

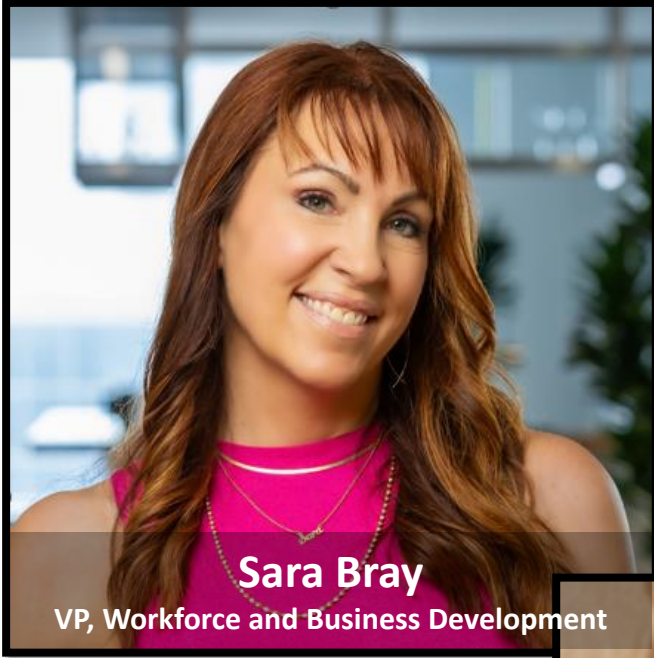
Discover the Member Value: Health & Wellness Portfolio Overview



CSRA
Council of State Restaurant Associations

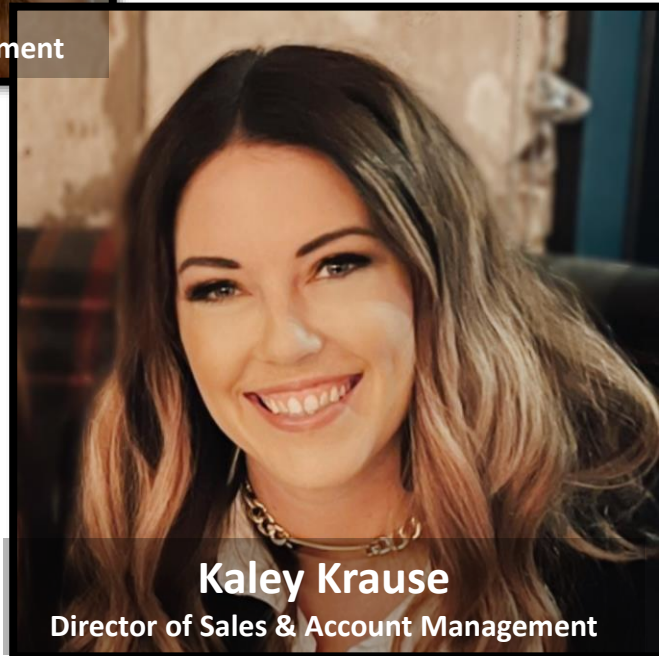


HEALTH CARE HQ



Sara Bray

VP, Workforce and Business Development



Kaley Krause

Director of Sales & Account Management

Today's Topics

PRODUCT OFFERINGS

PROGRAM SUPPORT

ROYALTIES AND REPORTING

MARKETING SUPPORT

UnitedHealthcare Employer Sponsored
Health Plans for Members



**Tailor-made
health plans for
your business**

Non-Employer Sponsored
Individual and Family Insurance Options

Hospitality-Health

Individual and Family Health
Insurance Plans

non-employer sponsored



**Our Shared
Revenue Offerings in the
Health and Wellness Portfolio**

Teladoc \$0 Co-pay Unlimited Visits
for Employees and their dependents



**Virtual access to doctors and
therapists anytime, anywhere***
by app, phone, or video

Optum Perks
Discount Prescription Card





UnitedHealthcare and National Restaurant Association Insurance Partner Program

UnitedHealth Group® and the National Restaurant Association are partnered in 2010 to offer **exclusive, members-only pricing and solutions** from UnitedHealthcare (UHC) to association members nationwide.

