



For Members

<p>Get answers about eligibility/coverage, benefits, and claims; find a network provider; update contact information; request ID cards</p>	<p>Member Services: 866-261-5676 uhh.org/member</p>
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For Local Union Staff *(not direct member use)*

Escalated member issues	
<p>Address member issues still unresolved <i>after</i> contacting Member Services; get answers about employer reporting; Member Services process/procedure escalations</p>	<p>managers@uhh.org</p>
<p>Address prescription drug issues still unresolved <i>after</i> calling Hospitality Rx Member Services at 844-813-3860</p>	<p>hospitalityrxpa@uhh.org</p>
Bargaining	
<p>Get answers about collective bargaining agreements</p>	<p>Claire Elliott, Senior Paralegal celliot@uhh.org 630-723-5908</p>
	<p>Scott Mathson, Paralegal Supervisor smathson@uhh.org 630-236-5157</p>
Enrollment process	
<p>Get enrollment answers and materials <i>(new employer, annual open, and new hire)</i></p>	<p>newmembership@uhh.org</p>
Member outreach & patient advocacy <i>(Health Promoters)</i>	
<p>Worksite engagement, LOAs, Support for urgent/complex health issues</p>	<p>Xochitl Ruiz, Participant Engagement Supervisor xruiz@uhh.org 646-668-7693</p>
Plan/benefit design & strategy	Not sure who to contact?
<p>Ivana Krajcinovic, Sr. Director of Healthcare Delivery ivana@uhh.org 510-999-0445</p>	<p>Ivana Krajcinovic, Sr. Director of Healthcare Delivery ivana@uhh.org 510-999-0445</p>