

## Health Benefit Plan app



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**O**ver the years, the NALC Health Benefit Plan has changed and marked many milestones. To name just a few,

- **1950**—The Plan began with two employees in a single room. Membership was at 4,116
- **1960**—The Plan became part of the Federal Employees Health Benefits program. Membership was at 101,503
- **1980**—The computer age hit, and all analysts were equipped with computer terminals that processed claims through a computerized system

Since the Plan was first created, we have evolved to ensure we remain competitive. In a world of ever-changing technology, rising costs and new requirements of the health care industry, keeping up can be a challenge. However, it's essential that we ensure that our health plan remains competitive and up to date to best serve our members and provide access to information and resources they may need.

One of the major innovations that we have seen over the last decade, and more prevalently since the COVID-19 pandemic, is the rise of online or digital communication to include telehealth, video conferencing, shopping, education and more. In the blink of an eye, the digital trend became a standard practice.

While the Plan began offering telehealth services in January 2020, we also knew our members needed an online platform or exclusive private hub to access their NALC Health Plan information. Today, our members want and should be able to have as much information as possible at their fingertips.

In October of 2021 we launched our first version of the NALC Health Benefit Plan portal and mobile app. By November of 2022, a little more than a year later, 18,790 members were enrolled, and to say we were excited would be an understatement. Now more than 2.5 years later, we continue growing with 32,000-plus members registered to use our portal and app.

If you have not already registered to use our portal or downloaded the NALC Health Benefit Plan mobile app, I encourage you to do so and check it out. Our digital member experience is under constant review and im-

provement. Many new features and updates have been added since the first launch in 2021, and we continue to develop and add more features and functionality for our members. So, if you registered but haven't looked in a while, please revisit us and see what's new.

**To create a portal account, you will need to either download the app from the Apple or Google Play store or go to the Plan's website homepage and click on the "Member Login/Register" tab located at the top of the page. Steps included within the process include registry, verification, and creating a profile and password. Once registration is completed, members can access their account information through the desktop login or app that has been downloaded on their tablet or smartphone device, from ordering new member identification cards, reviewing wellness incentives and checking claim status, to downloading an Explanation of Benefits.**

You have the ability to view your up-to-date health information at every provider visit, including your out-of-pocket accumulations and real-time calendar-year deductible. We also have a personal health notes tab, where you can create and organize records, which may include medications, allergies, emergency contacts, physicians/pharmacies, immunizations and medical conditions.

Another great resource available with our portal and mobile app is the single sign-on feature. This allows our users to connect directly to our partners at CVS Caremark®, Cigna®, Optum®, American Well®, Hello Heart, Hinge Health and Health Equity without the need for a separate username and password.

When using the portal or app, be assured your personal health information is stored in a single, safe, password-protected place accessible only by you or your designated representative. Should you need assistance with online or mobile access, our digital team is available at 888-636-NALC.

**As your Health Benefit Plan director, I know all members may not want to use this type of feature, and I understand that major shifts may cause fear or discomfort. Although we feel this is a great tool for our members, you can access the same information by using more traditional methods. If you feel more comfortable speaking with a Plan customer service representative, please give us a call.**

The Plan is committed to helping our members and providing each of you with the tools and resources you might need to be actively engaged in your health. Every health journey is unique just like our members—and the offerings we provide should be, too.