- only **endorsed** health carrier of the National Restaurant Association and other hospitality associations nationwide
- multiple healthcare solutions to meet members needs



**An employer doesn't have to be a member
to get a quote.**

National Restaurant Association Legacy Program

All allied and full members qualify 2+

Group Size, Fully Insured

2 – 50

Participants

Competitive adjusted community rates

Ancillary: Up to 5% discount off the rates

CA/CO Only: small business is considered 2-99 (CA, CO)

51+

Participants

Medical: Up to 5% discount off the manual rates

Ancillary: Up to 5% discount off the rates

Quoting & Installation Requirements: Follow the standard UHC quoting and installation process for sales based on the group size. Request applicable discounts from your UHC sales representative. Standard commission applies to all eligible segments and products. Note discounts are not available on self funded or level funded products.

**United
Healthcare**



Restaurant & Hospitality Association Benefit Trust (RHABT)

For members with **50 or less** enrolled participants in qualifying states

Single large employer/bona fide association health plan (AHP).

Allowing UHC to rate each small group as though they are a large group, allowing for product and price flexibility.

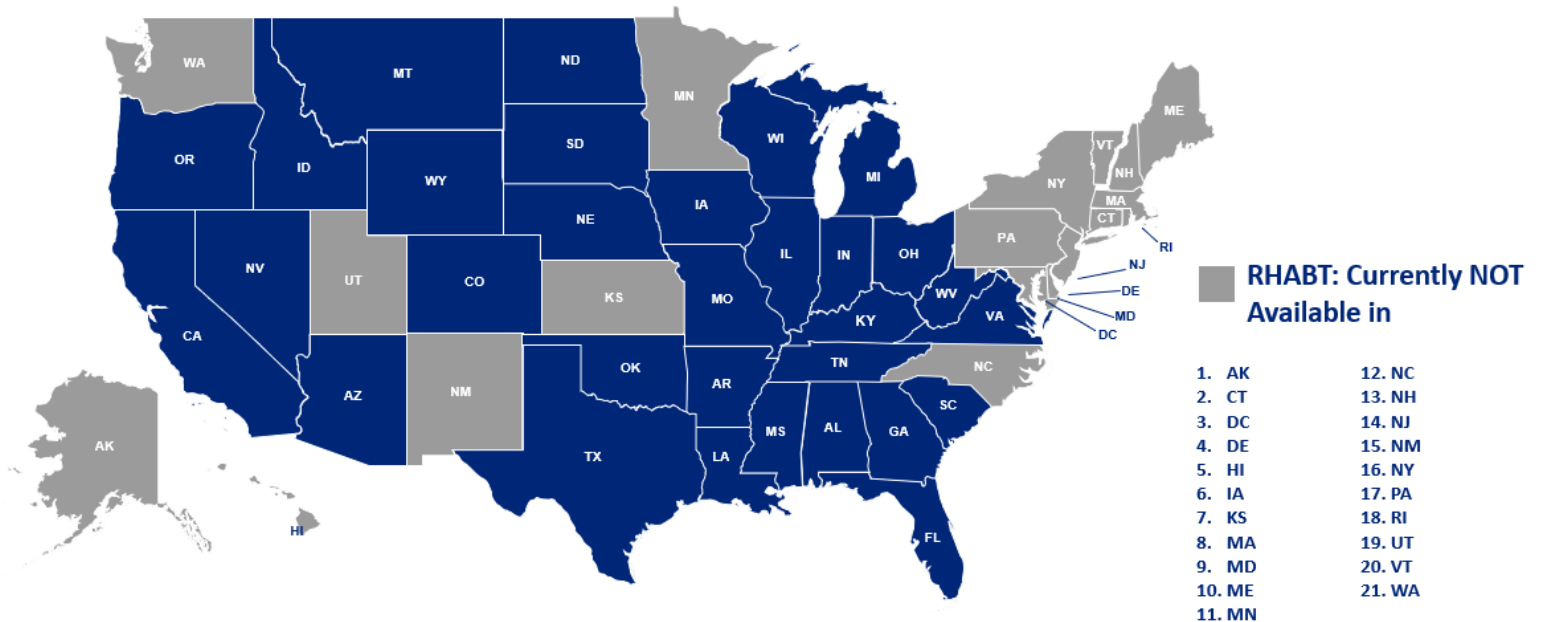
Standard Industrial Classification (SIC) codes are assigned by the U.S. government to categorize the industries to which companies belong.

