



# NALC Health Benefit Plan 2025 Seminar

## Investing In Your Health-Value Programs

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

# Investing in Your Health- VALUE PROGRAMS

## Why we offer wellness programs?

Maintaining the health of our members leads to lower health care costs to keep premiums low and allow for additional benefits.

Are you taking advantage of the extra money that could be included in your pocket?



# Wellness Programs offered by the NALC Health Benefit Plan



**Oshi Health**  
**Priority One**  
**Coaching**



**Hello Heart**  
**Transform Care**  
**Hinge**  
**Weight Management**  
**Program**



**Real Appeal**  
**Maven**  
**Bend**





# How We Choose Benefits and Programs

We gather information and the committee meets several times a year to discuss:

- Member Suggestions
- New Programs Offered by Our Vendors
- Technical Guidance by OPM
- HEDIS Data



# Weight Loss Resources

## Real Appeal® - Weight Loss

The Real Appeal Program through Optum is a yearlong weight loss program that offers online group coaching, one-on-one support, various wellness mini-series that dive deeper into topics such as Family Wellness, Nutrition, and Fitness, and a Success Kit. The program focuses on weight loss through proper nutrition, exercise, sleep, stress management and motivation.

Members can enroll in the Real Appeal program online at **[nalchbp.realappeal.com](http://nalchbp.realappeal.com)**.

**Small steps.  
Lifelong change.**

*Real change with Real Appeal.*



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

# What you need to enroll.....

- **Health Insurance card**
- **Personal Calendar**
- **Shipping Address**



# OPM Mandates Focus on Obesity Management

- OPM required plans to manage use of weight loss medication including GLP-1's through active monitoring.
- The following program not only monitors your obesity and weight loss medication but works to improve overall health and sets you up for success.
- The medications are very expensive and we as your health insurance company want to make sure that you are using with optimal success.



# **\*\*NEW\*\* CVS Rx Weight Management Program**

- If you're looking for extra support losing weight with medications, the CVS Rx Weight Management program offers personalized assistance that will help you reach and keep your weight loss goals.
- Participation is required to get the weight loss medication at the cost share set by your plan.
- There is no cost to you to participate in this program.





# CVS Weight Management Program

This program provides the customized support you need for lasting results:

- One-on-one support
- Personalized nutrition plan
- Connected body weight scale and other devices, as applicable to support and track progress
- Health Optimizer Digital App



# Health Optimizer Digital App features:

- Medication management (reminders, check-ins)
- Weight journeys
- Exercise videos (library of over 600 videos)
- Recipes & meal inspiration
- Expanded health goals & challenges
- Mental well being



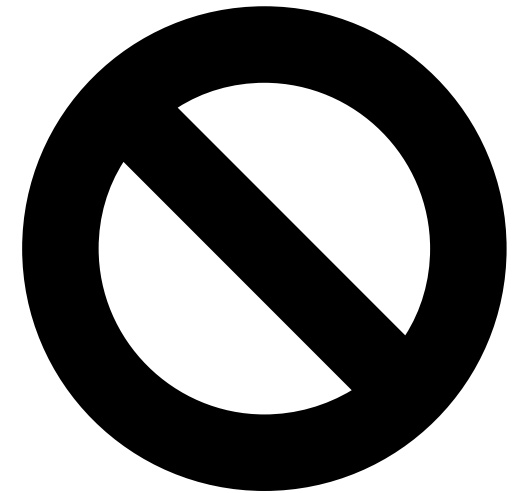
# Let's step through the process

- Member gets a PA for their weight management medication.
- The member would then need to download the Health Optimizer app and take the eligibility screener.
- Once the eligibility screener is passed, the cost share will go into place within 1-3 days.
- At that point, the member is notified that the eligibility screener has been passed and advised to make an appointment with a registered dietitian.



# Why am I paying full price for my medication?

- The member is kept up to date on their status and what to complete to stay on the program and receive the cost share.....
- If the member is NOT compliant or missing items (such as meeting with a dietician) the member is provided warning letters as well as notifications on their app and outreach from the program.
- If the member does not take action to stay in the program, the member's cost share is removed and the member would pay 100% of the medication.





# Brand New for 2026 - Digestive Issues Network

Introducing a new partnership opportunity available through Cigna Healthcare®. Simply schedule a convenient virtual visit and pay your in-network cost-share.\*

What is Oshi Health?

What symptoms and conditions does Oshi Health treat?

How does Oshi Health work?

