



# National Association of Letter Carriers Health Benefit Plan Seminar



**Member Access Portal Mobile Application**

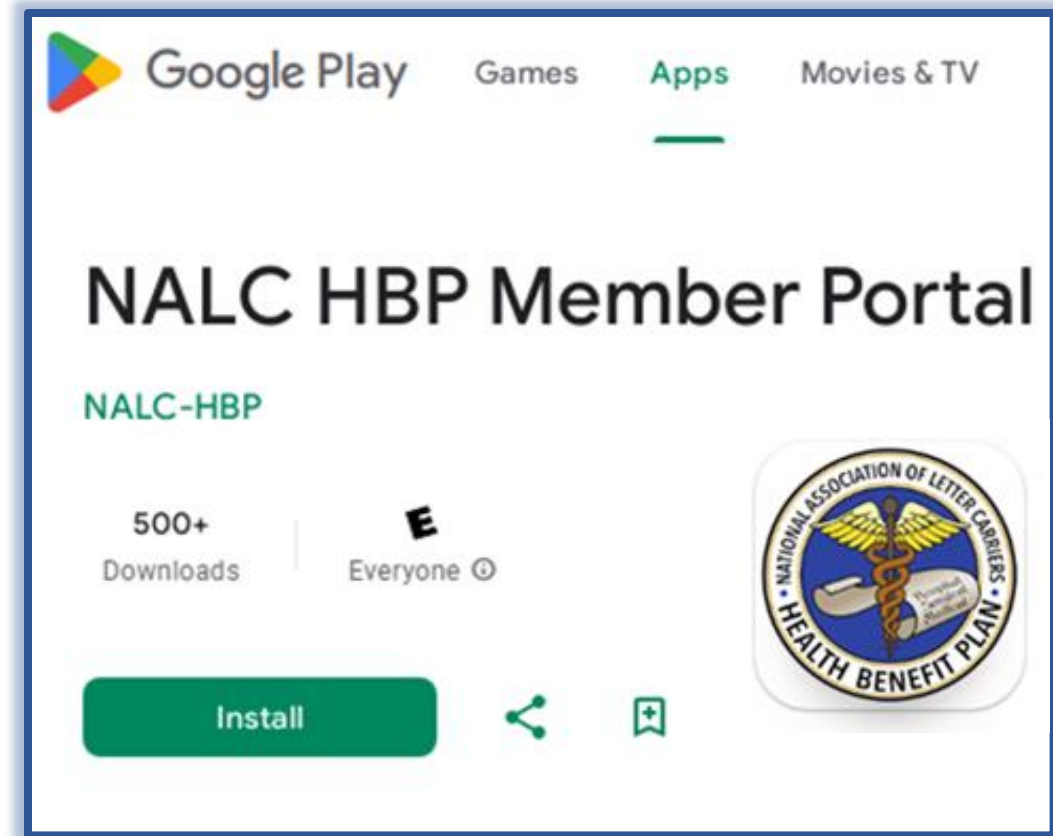
# MEMBER ACCESS PORTAL MOBILE APP

Available through [www.nalchbp.org](http://www.nalchbp.org) or by download on IOS or Android Devices.

Secure access to your Personal Health Information.

24/7 Access to:

- ✓ Out of pocket and Deductible Accumulations
- ✓ Claims History
- ✓ Explanation of Benefits
- ✓ Wellness Incentives
- ✓ Personal Health Notes

