

# Check out these offerings through Optum™



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**O**ptum™ offers extensive member resources at [liveandworkwell.com](http://liveandworkwell.com) (High Option Plan). Concerned about your health and well-being? Wondering about your emotional health? While there is no substitute for professional care and evaluation, there are tools available on the Live and Work Well website for user access.

Members have confidential access to information and tools. The [liveandworkwell.com](http://liveandworkwell.com) portal focuses on mind-body integration for a practical approach to wellness and well-being. The portal provides member access to care and benefit self-management tools, prevention programs, educational materials, videos and more. [Liveandworkwell.com](http://liveandworkwell.com)

provides members with exceptional information and topics including:

- **Well-being**—caregiving, parenting, military and veterans, relationships
- **Mind and body**—mental health, physical health, recovery and resiliency, substance use disorder/addiction
- **Crisis support**—abuse, addiction, disaster planning and recovery, financial relief, hospitalization, housing, recovery and resiliency, suicide prevention, dealing with a mental health crisis

Under the “Find a Resource” tab, you can locate a provider near you, download claims forms, use the health library or find volunteer opportunities/events in your area that you may be passionate about.

If you are interested in checking on any claims that were processed through the Optum Health network, you can click on the “Benefits & Claim” tab. Under the drop-down box, you will see the following options: “View Claim Status,” “Behavioral Health Coverage” and “Additional Benefit Information.”

The website’s wealth of resources and information on health and wellness help members take charge of their overall health and well-being.

## Solutions for Caregivers (High Option Plan)

**For members or spouses who are caring for an elderly relative, disabled dependent, friend or neighbor, the NALC Health Benefit Plan has made Solutions for Caregivers available to you.**

Your Solutions for Caregivers benefit provides year-round services. Whether the individual you care for lives down the street or across the country, they are there to help. Support to caregivers with experienced care planning, in-home assistance, coordination services and community resources is available.

Solutions for Caregivers can help you and your loved one so you can enjoy your time with them. This program provides six hours of case management services at no additional cost per calendar year. This includes:

- **On-site assessments**—have a registered nurse perform an on-site health and well-being overview.
- **Caregiver case manager**—let a case manager counsel you by offering advice with decision-making support.
- **Personalized care plans**—get a customized care plan that may address your needs and the needs of your family member, friend or neighbor.
- **Coordination of services**—allow Solutions for Caregivers to help plan and arrange community-based programs and services for your specific needs.

If you’re a caregiver or anticipate taking on a caregiver role in the future, call Solutions for Caregivers at 877-468-1016.

## Weight Talk® Program through Optum (High Option Plan)

**The Weight Talk Program through Optum is a free weight-loss program to help members achieve a healthier lifestyle.** This specialized coaching program is designed to help members achieve measurable, sustainable weight loss. The Weight Talk Program is delivered through regular phone-based coaching sessions with a dedicated coach, supported by specialized calls with registered dietitians. The experience is highly personalized, supportive and proven effective. Participants set realistic weight-loss goals and then learn through small, tailored changes how to achieve and maintain a healthy weight for the rest of their lives.

Weight Talk incorporates the following components: up to 11 planned phone-based coaching sessions; specialized protocols for the severely obese, those diagnosed with Type 2 diabetes and post-bariatric surgery; unlimited access to coaches for ongoing support for up to one year; a welcome kit, including a weight-loss work book, food journal and tape measure; unlimited access to Optum’s Wellbeing interactive web and mobile support tools; and Fitbit Zip wireless activity tracker that tracks and uploads steps, calories burned, distance, and activity duration to the Weight Talk Program portal.

Members can enroll in the Weight Talk Program online at [weighttalk.net/nalc](http://weighttalk.net/nalc) or call the toll-free number at 844-305-0758. A personal dedicated coach is available weekdays, 7 a.m. through 3 a.m., and Saturday, 9 a.m. through 12 a.m. (Eastern Time).

**Note:** This is only a summary of some of the features of the NALC Health Benefit Plan. Detailed information on the benefits for the NALC Health Benefit Plan can be found in the official 2017 brochure (RI 71-009). All benefits are subject to the definitions, limitations and exclusions set forth in the official brochure.