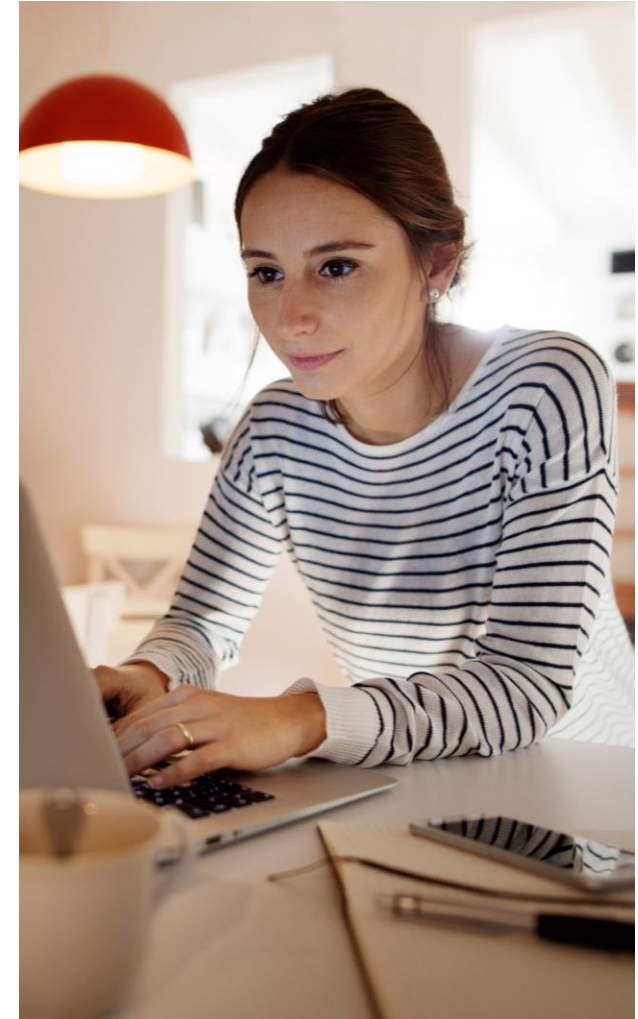
What's included with Oshi Health?

How can I sign up?



# What is Oshi Health?

- An in-network virtual care clinic for digestive issues, without the wait.
- Oshi offers gastrointestinal (GI) care with a team of expert GI providers, registered dietitians, and gut-brain specialists.
- From occasional symptoms to chronic diseases, Oshi diagnoses and treats hundreds of digestive issues.



# What symptoms and conditions does Oshi Health treat?

From occasional symptoms to chronic diseases, they diagnose and treat hundreds of digestive issues and symptoms, even when no diagnosis exists.

- Crohn's Disease
- GERD
- IBS
- Ulcerative Colitis
- SIBO (Small intestinal bacterial overgrowth)
- Undiagnosed GI Symptoms
- Bloating/Gas/Diarrhea/Constipation
- Heartburn/Reflux



# How does Oshi Health work?

- ***Establishing your care plan:***

When you sign up, we take time to get to know you, your symptoms, and your care needs. You'll first meet with a GI provider, who will review your health history and build your tailored care plan over the course of one or two visits.

- ***Working towards symptom control:***

Once your care plan is established, you'll make progress to gain and maintain symptom control through unlimited visits with your dedicated care team—including a GI provider, registered dietitian, and/or gut-brain specialist based on your unique needs.

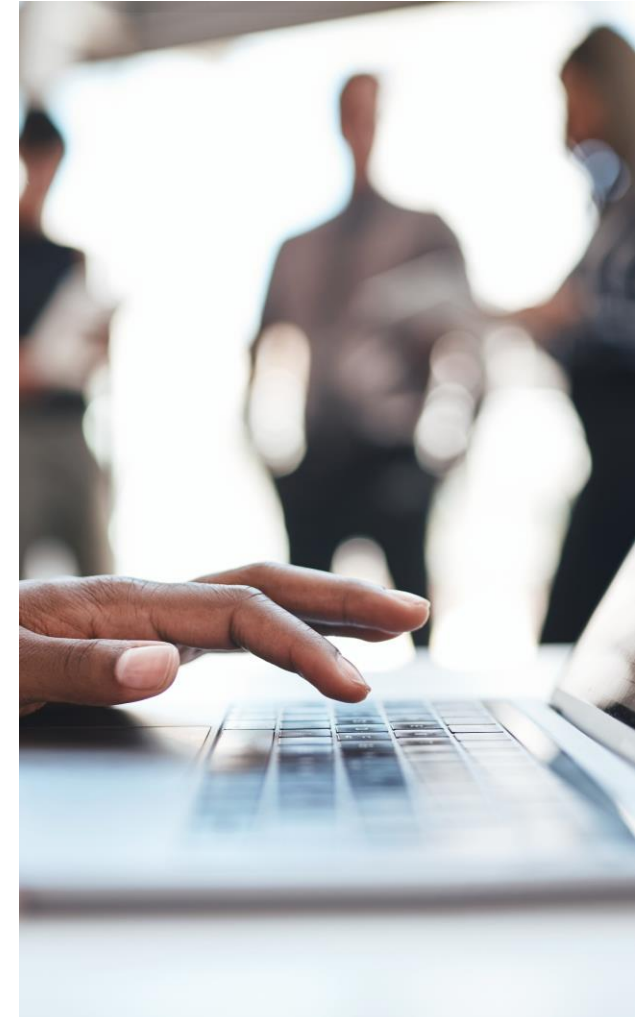




# What's included with Oshi Health?

You'll have unlimited access to a dedicated team of GI experts, working across specialties to improve your quality of life by treating and managing your symptoms. Your care team may include:

