



For Members

Get answers about eligibility/coverage, benefits, and claims; find a network provider; update contact information; request ID cards	Member Services: 833-637-3519 uhh.org/member
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For Local Union Staff *(not direct member use)*

Escalated member issues	
Address member issues still unresolved <i>after</i> contacting Member Services; get answers about employer reporting; Member Services process/procedure escalations	managers@uhh.org
Address prescription drug issues still unresolved <i>after</i> calling Hospitality Rx Member Services at 844-813-3860	hospitalityrxpa@uhh.org
Bargaining	
Get answers about collective bargaining agreements	Claire Elliott, Senior Paralegal celliott@uhh.org 630-723-5908
	Beth Anderson, Senior Paralegal banderson@uhh.org 630-236-5241
Enrollment process	
Get enrollment answers and materials (<i>new employer, annual open, and new hire</i>)	newmembership@uhh.org
Member outreach & patient advocacy (Health Promoters)	
Worksite engagement, LOAs	Veronica Garcia, Participant Engagement Supervisor vgarcia@uhh.org 209-901-6649
Support for members with urgent/complex health issues	
Plan/benefit design & strategy	Not sure who to contact?
Wei-Ling Huber, Senior Manager of Participant Engagement whuber@uhh.org 630-303-3682	Wei-Ling Huber, Senior Manager of Participant Engagement whuber@uhh.org 630-303-3682