



# NALC Health Benefit Plan 2025 Seminar Website

*Delivering 75 Years of Service – One Step at a Time*

# NALC HBP Website

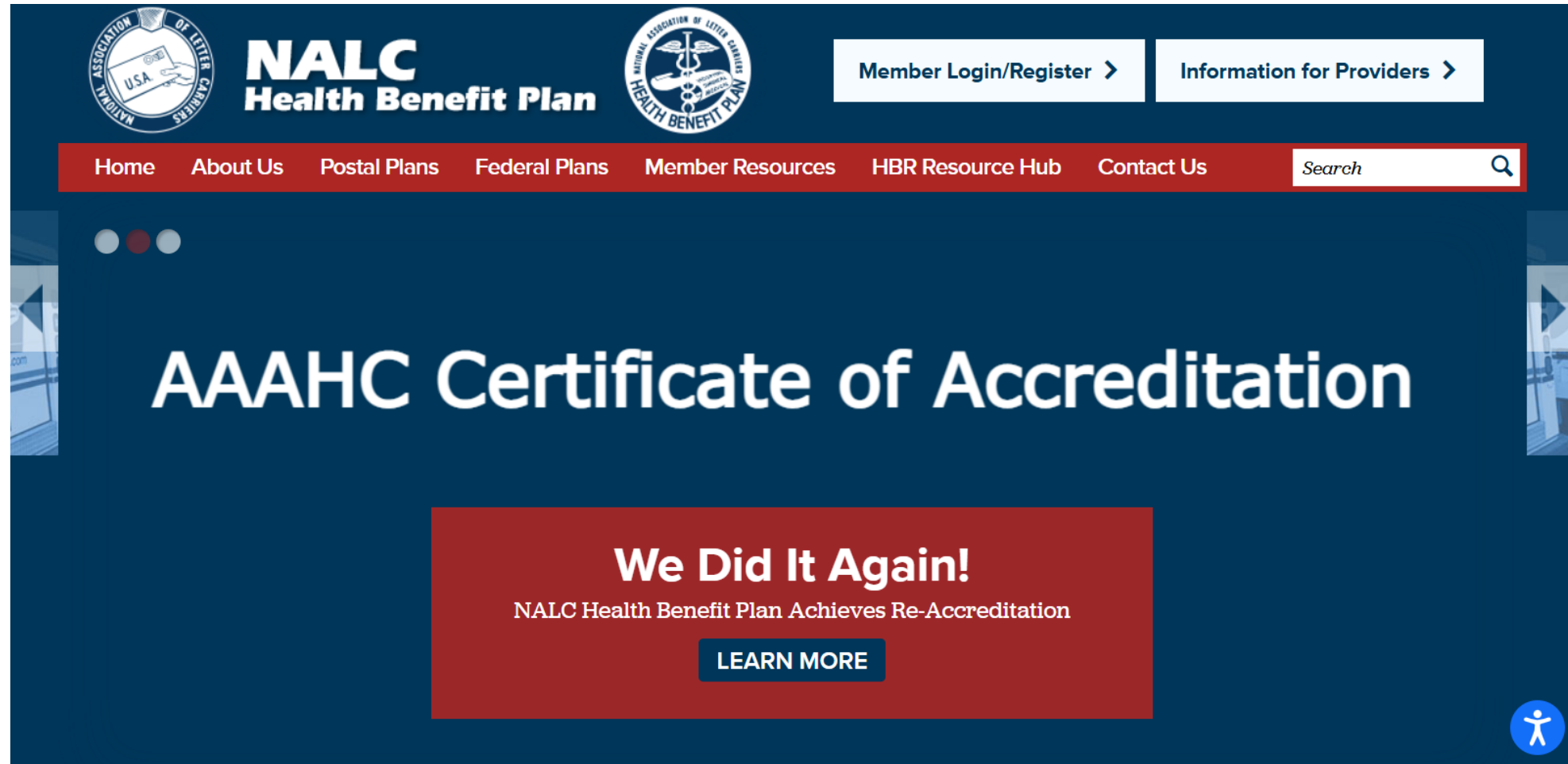
How many of you have used the Plan's website?

How many of you have found it hard to use?

**Before we go forward. Let's take a look back....**



# NALC HBP Home Page



*Delivering 75 Years of Service - One Step at a Time*

# NALC HBP Home Page (continued)

## What's New

### [NALC Health Benefit Plan Achieves Re-accreditation »](#)

NALC Health Benefit Plan Achieves AAAHC Re-accreditation

### [AAAHC Survey Notice »](#)

AAAHC Survey Notice for members and employees

### [2024 Massachusetts Schedule HC »](#)

2024 Massachusetts Schedule HC Information

### [Open Season Extension for PSHB »](#)

OPM has extended the Open Season period for PSHB Program participants

### [PSHB Open Season Page »](#)

Find out what is coming in 2025 for Postal Enrollees!