- Gastroenterologists
- GI providers (nurse practitioners and physician assistants)
- Registered dietitians
- Gut-brain specialists



# In addition:

- Access to the Oshi Health mobile app for virtual visits
- Unlimited chat messaging with your care team
- On-demand appointment scheduling
- Personalized care plan
- Access to care coordinators
- Medical record retrieval
- External referrals and procedural needs
- All in one convenient place



# How can I sign up?

- To get started, visit [oshihealth.com](https://oshihealth.com). Walk through the steps to create an account and schedule your first appointment at a time that's convenient for you. We look forward to partnering on your GI care journey!
- You must be 18 or older to receive care from Oshi.
- Standard Copays and deductibles may apply.



# Transform Diabetes Care

**Welcome to  
Transform  
Diabetes Care**

Helping you take  
care of your health.





# Diabetes Care Management-Transform Care

This program helps deliver better overall care and lower costs for member with Diabetes. Enrollment includes:

- Connected glucometer
- Unlimited test strips
- Unlimited lancets
- Medication therapy counseling from a pharmacist
- Two annual diabetes screenings at a CVS MinuteClinic

In addition to a suite of digital resources through CVS mobile app (subject to benefits and eligibility verification)

ALL AT NO COST TO YOU



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# **\*\*NEW\*\* Priority Health Coaching**

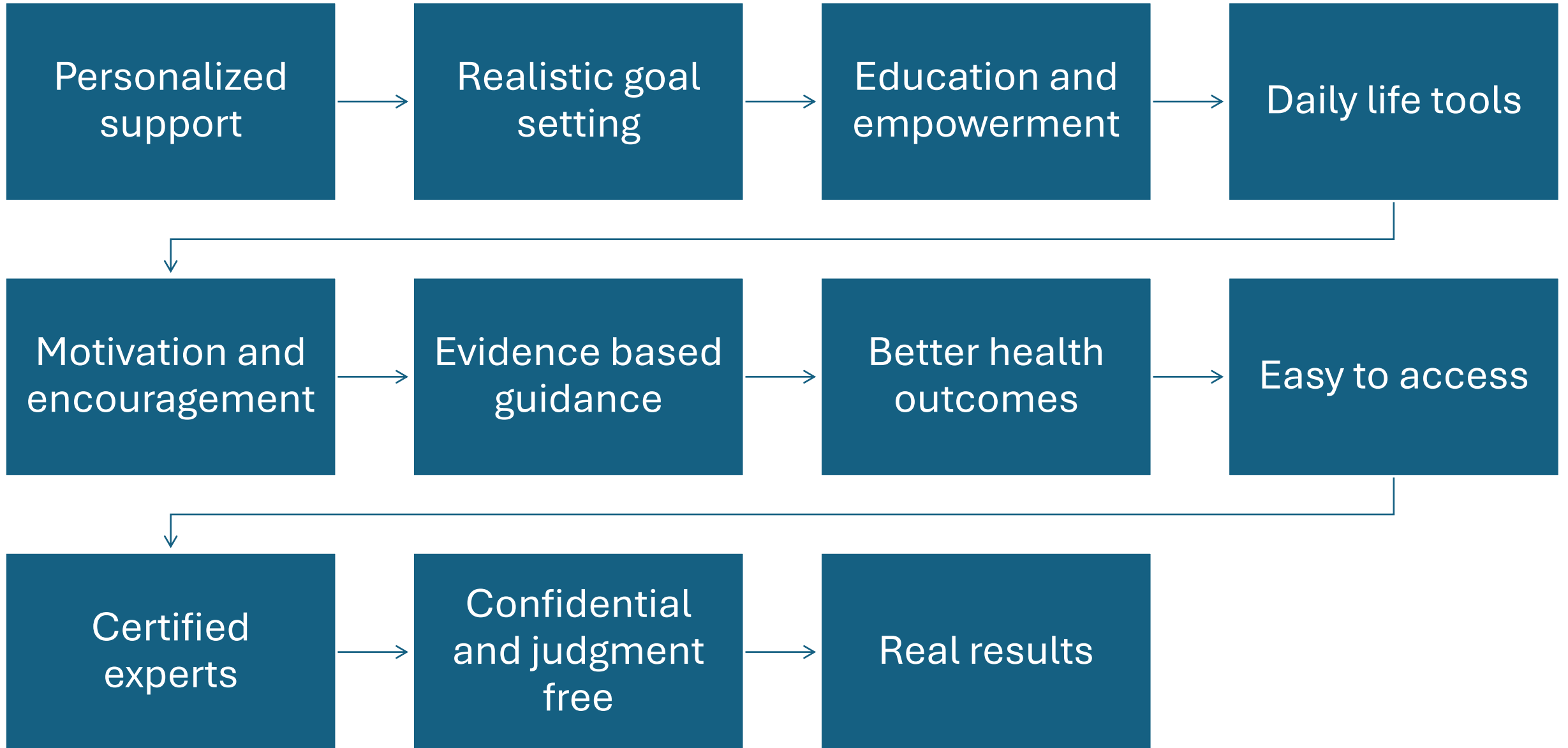
We're delivering a new benefit beginning 1/1/2026 exclusively for NALC Health Benefit Plan members with chronic conditions.

