



## For Members

Get answers about eligibility/coverage, benefits, and claims; find a network provider; update contact information; request ID cards

Member Services:  
866-261-5676 | [uhh.org/member](http://uhh.org/member)



## For Local Union Staff *(not direct member use)*

### **Escalated member issues**

Address member issues still unresolved *after* contacting Member Services; get answers about employer reporting; Member Services process/procedure escalations

[managers@uhh.org](mailto:managers@uhh.org)

Address prescription drug issues still unresolved *after* calling Hospitality Rx Member Services at 844-813-3860

[hospitalityrxpa@uhh.org](mailto:hospitalityrxpa@uhh.org)

### **Bargaining**

Get answers about collective bargaining agreements

Claire Elliott, Senior Paralegal  
[celliott@uhh.org](mailto:celliott@uhh.org) | 630-723-5908

Scott Mathson, Paralegal Supervisor  
[smathson@uhh.org](mailto:smathson@uhh.org) | 630-236-5157

### **Enrollment process**

Get enrollment answers and materials  
*(new employer, annual open, and new hire)*

[newmembership@uhh.org](mailto:newmembership@uhh.org)

### **Member outreach & patient advocacy** *(Health Promoters)*

Worksite engagement, LOAs, Support for urgent/complex health issues

Xochitl Ruiz, Participant Engagement Supervisor  
[xruiz@uhh.org](mailto:xruiz@uhh.org) | 646-668-7693

### **Plan/benefit design & strategy**

Wei-Ling Huber,  
Senior Manager of Participant Engagement  
[whuber@uhh.org](mailto:whuber@uhh.org) | 630-303-3682

### **Not sure who to contact?**

Wei-Ling Huber,  
Senior Manager of Participant Engagement  
[whuber@uhh.org](mailto:whuber@uhh.org) | 630-303-3682