Qualifying companies for RHABT have SIC codes:

- 5812: Eating place
- 5813: Drinking places (alcoholic beverages)
- 7011: Hotels and Motels
- 7032: Sporting and recreational camps
- 7041: Organization hotel & lodging houses, on membership basis

Key Sales Rep: Tonya Johnson

[Tonya M Johnson@uhc.com](mailto:Tonya_M_Johnson@uhc.com) or 763-361-4199



UnitedHealthcare specialty benefits built for flexibility and protection

	Dental	Vision	Basic Life
Employer Paid and Voluntary options	Yes	Yes	Employer Sponsored only
Participation	2+ eligible employees with 2 enrolled	2+ eligible employees with only 1 enrolled	2+ eligible employees with at least 75% participation
Value	Orthodontia coverage, oral cancer screenings and prenatal dental benefits.	Over 13,000 access points including: Costco, Warby Parker, Wal-Mart, Visionworks, and Sams Club	Benefit companion program, Will & Trust preparation, Accelerated death benefit and more!
Product Availability	RHABT + Legacy	RHABT + Legacy	RHABT + Legacy

Legacy Product only:

- Disability Insurance
- Absence Management solutions
- Critical Illness
- Accident Protection
- Hospital Indemnity

Availability based on Employer group size

UnitedHealthcare Partnership Support Team

The UnitedHealthcare service and account management team provides enhanced services and dedicated resources to Association Health Plan clients across several key functional teams, always working to bring world-class health care solutions to our brokers, employers and members.



UnitedHealthcare Partnership Key Support Team

Kaley Krause



Director of Sales & Account Management

Tonya Johnson



Strategic Account Manager

Karen Walters



Director of Marketing

Tammy Kocher



Senior Sales Operations Analyst

National Restaurant Association Partnership Support Team

The National Restaurant Association dedicated partnership team focuses on growth strategies and market support. Engaging with the industry at the state and national level, providing marketing support and member exposure, supporting SRAs and partner association partnerships, handling finance and business processes, providing legal and board ops support.



Association Partnership Key Support Team

Sara Bray



VP, Workforce & Business Development

Miko Harrod



Program Manager

Shaina Marnell



Marketing Manager

Lisbeth Figueroa



Financial Analyst

Jessie Wang



Senior Financial Analyst

UHC Royalties Share

Royalties Share	Percentage
First 0-1,000 Eligible Trust Customers	25%
Next 1,001-3,000 Eligible Trust Customers	30%
Next 3,001-5,000 Eligible Trust Customers	40%
5,001 or more Eligible Trust Customers	50%

Current average rate received across all State Associations is 37-38%.

UHC Payment Cycle and Reports

Billing Period	*UHC Remits Payment to NRA	*NRA Payment to Association Partners
Jan. – Feb.	4/14	4/28
Mar. – April	6/12	6/27
May – June	9/11	9/18
July – Aug.	10/27	11/10
Sept. – Oct.	12/18	1/3
Nov. – Dec.	2/22	3/9

*Please note dates are dependent upon timely receipt of activity reports and payment from UHC.