### [MORE NALC HBP NEWS](#)

## Quicklinks

- » [FAQs](#)
- » [2024 Massachusetts Schedule HC](#)
- » [2025 Postal Brochure](#)
- » [2025 Federal Brochure](#)
- » [2024 Brochure](#)
- » [HBR Resource Hub](#)
- » [Prescription Drug Lists](#)
- » [Optum Live and Work Well](#)
- » [Healthy Rewards Member Discounts](#)
- » [Health Assessment](#)
- » [Member Mail](#)
- » [HBR Reports](#)
- » [Eligible Medical Expenses for Health Savings Rewards](#)
- » [Immunization Schedules](#)
- » [Cigna Healthcare OAP Online Provider Directory](#)

## Member Login/Register >

### [PSHB Program](#)

Overview of program for Postal Enrollees



### [FEHB Program](#)

Overview of program for Federal Enrollees

### [HBR Resource Hub](#)




# NALC HBP Postal Plans tab



[Member Login/Register >](#)[Information for Providers >](#)

[Home](#)[About Us](#)[Postal Plans](#)[Federal Plans](#)[Member Resources](#)[HBR Resource Hub](#)[Contact Us](#)



## POSTAL PLANS

### PSHB High Option Plan

[PARTNERS](#)[PLANS AND BENEFITS](#)[MEMBER RESOURCES](#)[NEW MEMBERS](#)

#### IN THIS SECTION

[PSHB HIGH OPTION PLAN](#)


- [PARTNERS](#)
- [PLANS AND BENEFITS](#)
- [MEMBER RESOURCES](#)
- [NEW MEMBERS](#)

[PSHB CONSUMER DRIVEN HEALTH PLAN](#)

- [PARTNERS](#)
- [PLANS AND BENEFITS](#)
- [MEMBER RESOURCES](#)
- [NEW MEMBERS](#)

© 2025 National Association of Letter Carriers Health Benefit Plan. All Rights Reserved.

[Contact Us](#) · [Privacy Policy](#) · [Terms & Conditions](#) · [Site by Trilogy](#)







*Delivering 75 Years of Service - One Step at a Time*



# NALC HBP Postal Plans - Partners



**NALC**  
Health Benefit Plan

Member Login/Register >

Information for Providers >

Home

About Us

Postal Plans

Federal Plans

Member Resources

HBR Resource Hub

Contact Us

Search

## POSTAL PLANS

### Partners

Our PSHB High Option Plan Partners:

CIGNA

CVS CAREMARK®

HELLO HEART

HINGE HEALTH

MAVEN

NALC HIGH OPTION PLAN - AETNA MEDICARE ADVANTAGE

NALCHBP TELEHEALTH

OPTUMHEALTH


### IN THIS SECTION

> PSHB HIGH OPTION PLAN

- PARTNERS
- PLANS AND BENEFITS
- MEMBER RESOURCES
- NEW MEMBERS



> PSHB CONSUMER DRIVEN HEALTH PLAN

- PARTNERS
- PLANS AND BENEFITS
- MEMBER RESOURCES
- NEW MEMBERS





# NALC HBP Postal Plans – Partners - Cigna



## NALC Health Benefit Plan

[Member Login/Register >](#)[Information for Providers >](#)

[Home](#)[About Us](#)[Postal Plans](#)[Federal Plans](#)[Member Resources](#)[HBR Resource Hub](#)[Contact Us](#)

## POSTAL PLANS

### CIGNA

#### Cigna HealthCare Open Access Plus (OAP) Network

***Your Best Benefit - Your Greatest Savings***

[Online Provider Directory](#) | [Find a Lab](#) | [Provider Nomination Form](#) | [Hospital Comparison Tool](#) | [Cigna Resources](#)


We encourage you to use the OAP Network to obtain the Plan's network benefits. The Plan makes a diligent effort to provide members with the most comprehensive and cost effective benefit package and the OAP network will allow our members to get the best value from their health care dollars. You will realize an immediate savings in your out-of-pocket costs when using an OAP provider due to deeper provider discounts. You have a choice of quality providers in a network that has received accreditation from the National Committee for Quality Assurance (NCQA) for your medical care.

The Cigna HealthCare OAP Network has a large national presence for network access. Your identification card displays their network logo that will allow you discounts and enhanced savings for 10,438 general acute care hospitals, 32,956 facilities and 5,253,106 specialists and primary care physicians and 169 transplant facilities.