Priority Health is a personalized health coaching program to help you take control of your health with easy access to a dedicated care team who prioritize prevention, education, and care coordination.

Priority Health Coaching offers the following through dedicated health coaches - to help you every step of the way.



# A New Step to Better Health



# Maven (Digital Health Care App)

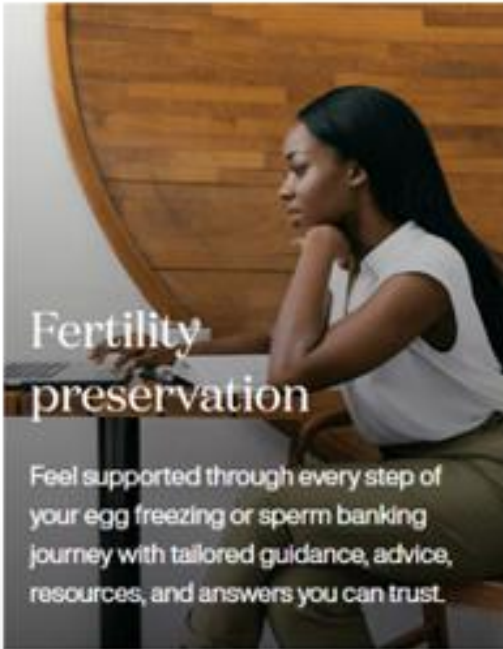
Maven is the leading women's and family health platform providing:

- 24/7 unlimited access to dedicated care navigation and advocacy
  - Virtual provider appointments across 30+ specialties
  - Clinically-validated resources
  - The opportunity to connect with other members
- All in one digital solution





# Fertility and Family Building



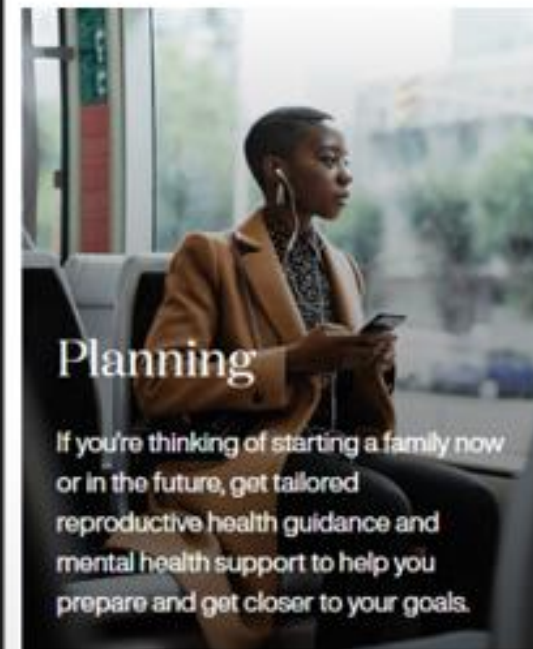
**Fertility preservation**

Feel supported through every step of your egg freezing or sperm banking journey with tailored guidance, advice, resources, and answers you can trust.



**Fertility**

Gain confidence with expert guidance, exclusive referrals, and mental health support while trying to conceive, or during IUI and IVF journeys.




**Planning**

If you're thinking of starting a family now or in the future, get tailored reproductive health guidance and mental health support to help you prepare and get closer to your goals.

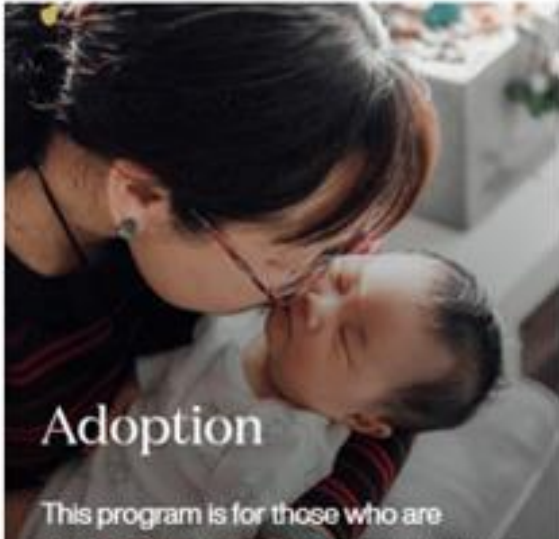


# Maternity and Newborn Care




## Surrogacy

This program is for those who are considering surrogacy and need support from picking a surrogate to caring for a newborn.



## Adoption

This program is for those who are considering adoption and need support from managing the steps of the process to bringing their child home.




