



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



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

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

Xochitl Ruiz, Participant Engagement Supervisor
xruiz@uhh.org | 646-668-7693

Plan/benefit design & strategy

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

Not sure who to contact?

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