You have great benefits when you choose a network hospital or a network provider:




### IN THIS SECTION

- > **PSHB HIGH OPTION PLAN**
  - PARTNERS
  - PLANS AND BENEFITS
  - MEMBER RESOURCES
  - NEW MEMBERS
- > **PSHB CONSUMER DRIVEN HEALTH PLAN**
  - PARTNERS
  - PLANS AND BENEFITS
  - MEMBER RESOURCES
  - NEW MEMBERS






# NALC HBP Postal Plan – Partners – Cigna - Directory




[Find a Doctor, Dentist, or Facility](#)[Log in to myCigna](#)

Language: [English](#) | [Español](#)


Find a Doctor, Dentist, or Facility in




Doctor by Type



Doctor by Name



Procedure Cost



Health Facilities and Group Practices

Feedback





# NALC HBP Member Resources



[Member Login/Register >](#)[Information for Providers >](#)

[Home](#)[About Us](#)[Postal Plans](#)[Federal Plans](#)[Member Resources](#)[HBR Resource Hub](#)[Contact Us](#)

## MEMBER RESOURCES

[MEMBER RIGHTS AND PROTECTIONS AGAINST SURPRISE MEDICAL BILLS](#)[MEMBER RIGHTS AND RESPONSIBILITIES](#)[MEMBER SURVEY](#)[NOTICE OF NONDISCRIMINATION](#)[PRIVACY FORMS](#)[PRIVACY NOTICE](#)

### IN THIS SECTION

[MEMBER RIGHTS AND PROTECTIONS AGAINST SURPRISE MEDICAL BILLS](#)[MEMBER RIGHTS AND RESPONSIBILITIES](#)[MEMBER SURVEY](#)[NOTICE OF NONDISCRIMINATION](#)[PRIVACY FORMS](#)[PRIVACY NOTICE](#)

© 2025 National Association of Letter Carriers Health Benefit Plan. All Rights Reserved.

[Contact Us](#) · [Privacy Policy](#) · [Terms & Conditions](#) · [Site by Trilogy](#)





*Delivering 75 Years of Service - One Step at a Time*

# NALC HBP HBR Resource Hub



[Member Login/Register >](#)[Information for Providers >](#)

[Home](#)[About Us](#)[Postal Plans](#)[Federal Plans](#)[Member Resources](#)[HBR Resource Hub](#)[Contact Us](#)

## INFORMATION FOR HEALTH BENEFIT REPRESENTATIVES

[WELCOME TO OUR HBR RESOURCE HUB](#)[HBP SEMINAR](#)[NEWS & RESOURCES](#)

### IN THIS SECTION

[> WELCOME TO OUR HBR RESOURCE HUB](#)[> HBP SEMINAR](#)

- 2025 HBP SEMINAR
- 2023 HBP SEMINAR

[> NEWS & RESOURCES](#)

- OPEN SEASON DATES
- THE HBR REPORT

© 2025 National Association of Letter Carriers Health Benefit Plan. All Rights Reserved.

[Contact Us](#) · [Privacy Policy](#) · [Terms & Conditions](#) · [Site by Trilogy](#)





*Delivering 75 Years of Service - One Step at a Time*

# Clear Your Mind






# The Benefits of Building a New Website

- **Easy to navigate**
  - Less clicks to find what you need
  - BPR – virtual assistant
  - HBR page
- **ADA compliant**
- **Less clutter**
  - White space
  - Calm colors
  - Easy to read typography




# The New NALC HBP Website


[PSHB](#) [HBR Home](#) [Contact Us](#) [Login/Register](#)

 [Explore Our Plans](#) [Find Coverage & Care](#) [Stay Healthy](#) [Get Support & Resources](#) [News & Insights](#) [About Us](#)

## Welcome to the *NALC Health Benefit Plan*

Providing trusted, union-sponsored health care solutions for federal and postal employees.



 **BPR Assistant**



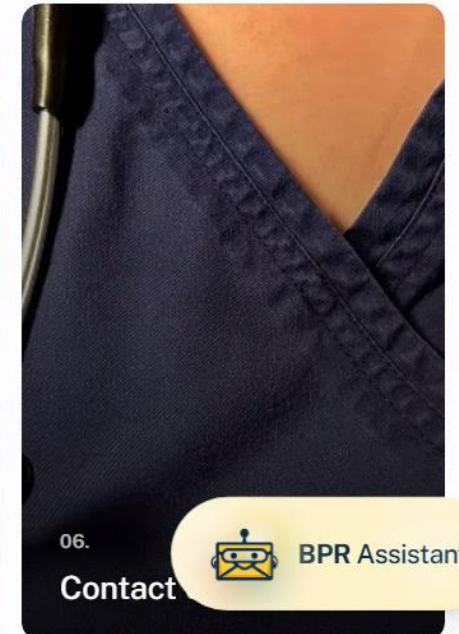
*Delivering 75 Years of Service - One Step at a Time*



# Home Page Quick Links

## Quick Links for Members

Take care of your health plan needs quickly:



Delivering 75 Years of Service - One Step at a Time

# FAQ's

## Frequently asked *Questions*

Find quick answers to the questions we hear most:



What is the NALC Health Benefit Plan?