SRA Revenue Share Folder

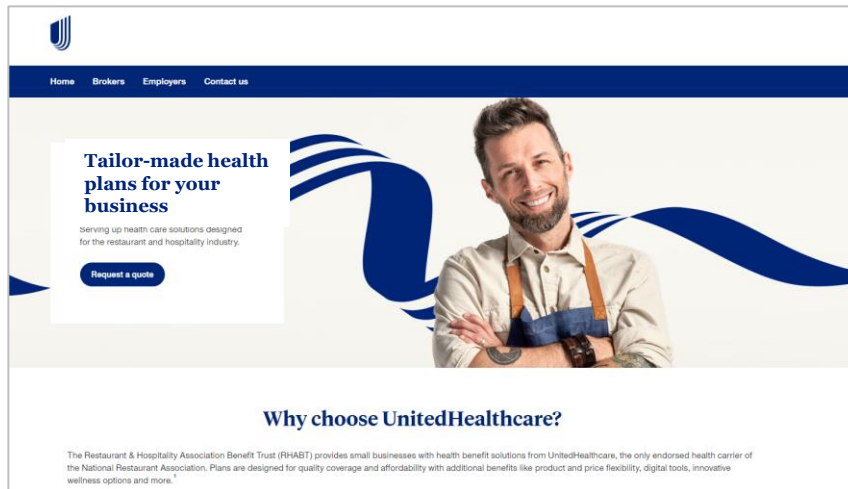
- Royalty payment reports align with payment cycle
- Monthly Active Participating Member Reports (Beginning 10/1)

Promoting UnitedHealthcare

2023 Theme

Tailor-made health plans for your business

Landing page



- Learn, download resources, request a quote, contact us
- Link all UnitedHealthcare content to this site: [LINK](#)



- **UnitedHealthcare Logo Uses** – Distributed via email
- **Web and Email Content** – Distributed via email
- **Static Digital Display Ad**
- **Print Ads**
- **Fliers – Program Details**
- **Event Banners**



Promoting UnitedHealthcare

Accessing UnitedHealthcare Marketing Assets

Bynder: <https://marketing.restaurant.org/>

Business Line: Health Care HQ

Brand: UnitedHealthcare

- Tagged for each individual association
- New campaign accessible in October

- Assets can also be accessed by going to 'Collections' and selecting the 'Teladoc' or the 'United Healthcare' Collection.

Beginning in October 2023

Event Giveaway items

- A limited number of giveaway items are available
- Request via email to HealthcareHQ@restaurant.org, and include name of event, date, # of attendees
- Submit request 6 weeks prior to ensure adequate processing time
- All request will be considered but not guaranteed

Sample items include:

Lip moisturizer



Can Koozie



Large Tote Bag



NEXT UP/Q4:

Email content, social posts, and more

Non-Employer Sponsored Individual and Family Insurance Options

Hospitality-Health



Personalized Health Insurance for members.

Finding health insurance that fits your budget can be hard. The Association wants to make that easier for you. Find a variety of health insurance solutions for individuals & families.

Protect you and your family with affordable health insurance

Licensed insurance agents¹ from Health Markets stand ready to walk you through your insurance choices. They can help you find the right plan at the right price that's the right fit for you from a variety of top health insurance companies.

- Speak directly to licensed agents and receive quotes from multiple insurance companies
- Access any qualifying federal subsidies as a part of the enrollment process
- Short-term and Medicare plans

Get your free Hospitality Rx Discount Card!



Use this card to get discounts on most prescriptions at over 64,000 pharmacies nationwide. Each time you fill a prescription, simply show your discount card to your pharmacist.

- Get discounts of up to 80% on most prescription drugs.
- Our prices beat the competition 70% of the time.*
- Get discounts for every member of your family.
- No expiration. No fees or obligations. No credit card required.