## Maternity

Maven provides comprehensive support through pregnancy, postpartum, return-to-work transitions, and potential miscarriage.



# Parenting, Pediatrics, Menopause and Midlife




## Parenting & Pediatrics

Maven helps you refine your parenting skills while managing your kid's development, from age 1 through early adolescence.



## Breast Milk Shipping

If you're traveling for work while pumping, use Maven to ensure that your milk gets safely shipped to where it needs to go.



## Menopause & Midlife Health

Maven specialists are here to support your physical and emotional well-being through every stage (and symptom) of menopause and midlife health.



# How to Join

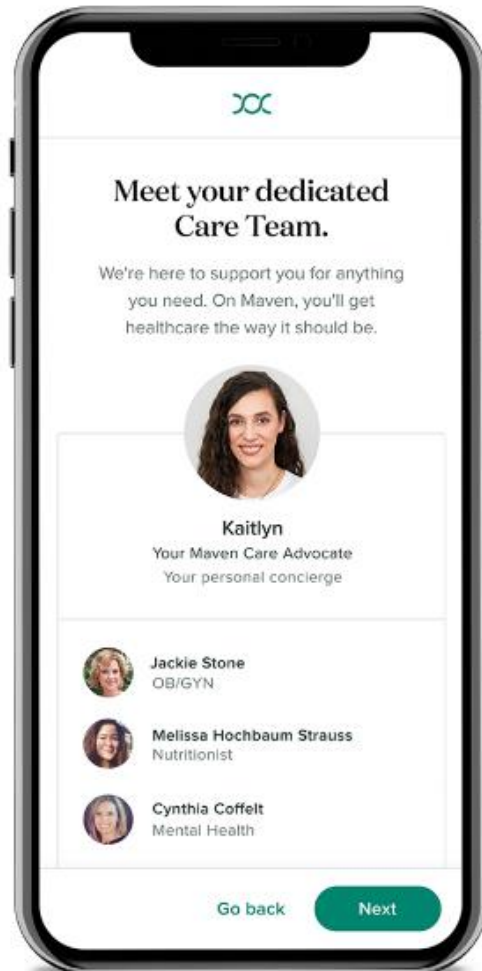
- Maven helps members reach the highest quality in-network clinics, resources, and providers whether they are in rural towns or need support through a social need.
- Members can register for Maven online at [mavenclinic.com/join/nalchbp](https://mavenclinic.com/join/nalchbp) or through the Maven Clinic mobile application.





# Sign Up

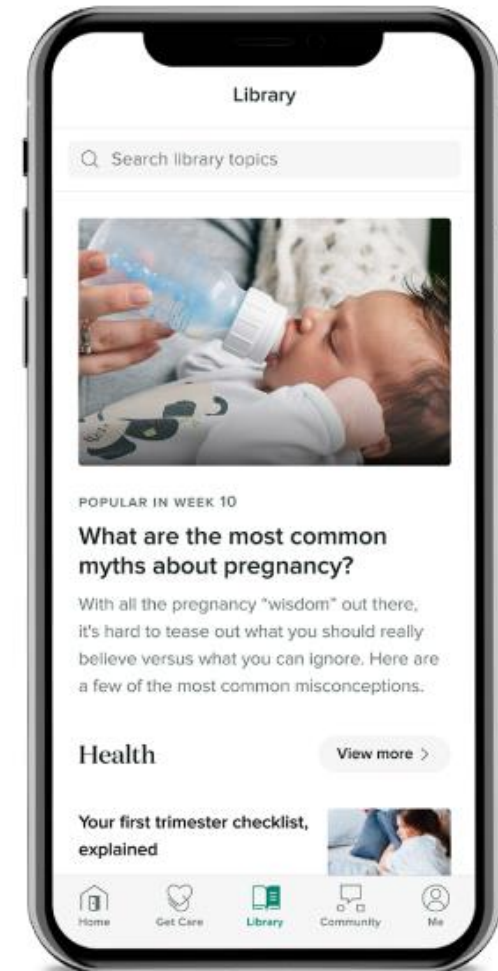
Sign up for free



Get support 24/7



Learn and connect





# Hello Heart

**You've only got one heart.  
Track how it's doing with  
Hello Heart.**

Hello Heart is a free program  
that makes it easy to manage and  
understand your heart health.



# What do you get with Hello Heart?

- FDA-cleared blood pressure monitor that easily connects to your phone.
- Blood pressure, medication, and weight tracking technology.
- Instant, clear explanations of what your numbers mean.
- Easy-to-apply personalized tips for maintaining a healthy heart.
- Progress reports that are easy to review or share with your physician.
- Auto-imported lab results from clinics, with personalized explanations.
- Support team available to answer any questions via phone or email.



# Who is Eligible?

NALC Health Benefit Plan members and dependents 18 years of age or older are eligible to enroll:

- With a blood pressure reading of 130/80 mmHg or above
- Those taking blood pressure medication
- Pregnant individuals
- Woman impacted by menopause

To access Hello Heart use the mobile app which is available for download on both iOS and Android mobile devices or go to [www.join.helloheart.com/NALCHBP](http://www.join.helloheart.com/NALCHBP) or text NALC to 75706 to register.



