

**24/7/365**

Have you ever heard someone start a sentence with, “In a perfect world...”? Unfortunately, we all may have heard or used that statement; however, the truth remains that we are not in a perfect world, and problems and sickness do come our way at the most inopportune times. Obviously, we cannot create a perfect world, but as your health care provider, the NALC Health Benefit Plan does strive to offer some help in uncertain moments. One program that I would like to remind you of is the 24-hour nurse line. Let’s look at the below scenario together:

It’s 3 a.m. and your child wakes with a fever. You are away from home and don’t feel well. Your doctor prescribes a new medication and you have more questions. Who can you call?

The Cigna 24-hour health information line! No matter what time it is, as a member of the NALC Health Benefit Plan, you have a registered nurse or clinical specialist available to you 24 hours a day, seven days a week, 365 days a year to rely on.

This nurse line seeks to influence consumer behavior by providing tools, education, counseling and support to help members make decisions with respect to their health and use of health care services. These medical professionals will be able to assist you with situations such as:

- Answers to questions about medical conditions, diagnostic tests or treatments prescribed by their physicians.
- Assistance to determine the appropriate level of health care services (emergency room, doctor visit, self care, etc.) required to address a current symptom.
- Self-care techniques for home care of minor symptoms.
- Referrals for case management or other appropriate services.
- Questions about a prescription.
- Education and support regarding health and health care services.
- Locating the nearest OAP provider or facility to treat an illness or injury.

So, how can you reach a nurse? Call 877-220-NALC (6252) and choose prompt No. 2

Remember, whether it is guidance on medical treatment or assistance with a health question, you can always call the 24 hour nurse line and get live support 24 hours a day, seven days a week.

Mark your calendar for “World No Tobacco Day” on May 31.

Making the decision to quit using tobacco products is a great first step to enjoying a healthier lifestyle. You will find the support you need to stay motivated to quit when you enroll in the NALC Health Benefit Plan’s tobacco cessation program, Quit For Life®. Our comprehensive program components are offered at no cost to Plan members and eligible dependents.

Enroll in the Quit For Life® program today, and join millions of people around the world celebrating freedom from tobacco on May 31 as part of World No Tobacco Day. When you enroll, a quit coach will help create an easy-to-follow quitting plan individualized with your tobacco use and lifestyle in mind.

Preparing takes time, so join today so you can quit on World No Tobacco Day. By mastering the four essential practices to quit for life, your chance of quitting is eight times more successful than by quitting on your own. The program provides access to the tools, knowledge and support that you need to make this quit your last.

When you enroll, you will receive an easy-to-use printed quit guide you can reference in any situation to help you stick with your quitting plan, advice on which type, dose, and duration of nicotine substitute or medication is right for you, and finally, access to Web Coach, a private, online community where you can complete activities, watch videos, track your progress and join discussions with other program participants.

Make World No Tobacco Day your quit date. You’ll not only receive the support you need through the program to make this time successful, you’ll also celebrate May 31 as your tobacco-free anniversary for years to come.

You can connect with a quit coach for the first time in one of three ways: (1) calling the Quit For Life® toll-free number (866-784-8454 or 866-QUIT-4-LIFE), (2) using the click-to-call feature on Web Coach, or (3) a call back from a quit coach if you enrolled online and were unable to be transferred immediately following enrollment.

The Quit For Life® program is brought to you by the American Cancer Society and Free & Clear. The two organizations have 35 years of combined experience in tobacco cessation coaching and have helped more than 1 million tobacco users. Together they will help millions more make a plan to quit, realizing the American Cancer Society’s mission to save lives and create a world with more birthdays. ☒