



## 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:        833-637-3519   <a href="http://uhh.org/member">uhh.org/member</a></p>
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## For Local Union Staff *(not direct member use)*

<b>Escalated member issues</b>	
<p>Address member issues still unresolved <i>after</i> contacting Member Services; get answers about employer reporting; Member Services process/procedure escalations</p>	<p><a href="mailto:managers@uhh.org">managers@uhh.org</a></p>
<p>Address prescription drug issues still unresolved <i>after</i> calling Hospitality Rx Member Services at 844-813-3860</p>	<p><a href="mailto:hospitalityrxpa@uhh.org">hospitalityrxpa@uhh.org</a></p>
<b>Bargaining</b>	
<p>Get answers about collective bargaining agreements</p>	<p>Claire Elliott, Senior Paralegal  <a href="mailto:cellriott@uhh.org">cellriott@uhh.org</a>   630-723-5908</p>
	<p>Beth Anderson, Senior Paralegal  <a href="mailto:banderson@uhh.org">banderson@uhh.org</a>   630-236-5241</p>
<b>Enrollment process</b>	
<p>Get enrollment answers and materials  <i>(new employer, annual open, and new hire)</i></p>	<p><a href="mailto:newmembership@uhh.org">newmembership@uhh.org</a></p>
<b>Member outreach &amp; patient advocacy <i>(Health Promoters)</i></b>	
<p>Worksite engagement, LOAs</p>	<p>Veronica Garcia, Participant Engagement Supervisor  <a href="mailto:vgarcia@uhh.org">vgarcia@uhh.org</a>   209-901-6649</p>
<p>Support for members with urgent/complex health issues</p>	
<b>Plan/benefit design &amp; strategy</b>	<b>Not sure who to contact?</b>
<p>Ivana Krajcinovic, VP of Healthcare Delivery  <a href="mailto:ivana@uhh.org">ivana@uhh.org</a>   510-999-0445</p>	<p>Ivana Krajcinovic, VP of Healthcare Delivery  <a href="mailto:ivana@uhh.org">ivana@uhh.org</a>   510-999-0445</p>