

New benefits and wellness programs



Stephanie Stewart

As we start the new year, it's the perfect time to focus on certain NALC Health Benefit Plan mailings, programs and/or benefits (new and current) available for our members.

Whether you have been a member for many years or this is your start with us, you should always continue learning about the many resources made available through your health plan enrollment.

For a start, let's talk about these few key areas:

- Identification card (ID) mailing
- NALC Health Benefit Plan Member Access Portal

- myCVS™ On the Go app
- New programs for 2026

By now all members should have received a new member ID card, which is specific to your health insurance file.

While the identification number for current members has not changed, new cards include updated deductible information and should be used going forward to ensure accuracy when receiving care.

If you have not received new ID cards or need a secondary set for dependents listed on your policy, please reach out to one of our knowledgeable customer service representatives.

If you are short on time, you can always retrieve a digital card through our NALC Health Benefit Plan Member Access Portal.

By registering for our member portal, you have access to a substantial amount of information in a single, safe, password-protected place, which includes claim information, deductible and coinsurance accumulations, direct sign-on links to vendor partnership programs, and the ability to securely message one of our dedicated digital customer service team members.

myCVS™ On the Go app

Managing prescriptions can be frustrating when life gets hectic. If you haven't taken the advantage of the myCVS™ On the Go app, I encourage you to do so. Enjoy the convenience of refilling and transferring prescriptions quickly, accessing your prescription history, finding a store and checking on your cvs.com or ExtraCare account and more.

Visit the CVS Caremark® mobile sites at cvs.com to "open" your CVS Pharmacy anytime, anywhere, or go

to the App Store on your Apple device or Google Play on your Android operating system and download the app.

OSHI HEALTH™—new for 2026

If you have been suffering with gastrointestinal (GI) issues, then please keep reading, as I am excited to tell you about OSHI HEALTH™. Through our partnership with Cigna Healthcare®, the Plan is offering a new, clinically proven approach to GI care with quick and convenient access that includes nights and weekends.

Access next-day virtual visits with a team of GI providers, registered dietitians, and gut-brain specialists to help you find lasting relief for symptoms and conditions, which include:

- Abdominal pain and bloating
- Acid reflux and gastroesophageal reflux disease (GERD)
- Crohn's disease and ulcerative colitis
- Irritable bowel syndrome (IBS)
- Undiagnosed GI symptoms
- And hundreds of other GI issues

Priority Health Coaching—new for 2026

Also new for this year is Priority Health Coaching, which is a new benefit exclusively for our Plan members suffering with chronic conditions. This is a personalized health coaching program to help you take control of your health with easy access to a dedicated care team who prioritize prevention, education and care coordination.

Priority Health Coaching offers the following to help you every step of the way:

- **Personalized support**—Coaches take a whole-person approach to help you manage chronic conditions and build healthy habits that fit your lifestyle.
- **Realistic goal setting**—Whether you're working on nutrition, weight management or medication routines, your coach helps you set achievable goals that make a real difference.
- **Education and empowerment**—Learn more about your health conditions and how to manage them confidently with expert guidance.
- **Daily life tools**—Get practical tips and resources to make healthy choices part of your everyday routine.
- **Better health outcomes**—With consistent support, you'll build a strong foundation for long-term wellness.
- **Easy to access**—Connect with a coach by phone, video or app—whatever works best for you. No referrals needed, and at no cost.

- **Certified experts**—Our coaches are trained in nutrition, chronic condition management and behavior change, so you get trusted, expert support.
- **Confidential and judgment-free**—Your health journey is personal. Coaching sessions are private and focused on your goals.
- **Real results**—Many members see improvements

in energy, sleep and stress levels within weeks of starting to coach.

We want you to stay involved, and there is so much more to share about the benefits and wellness programs we offer. If you prefer to speak with someone, connect with us at 888-636-NALC (6252) Monday through Friday from 8 a.m. to 6 p.m. Eastern time.

Executive Vice President

Interpretive step (continued)

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trability of grievances. Specifically, certain management representatives asserting that a grievance appealed to Step B ceases to be arbitrable if the Step B team fails to issue a decision within 14 days, absent an extension agreement.

- **6X 23N-6X-C 25507021:** The issue in this case involves the Postal Service refusing to comply with a national-level award. Arbitrator Newman issued the NACI Award in a national-level arbitration (6x21C-6X-C-24165358) arising under the American Postal Workers Union contract, and NALC intervened in the case. Arbitrator Newman's June 30, 2025, award held, in relevant part, that a grievance challenging the removal of an employee terminated because of an unfavorable NACI report is arbitrable so long as the employee completed probation prior to the removal. Since the award was issued, USPS has failed to comply with it. USPS recently sued to vacate Arbitrator Newman's award in federal court.

- **6X 23N-6X-C 81163554:** The issue in this case is whether delivery routes that already existed at a facility before that facility became an S&DC must be evaluated under the ARAP-S&DC route evaluation and adjustment process established in M-02006. For nearly a year following the parties' execution of M-02006 and M-02007, USPS and NALC, following the ARAP-S&DC process, jointly evaluated not only routes moved into S&DCs, but also routes that already existed at the facility before it was converted into a S&DC.

USPS's recent unilateral refusal to use the ARAP-S&DC route evaluation and adjustment process, in instances where the routes existed in a facility which is now an S&DC, and either refusing to evaluate routes at all or using Chapter 2 of the M-39 instead of the agreed-upon process, triggered the instant dispute.

As always, NALC will provide updates on any future developments regarding these cases, as well as any additional interpretive disputes that may arise.

Director of Safety and Health

Safety committees (continued)

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ment representatives, including checklists, assessments, and analysis tools.

All of these tasks are important. They all serve to help make your workplace safer. If we truly study what caused an accident (look up root cause analysis in the Occupation-

al Safety and Health Administration [OSHA] library), then, and only then, will we learn how to prevent accidents.

Your branch president is the person authorized to appoint a letter carrier to the safety and health committee at your installation. If there is not a functioning committee, reach out to your branch president to get involved.