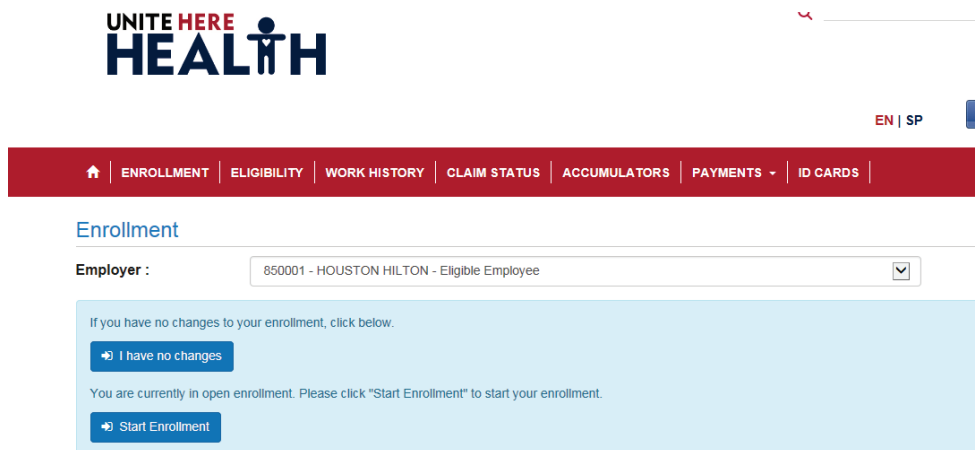
If member falls in one of above categories and is unable to enroll, call UHH.

After registration, member will see this screen, with the Enrollment tab.



If Enrollment tab does not appear, call UHH.

If the member is in their Open Enrollment period and does not see the screen below, call UHH.



## All Other Issues

If a member encounters any other issue related to enrollment that is not listed above, call UHH at a number on the last page of this guide. Examples of other possible issues could be, but are not limited to:

- System issues, such as unable to connect to <http://www.uhh.org/>
- Expected benefit options appear incorrect
- Expected benefit rates appear incorrect

Need further help? Call UNITE HERE HEALTH

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**National**

(833) 637-3519

**DC Area**

(855) 321-4373

**LA Area**

(855) 484-8480