# Hinge Health Musculoskeletal MSK Program

Our Virtual Physical Therapy Program through Hinge Health® is a convenient way to help you:

- Reduce everyday joint and muscle aches
- Recover from an injury
- Relieve pelvic pain and discomfort



# All from the Comfort of your Home

This program is offered at no cost to you and your dependents aged 18 and older.

To access Hinge Health use the mobile app which is available for download on both iOS and Android mobile devices or go to:  
[www.hingehealth.com/nalchbp](http://www.hingehealth.com/nalchbp).





# Bend-Behavioral Health Coaching

Bend's Behavioral Health Coaching Program through Optum® is a live video-based service that supports children and families in modifying challenging behaviors to achieve their behavioral health goals.

- Bend offers family Mental Health Care-without the wait.
- Appointments in days not months.
- Live video session from home or school.
- Available Nationwide.

The logo for Bend Behavioral Health Coaching, featuring the word "bend" in a lowercase, rounded, teal-colored font.

# As a BEND Family, have access to:

- A behavioral care manager to guide you
- Live video sessions & unlimited chat messaging with your practitioners (coach, therapist, and/or psychiatric provider)
- Skill-building lessons and resources in our interactive learning center
- Monthly online check-ins that assess symptoms and chart your progress
- Peer-to-peer support for parents and caregivers via the Bend Community



# Support for Mental Health and Behavioral Health

Developmental & Life Stage Transitions

LGBTQIA & Affirming Care & Support

Sleep Issues

Behavioral Concerns (Autism)

Parenting Support

ADHD

Depression

Athlete-Related Stress



OCD

Trauma/PTSD

Neurodiversity

Body Image

Self-Harm

Suicidal Ideations

Anxiety

The Bend Health program is available online at [www.bendhealth.com/nalchbp](http://www.bendhealth.com/nalchbp), at no cost to you.

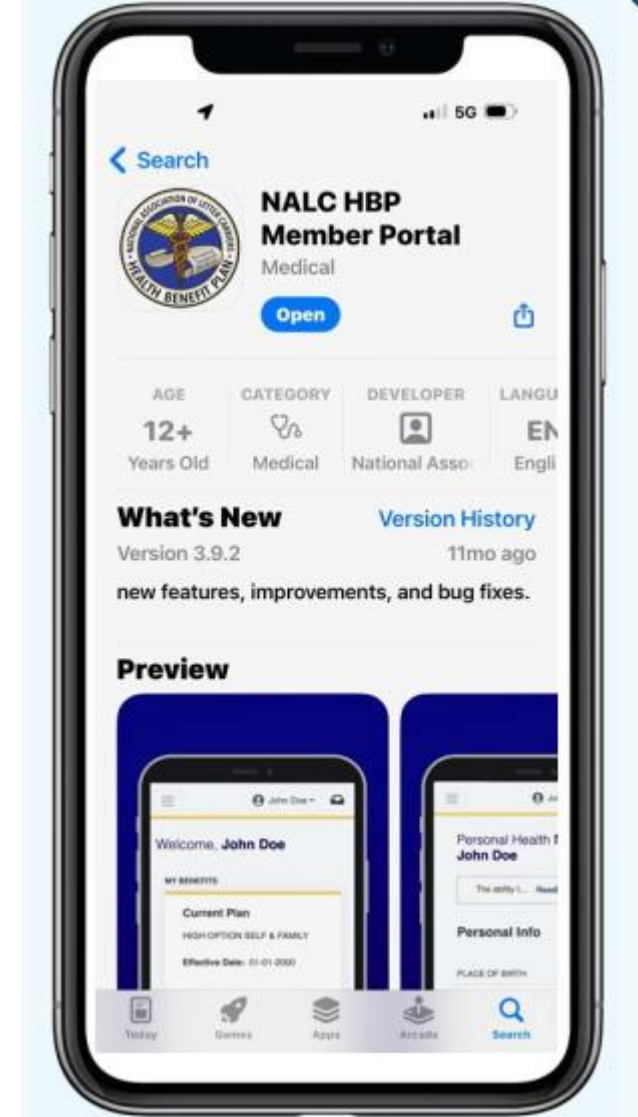


*Delivering 75 Years of Service - One Step at a Time*


# Member Access Portal / App

The NALC HBP Portal App includes direct sign-on-links to:

- Cigna
- CVS Caremark
- Optum
- Health Equity
- Hello Heart
- Hinge
- Amwell




# SSO's Conveniently located within your Member Portal App




The Cigna HealthCare Shared Administration OAP network for the NALC Health Benefit Plan has over 23,000 participating facilities, 3.4 million family doctors and specialists, 9,435 general acute care hospitals and 170 transplant facilities. This network is a... [Read More](#)

[View Provider Directory >](#)




Our pharmacy benefit manager, CVS Caremark®, is a leader in the healthcare industry. The NALC CareSelect Network is a large nationwide network that offers more than 68,000 retail pharmacies. The NALC CareSelect Network includes most large retail chain d... [Read More](#)

[View Pharmacy Claims >](#)




Optum® is a recognized leader specializing in provider behavioral health care and substance use disorder services and provides our mental health and substance use benefits. With Optum®, members have access to over 203,000 in-network clinicians and 3... [Read More](#)

[View Mental Health Claims >](#)




NALCHBP Telehealth makes it easy to virtually connect to physicians using the Amwell network of providers. All physicians are U.S. trained and board certified and available to help with your urgent care needs 24-hours a day, 7-days a week.

