BRIAN HELLMAN **DIRECTOR, HEALTH BENEFITS**

Electronic personal health records

The NALC Health Benefit Plan's secure website (nalchbp.org/depart/hbp) provides members with many resources. One of the many features available is the opportunity to create a personal health record (PHR), where members can keep up-to-date records of their current medications, immunizations, names and addresses of preferred physicians and facilities, allergies, as well as lifestyle preferences. All information is password-protected and accessible only by you or a family member you designate as a personal representative when you register.

To register, go the Plan's website and select "Not Registered?" in the upper right-hand corner. From here, you will be asked to provide your member ID number, name and date of birth (see example screen, at right). You will then be asked to select a user name, password, and you will enter your e-mail address. You then answer a series of security questions for verification purposes should you forget your login or password. Once you read and agree to the terms and conditions using the NALC Health Benefit Plan portal, you are ready to log in.

Whenever you visit the NALC Health Benefit Plan website, you should select "member login" to access protected health information.

The personal health record is easily accessed and can be updated as often as needed. This tool allows you to download the PHR to your home computer and print it. This is the perfect record to share with your physician and is very similar to the paperwork you complete each time you visit a physician.

Once you register through the website, you will also be able to access our electronic health record (EHR), shown at right. This feature allows you to view your claims history. Through our secure website, you can see claims history in a format similar to the Explanation of Benefits we send to members after a claim is processed. This feature also allows you to print this information if you should ever need a copy of an Explanation of Benefits. As with any personal information, it is your responsibility to keep the information protected once you print or download any records that contain any personal or confidential information.

If you have questions about our website or need assistance registering or accessing information, or if you need help resetting your password, contact the Plan's Member Services Department at 888-636-NALC (6252) or 703-729-4677.