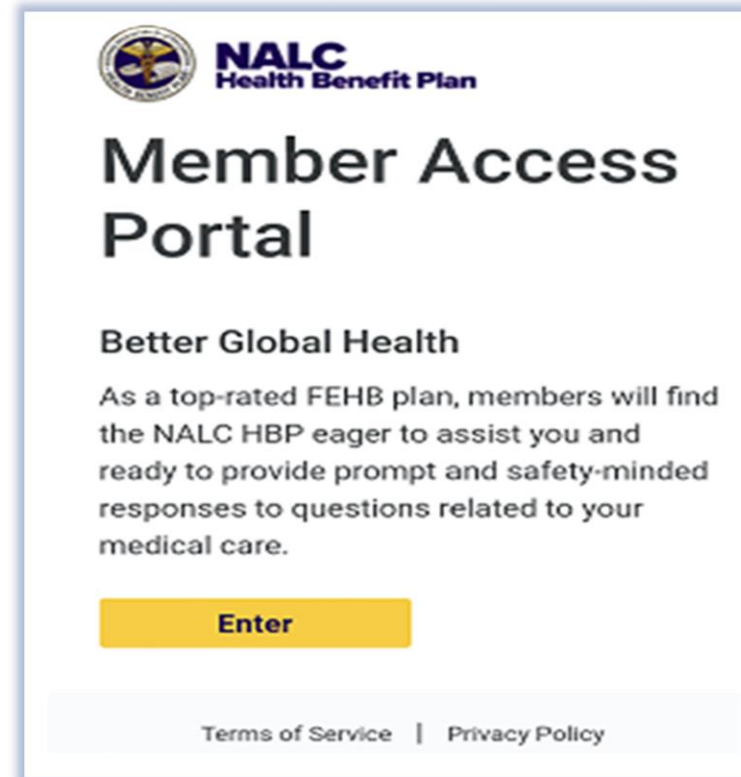


Whole Health

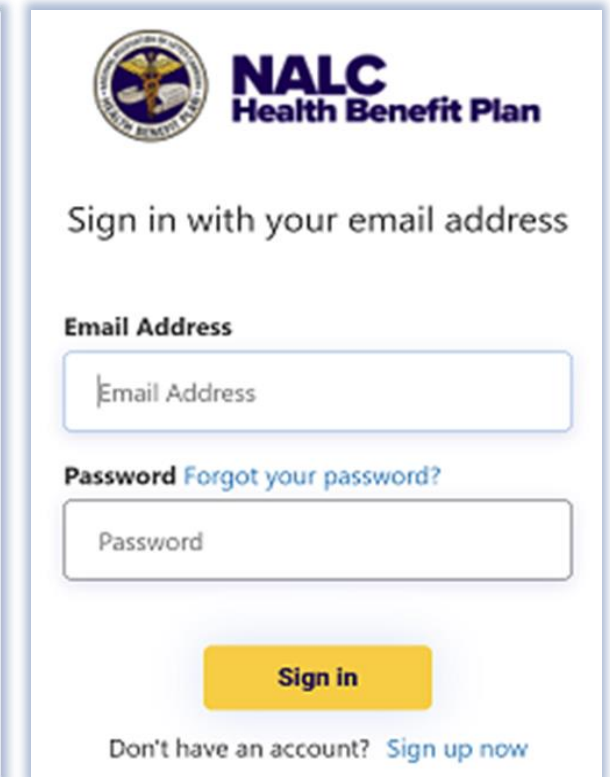
# Member Portal Registration

Creating a secure login username and password.

- Download the App from iOS or Google play store.
- Click “Sign up now”



The screenshot shows the registration page for the NALC Health Benefit Plan Member Access Portal. At the top left is the NALC logo, a circular emblem with a caduceus and the text 'NATIONAL ASSOCIATION OF LONG-CARE PERSONNEL'. To its right is the text 'NALC Health Benefit Plan'. Below the logo is the heading 'Member Access Portal' in a large, bold, black font. Underneath is the sub-heading 'Better Global Health' followed by a paragraph: 'As a top-rated FEHB plan, members will find the NALC HBP eager to assist you and ready to provide prompt and safety-minded responses to questions related to your medical care.' At the bottom of this section is a yellow button with the text 'Enter'. At the very bottom of the page are two links: 'Terms of Service' and 'Privacy Policy'.



The screenshot shows the login page for the NALC Health Benefit Plan Member Access Portal. It features the same NALC logo and 'NALC Health Benefit Plan' text at the top. Below this is the instruction 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. To the right of the password field is a link that says 'Forgot your password?'. At the bottom of the form is a yellow button labeled 'Sign in'. Below the button is a link that says 'Don't have an account? Sign up now'.





# Member Portal Registration

## Continuing Registration Process

- Verify Email
- Verify code
- Create user account
- Creating user password

**NALC Health Benefit Plan**

### Register For Member Portal

1 — 2 — 3 — 4  
Registry Verification Profile Password

Please enter your email address for verification

NALChbp@nalchbp.org

Confirm Email

**NALC Health Benefit Plan**

### Register For Member Portal

1 — 2 — 3 — 4  
Registry Verification Profile Password

A verification code has been sent to your email address.