 **Text card**

 **Email card**

 **Print card**



Virtual access to doctors and therapists anytime, anywhere* by app, phone, or video
\$9 per employee per month

Get Care Now (General Medical) \$0/unlimited visits

Convenient, high quality healthcare available 24/7 from U.S board-certified doctors by phone or video

Mental Health \$0/unlimited visits

Members have access to licensed mental health professionals with the option to receive ongoing care from a provider of their choice



Dermatology

\$0/unlimited visits

U.S. board-certified dermatologists review images and provide diagnosis and treatment plan

Expert Medical Services

\$0/unlimited visits

In-depth reviews of existing diagnoses and treatment plans from the world's leading experts

Nutrition

\$0/unlimited visits

In-depth nutrition consultations and personalized guides for member specific needs

Back and Joint Care

\$0/unlimited visits

Customized neck and back care programs with videos and access to certified health coaches



NCRLA NC Restaurant & Lodging Association

Virtual access to doctors and therapists anytime, anywhere* by app, phone, or video

Get Care Now (General Medical) \$0/unlimited visits

Convenient, high quality healthcare available 24/7 from U.S board-certified doctors by phone or video

Mental Health \$0/unlimited visits

Members have access to licensed professionals with the option to request a provider of their choice

• Dermatology

\$0/unlimited visits

U.S. board-certified dermatologists review images and provide diagnosis and treatment plan

• Expert Medical Services

\$0/unlimited visits

In-depth reviews of existing diagnoses and treatment plans from the world's leading experts



NCRLA NC Restaurant & Lodging Association



How to add dependents using the mobile app

1. Open the "HealthiestYou" app and select the profile icon in the upper right hand corner
2. Select "Family" The app will show display the names of anyone listed on your account
3. Select "Add a Family member" to add new family member
4. Complete the required fields once saved, your spouse/dependent will now be able to register using their own mobile app profile

Spouses and dependents over the age of 18, must register their own account using a separate email



NCRLA NC Restaurant & Lodging Association

HealthiestYou Frequently Asked Questions

What is HealthiestYou?

HealthiestYou is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere.

How do I set up my account?

Download the HealthiestYou app, visit the website, or call the number below to set up your account.

By scheduling a visit with one of our U.S. board-certified and licensed medical doctors, you can be diagnosed, treated, and prescribed medication if necessary.

Do I need to have my insurance information available?

No. HealthiestYou is a separate benefit, and your insurance information is not required to have a visit.

What can I use HealthiestYou for?

HealthiestYou can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms, and

How do I access HealthiestYou?

The service can be accessed by app, web, or phone, and visits are available by phone only.



NCRLA NC Restaurant & Lodging Association



How to register and set up your account



Step 1

Search and download "HealthiestYou" or "HY" in the app store or Google Play! Available on your iPhone or Android devices!



Step 2

Select "First time here? Register Now". Select that you have access to HealthiestYou through "My Employer"



Step 3

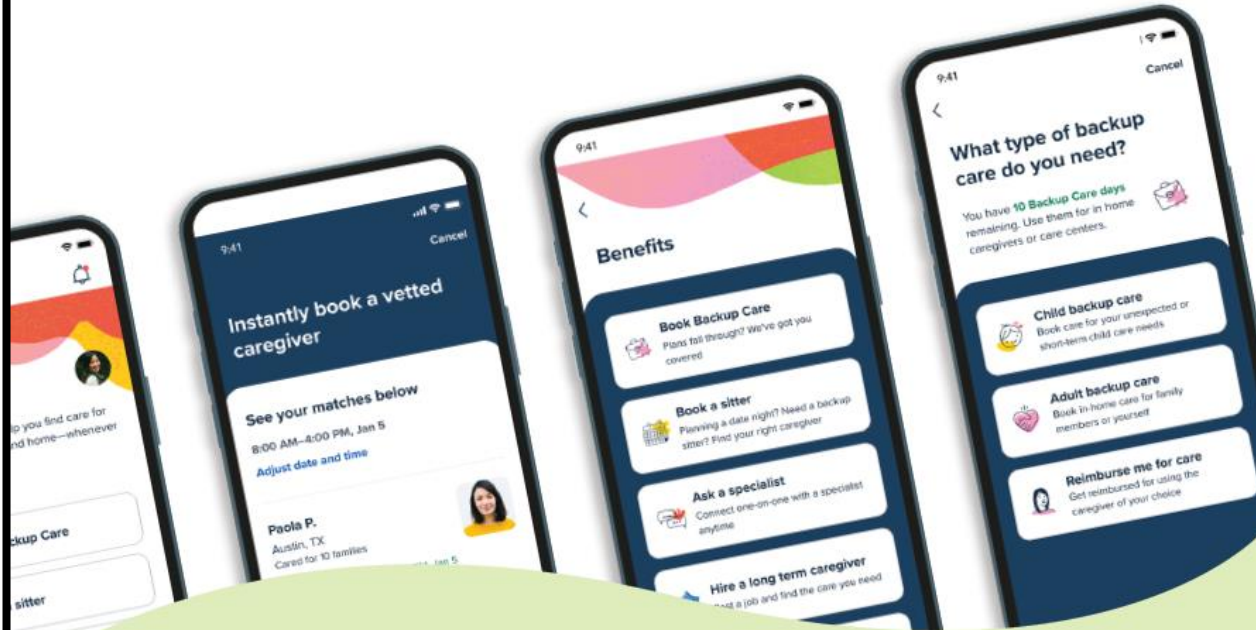
Enter the Primary Member's Information:
- Last Name
- D.O.B.
- Zip Code