Who can join the NALC Health Benefit Plan?



What health plan options are available in the NALC HBP?



Does the plan cover me outside the U.S.?



Does the plan coordinate with Medicare?



BPR Assistant



*Delivering 75 Years of Service - One Step at a Time*

# HBR Home Page

PSHB

HBR Home

Contact Us

Login/Register



Interactive Digital Seminar

Digital Courses

Resource Hub



2025 NALC  
Health Benefit  
Plan HBR Seminar



BPR Assistant



Delivering 75 Years of Service - One Step at a Time

# Insights for HBR's

## Latest Insights for *HBRs*

Stay informed, Stay Empowered

Explore the latest updates, health tips, and messages from the Director — all designed to support you in guiding our members.



Save the Date: NALC HBP Seminar  
This Fall



Prevent Fraud: A Simple Checklist



Support Members with Maven





# Digital Courses and New Hires

## Digital Courses for HBRs

### Learn at Your Own Pace

Expand your knowledge with flexible online training created specifically for Health Benefit Representatives. Whether you're just starting out or looking to deepen your expertise, these courses cover the essentials of the NALC Health Benefit Plan, tips for guiding members, and best practices for your role.

With 24/7 access, you can learn when it works best for you — building skills that help you feel more confident, prepared, and supported every step of the way.

[Start Learning →](#)



## New Hire Orientations

### Support Every New Beginning

Welcoming new members is an important part of building trust and confidence. Orientation resources provide everything needed to explain what comes next — from receiving ID cards and member kits to accessing the portal, finding providers, and understanding



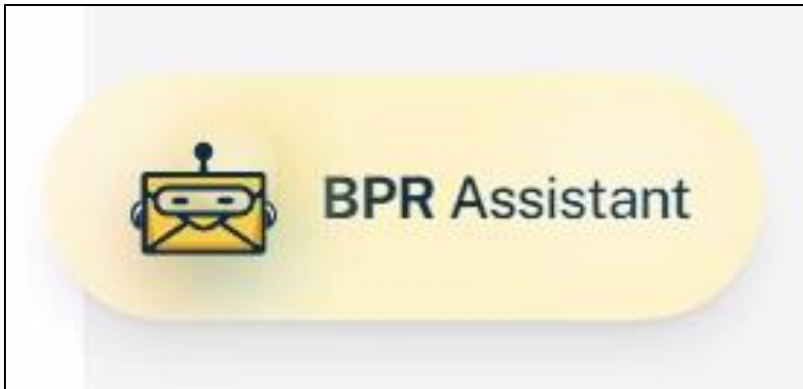
BPR Assistant



**Delivering 75 Years of Service - One Step at a Time**




# BPR Assistant





A software application that uses algorithms to perform specific tasks and solve problems. While we strive for accuracy and relevance, the content may contain errors and should not be solely relied upon for decisions.



# Viewing on a Mobile Device



Menu 


 Postal

## The NALC HBP High Option Plan - Comprehensive Care Built For You

The NALC High Option Plan offers postal employees and retirees predictable costs, smart nationwide coverage, and extensive wellness support for you and your family.

[Enroll now →](#)


[Find a Provider →](#)

 BPR Assistant

## Provider Network & Access through NALC HBP's High Option Postal Plan


The Plan uses the Cigna OAP Network -one of the largest in the country. As a member you'll incur lower out-of-pocket expenses when you choose a Preferred Provider.


[Find a Provider →](#)

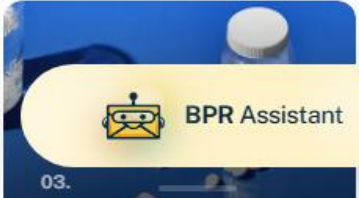
 BPR Assistant


## Quick Links for Members

Take care of your health plan needs quickly:


01.  Log in to Member Portal


02.  Find a Provider


03. 


 BPR Assistant


## Frequently Asked Questions

What's the PCA and how does it work in the CDHP? 

What if I don't spend all my PCA money? 

Can I switch between High Option and CDHP later? 

Why Opt a bet... 

 BPR Assistant



Link to the website:

[www.nalchbp.org](http://www.nalchbp.org)



*Delivering 75 Years of Service - One Step at a Time*

# Together on the Journey!

Ask Me About it!

Support the NALC this open season, promote your health benefit plan!