956468

Resend code

Confirm Verification

**NALC Health Benefit Plan**

### Register For Member Portal

1 — 2 — 3 — 4  
Registry Verification Profile Password

Please complete your profile to create your account.

Member ID \*  
N99999999

First Name \*  
First Name

Last Name \*  
Last Name

Date of birth \*  
MM-DD-YYYY

Confirm Profile

**NALC Health Benefit Plan**

### Register For Member Portal

1 — 2 — 3 — 4  
Registry Verification Profile Password

Please complete your profile to create your account. Your password should be 8 - 64 characters long.

New password \*  
Password

Show Password

Re-confirm password \*  
Re-confirm password

Show Password

Confirm Password



Whole Health

# My Benefits

## My Benefits

View Current Plan type,  
Effective Date and  
Member ID#

The screenshot shows the user's profile and benefits information. At the top, it says "Welcome, GREG A RUDOLPH" and "View as: GREG A RUDOLPH". Under "MY BENEFITS", the "Current Plan" is listed as "High Option Self" with an "Effective Date". The "Member" is "Greg A Rudolph" and the "MEMBER ID" is "N32". A link at the bottom says "View Member ID Card, Health Incentives & Plan Details".

## Health Incentives

View Eligible and Earned Health Incentives  
for years past and present.

The screenshot shows the "Health Incentives" page for the year 2021. It features a "You can earn value..." banner with a "Read More" link. Below, there are sections for "Earned Incentives" and "Eligible Incentives". Under "Earned Incentives", a "COVID-19 Vaccine" is listed for \$50, effective 2021-12-06. Under "Eligible Incentives", "Annual Biometric Screening" is listed for \$50 and "Annual Influenza Vaccine" for \$10. A summary box at the bottom states: "You can receive \$10 in health savings rewards for having an annual flu vaccine."

## Member ID Card View or Download.

The image shows a Member ID Card for the NALC Health Benefit Plan. The card includes the following information:  
**NALC Health Benefit Plan**  
20547 Waverly Ct.  
Ashburn, VA 20149-0001  
**Member: John Smith**  
**NALC Member ID #: N32123456**  
**High Option**  
Provider Network Administered by:  
**Cigna**, Acct# 3331233  
Cigna Health and Life Insurance Company  
Open Access Plus Effective 01/01/12  
No Referral Required  
Provider Network does not apply  
when Medicare is primary.  
Annual Deductible:  
\$300/person • \$600/family  
Annual Out-of-Pocket maximum:  
PPO: \$3500/person • \$5000/family  
PPO and non-PPO combined: \$7000/person or family  
RX: \$3100/person • \$4000/family  
For more information: [www.nalchbp.org/high](http://www.nalchbp.org/high)  
Pharmacy Input: COB  
RxBIN: 004336 RxBIN: 012114  
For Eligibility, Claims, Benefits & Member Services, call 888-636-NALC (6252).  
RxPCN: ADV RxPCN: COBADV  
RxGRP: RX7380 RxGRP: NALC  
Willful misuse of this card is considered fraud. We encourage you to use a Family Doctor as a valuable resource and personal health advocate.  
Providers must precertify services such as hospital confinements, outpatient high tech radiology, spinal surgeries, genetic testing and gene therapy. Call 888-636-NALC (6252).  
Submit Medical Claims to: Cigna Payor 62308  
PO Box 188004, Chattanooga, TN 37422-8004  
Submit Mental Health Claims to: OptumHealth™ Behavioral Solutions  
PO Box 30755, Salt Lake City, UT 84130-0755  
Submit RX Claims to: NALC Prescription Drug Program  
PO Box 52192, Phoenix, AZ 85072-2192  
Submit Medicare Claims with Medicare Summary Notice to: NALC Health Benefit Plan  
20547 Waverly Ct, Ashburn, VA 20149-0001  
[www.nalchbp.org](http://www.nalchbp.org) **AWAY FROM HOME CARE**

