

# Extra benefits for Plan members



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**W**hether you want to lose weight, kick a tobacco habit, manage chronic health conditions, get support for a new baby or (fill in the blank), we're here to help. If you haven't looked at the Wellness and Other Special Features section (5h.) of the official 2019 brochure, I would encourage you to do just that. If you are enrolled in the High Option Plan, refer to pages 90-94. If you are enrolled in the Consumer Directed Health Plan (CDHP) or Value Option Plan, refer to pages 163-165.

As in previous months, I would like to talk about a few of those extra benefits.

have the option of purchasing continuing services beyond the six hours offered, if needed. Solutions for Caregivers can:

- Counsel you on your loved one's individual medical, financial, safety, emotional and social needs.
- Conduct an on-site assessment by registered nurses and develop a personalized care plan.
- Connect you with professionals, including home health aides, nurses, lawyers and financial advisers
- Offer assistance in crisis situations when you don't know where else to turn.

Solutions for Caregivers provides members with access to a "care advocate," a registered nurse with geriatric, disability and community health experience, to help ensure that your loved one maintains a safe, healthy lifestyle. Specialists are available 24/7 to answer questions and arrange services by a care advocate. For questions or to learn more, call 877-468-1016.

## Transform Diabetes Care® through Livongo

As of this year, we have a new program offered to our members at no cost as part of your CVS Caremark® prescription benefits.

This program helps deliver better overall care and lower costs for members who have Type 1 or Type 2 diabetes and are insulin-dependent. It includes:

- Strips and lancets, plus a new blood glucose meter. While you are enrolled in this program, Livongo will ship strips and lancets directly to your home, covered in full by your plan benefits. You can order refills of strips and lancets directly from your Livongo meter.
- A "smart" meter. Livongo's connected meter uploads readings to your private account. The meter also provides personalized tips after each reading to support your diabetes management.
- Answers to questions 24/7. Livongo's Certified Diabetes Educators are available by phone anytime.

To sign up or to learn more about this program, visit [join.livongo.com/NALC/proud](http://join.livongo.com/NALC/proud) or call Livongo member support at 800-945-4355 and have your registration code ready: NALC.

## Solutions for Caregivers—High Option Plan

Individuals often find themselves in a caregiving role with no previous experience or knowledge. For members or spouses caring for an elderly relative, disabled dependent, friend or neighbor, the NALC Health Benefit Plan has made Solutions for Caregivers available to you. The Solutions for Caregivers program provides six hours of care management services at no additional cost per calendar year. Members

## Well Informed Program (Gaps in Care)

We offer a program through CareAllies that provides timely information and personalized tips to help you reach or maintain a healthy lifestyle. Gaps in Care is designed to improve a member's quality of care, thereby reducing medical expenses. It is a clinically based program that focuses on chronic illnesses such as high blood pressure and diabetes to determine whether a patient is receiving adequate treatment. Here's how the voluntary program works:

1. Your health care claims are reviewed, and steps may be identified that you can take to improve your health.
2. If steps are identified, you and your health care provider (if we have their information) will receive information from CareAllies that may include:
  - A summary of health conditions that may be of interest to you.
  - Educational information to help close potential gaps in your treatment.
  - Resources and tips for better managing your care
3. You are encouraged to talk to your doctor about suggested topics and to develop long-term health goals.

The program is not meant to take the place of your doctor's professional judgment. It is part of our ongoing commitment to help you improve your health and well-being. Contact CareAllies at 800-252-7441.

**Note:** Detailed information can be found in the NALC Health Benefit Plan's official 2019 brochure (RI 71-009). All benefits are subject to the definitions, limitations, and exclusions set forth in the official brochure.