[Access Telehealth Services >](#)




Our Musculoskeletal Program through Hinge Health offers a convenient way to help you overcome back and joint pain, avoid surgeries, and reduce medication usage - all from the comfort of your home. This program is offered at no cost to you and your depend... [Read More](#)

[Visit Hinge Health >](#)



Have high blood pressure? Track it for free by using the Hello Heart mobile app. Hello Heart makes it easy to track and understand all things heart health, like blood pressure and cholesterol. That way you can worry less&mda... [Read More](#)

[Access Hello Heart >](#)



HealthEquity enables members to easily access their Medicare Reimbursement Account (MRA) sponsored by the NALC Health Benefit Plan. Program availability is for those annuitant members who remain enrolled in Medicare Parts A, B and the SilverScript Employer ... [Read More](#)

[Access HealthEquity >](#)





**urgent**  
care

URGENT CARE

Have an Urgent Care visit  
now for minor conditions

 Visit Now

**women's**  
health

WOMEN'S HEALTH

Visit with a provider now for  
women-specific health  
concerns

 Visit Now

**lactation**  
support

LACTATION

Lactation consultants can  
help you with breastfeeding  
questions or concerns

 Schedule Appointment

**nutrition**  
counseling

NUTRITION


Nutrition counseling can  
improve your health, well-  
being, and lifestyle

 Schedule Appointment

**dermatology**  
on demand

DERMATOLOGY

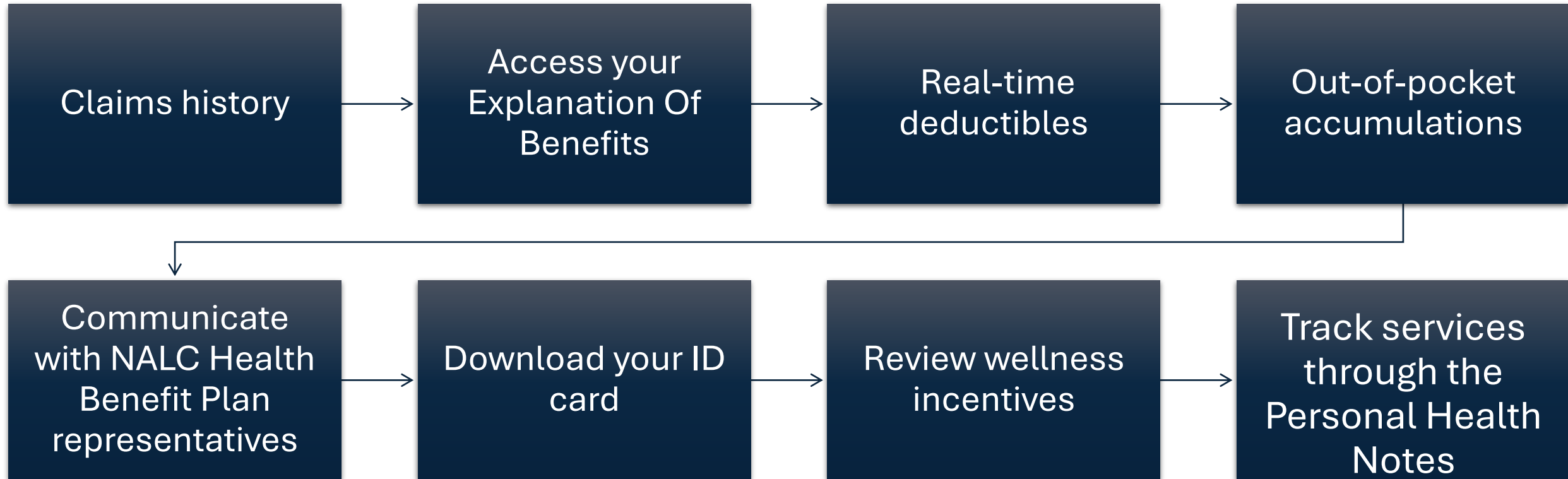
Receive customized care for  
skin, hair and nail  
conditions.