Step 4

A list of names associated with the account will appear. Select your name.
- Dependents under 18 will appear on the primary member's profile.
- Dependents over 18 will need to

Caregiving Solutions



Invest in your employees—and your organization—with a full suite of benefits for every life stage.

Care Membership >

Backup Care >

Care Specialists >

On-Demand Tutoring >

LifeMart >

NEW - IN PILOT:

California, Colorado, Delaware, Indiana, Rhode Island, Texas

LifeMart
Member Discount Program
By Care.com

LifeMart®

Access exclusive offers on child care, travel, nutrition services, and more through LifeMart's members-only online discount program. With thousands of local and nationwide offers from brands your members or employees know and love, LifeMart is the way to save.

Royalties Share, Payment Cycle, Reports Non-UHC products

Quarterly Billing Period	*Partners Remit Payment to NRA	*NRA Payment to SRAs
Jan. – Mar.	May 30	Jun 15
April – June	Aug 30	Sep 15
July – Sept.	Nov 30	Dec 15
Oct. – Dec.	Feb 28	Mar 15

Moving ahead 30%
paid on a quarterly basis.

***Please note dates are dependent upon timely receipt of activity reports and payment from Partners.**

SRA Revenue Share Folder

- Payment reports align with payment cycle
- Monthly Active Participating Member Reports (Beginning 10/1)

UnitedHealthcare Employer Sponsored
Health Plans for Members



**Tailor-made
health plans for
your business**

Non-Employer Sponsored
Individual and Family Insurance Options

Hospitality-Health

Individual and Family Health
Insurance Plans

non-employer sponsored



**Our Shared
Revenue Offerings in the
Health and Wellness Portfolio**

Teladoc \$0 Co-pay Unlimited Visits
for Employees and their dependents



**Virtual access to doctors and
therapists anytime, anywhere***
by app, phone, or video

Optum Perks
Discount Prescription Card



Key Contacts

- Any Requests: HealthcareHQ@restaurant.org Monitored Daily
- UnitedHealthcare: Kaley Krause Kaley_krause@uhc.com, See UHC Contact Sheet
- All Offerings, Marketing/Event Support/Staff Training: Sara Bray Sbray@restaurant.org, Miko Harrod mharrod@restaurant.org

Marketing Collateral:

- **Bynder** <https://marketing.restaurant.org/> housed in Bynder beginning 10/1
 - Quarterly Campaign Materials
 - Standard marketing collateral

Giveaway requests or special requests:

- email HealthcareHQ@restaurant.org, include name of event, date, # of attendees

Reporting

- Royalty reports available in State Association Shared Revenue Folder, member participation reports added beginning in October

Quarterly Business Reviews /Other Needs:

- To establish QBRs with the account services team, update your key point of contact, or for any other requests HealthcareHQ@restaurant.org

Thank You!

Q&A

