



For Members

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

Member Services:
888-437-3480 | 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

managers@uhh.org

Member Services process/procedure escalations, including hours of operation

David Delgado, Director of Member Services
ddelgado@uhh.org | 312-276-2845, ext. 2845

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

hospitalityrxpa@uhh.org

Bargaining

Get answers about collective bargaining agreements

Mark Wiltse, Paralegal
mwiltse@uhh.org | 630-947-8691

Scott Mathson, Paralegal Supervisor
smathson@uhh.org | 630-236-5157

Enrollment process

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

newmembership@uhh.org

Member outreach & patient advocacy *(Health Promoters)*

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

Lynette Morales, Participant Engagement Supervisor
lmorales@uhh.org | 609-402-3106

Health Center

Health Center and local initiatives (e.g., MD Anderson, AC Coalition, Shore); process/procedure escalations

Jacki Gonzalez, Director of Health Center & Operations
jagonzalez@uhh.org | 609-402-3103 (cell 609-402-7940)

Plan/benefit design & strategy

Ivana Krajcinovic, VP of Healthcare Delivery
ivana@uhh.org | 510-999-0445

Not sure who to contact?

Ivana Krajcinovic, VP of Healthcare Delivery
ivana@uhh.org | 510-999-0445