 Launch Now

# Virtual Care

# App Features include:

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# On the HOME screen

[View Member ID Card, Health Incentives & Plan Details](#)

The screenshot displays the 'HOME' screen of a member portal. On the left is a dark purple vertical sidebar with four icons and labels: 'Home' (house icon), 'Claims' (document with dollar sign), 'Notes' (notepad icon), and 'Support' (group of people icon). The main content area has a white background. At the top, there are two yellow buttons: 'Download/Print' and 'Order New Card'. Below these is a section titled 'Health Incentives' with an upward arrow icon. Inside this section, there is a light blue box containing the text 'You can earn valuable health savings rewards to use towards eligible medical expenses. We will send each...' followed by a 'Read More' link with an information icon. Below this box is a 'Select Year:' label and a yellow dropdown menu currently set to '2025'. Underneath is the heading 'Earned Incentives'. This section contains two items, each with a green checkmark icon, a description, a dollar amount, a date, and a downward arrow icon for expansion:

- Annual Biometric Screening | \$50 • 2025-03-12
- Health Assessment | \$30 • 2025-01-22



# Earned Incentives

Select Year: 2025 ▾

## Earned Incentives

✓ Annual Biometric Screening | \$50 • 2025-03-12 

You can receive \$50 in health savings rewards for having an annual biometric screening.

Biometric screening- one annually; including:

- calculation of body mass index (BMI)
- waist circumference measurement
- total blood cholesterol
- blood pressure check
- fasting blood sugar

Contact your primary care physician to schedule a biometric screening.

✓ Health Assessment | \$30 • 2025-01-22 

A free Health Assessment is available under Quicklinks at [www.nalchbp.org](http://www.nalchbp.org). The Health Assessment is an online program that analyzes your health related responses and gives you a personalized plan to achieve specific health goals. Your Health Assessment profile provides information to put you on a path to good physical and mental health.



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# Wellness with Rewards

- Flu & Pneumococcal Vaccine
- Health Assessment
- Annual Biometric Screening
- Quitting Tobacco Use
- Well-Child Visits
- Healthy Pregnancies, Healthy Babies
- Priority Health Coaching Program





# TASC Debit Card

- Re-issued in July
- Members 18 years and older receive TASC card in own name.
- You may use your new TASC card immediately, they do not require activation.
- One reward amount per person, per program or wellness activity, per calendar year.



# On the NOTES screen

Home

Claims

Notes

Support

## Personal Health Notes for MELISA D WALSH

The ability to create your own Personal Health Notes (PHN) allows you, the individual, to create a complete heal... [Read More](#)

### Personal Info

Print

### Prescriptions/Medications

Nothing to show

#### Add Medications

Enter a medication here [Add](#)

##### Common Conditions

- Actonel (753143)
- Adderall XR (84815)
- Advair Diskus (AdvairDiskus)
- Allegra (324026)
- Ambien (131725)
- Amox TriPotassium Clavulanate

Save Cancel



# On the SUPPORT screen

Home

Claims

Notes

Support

Visit NALC Health Benefit Plan Website

Visit Website

FAQ

Submit Ticket

Forms

Care Allies (24-hour Nurse line-option 2)	<a href="tel:855-244-6252">855-244-6252</a>
CVS Caremark	<a href="tel:833-252-6647">833-252-6647</a>
NALC HBP Telehealth	<a href="tel:888-541-7706">888-541-7706</a>
OptumHealth Behavioral Solutions, 24-hour help line for mental health	<a href="tel:800-865-9379">800-865-9379</a>

Monday to Sunday 24-Hour Line



# Conveniently located phone numbers for all your health care needs

Home

Claims

Notes

Support

Care Allies Provider Locator	<a href="tel:855-244-6252">855-244-6252</a>
Customer Service	<a href="tel:703-729-4677">703-729-4677</a>
Durable Medical Equipment	<a href="tel:703-729-4677">703-729-4677</a>
Fraud Hotline	<a href="tel:703-729-4677">703-729-4677</a>
Health Benefit Plan	<a href="tel:703-729-4677">703-729-4677</a>
Smoking Cessation Program	<a href="tel:866-784-8454">866-784-8454</a>
Hinge Health	<a href="tel:855-902-2777">855-902-2777</a>

Monday to Friday 24-Hour Line

Monday to Friday 8:00 am - 3:30 pm  
Eastern Time (ET)

Monday to Friday 9:00 am - 9:00 pm  
Eastern Time (ET)

Delivering 75 Years of Service - One Step at a Time

# On the SUPPORT screen

[Return to previous page](#)

How can we help you

Visit NALC Health Benefit Plan Website

Visit Website

FAQ

Submit Ticket

Forms



Home

Claims

Notes

Support

Support > Forms

[Return to previous screen](#)

Forms

Sort By

Recent

Form 1095-B

MELISSA D WALKER

Form 1095-B

MELISSA D WALKER





# Don't delay, sign up today!

- To access the Plan's Member Portal, use the mobile app which is available for download on both iOS and Android mobile devices.
- Visit [memberportal.nalchbp.org](https://memberportal.nalchbp.org) or download the mobile app by searching NALC HBP Member Portal.
- Take your Health Assessment and enjoy the rest of this seminar.



# We appreciate your time!

## Together on the Journey

*Ask Me About It!*

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



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