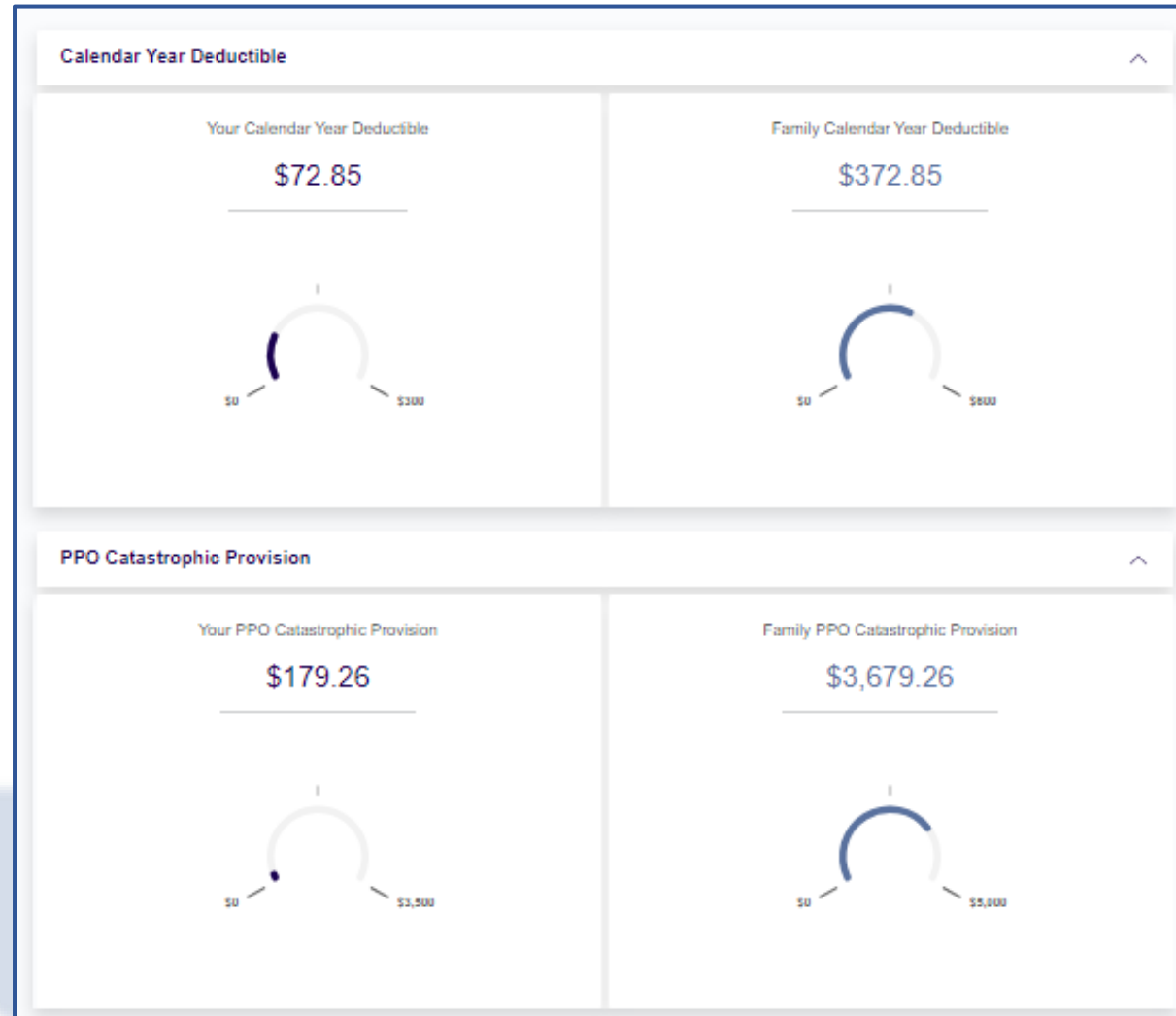
## Whole Health





# Usage Year to Date

- View Real-Time Accumulations
- Deductible
- Catastrophic Provision (Out of Pocket) accumulations for PPO or Non-PPO
- Individual or Family accumulations



# Our Partners

- Direct link to Plan Vendors through single sign-on feature (SSO).
- Cigna which can be used to check the Plans provider directory to find in network doctors.
- CVS Health® for Prescription related needs and to review prescription related claims.
- Optum® to find mental and substance misuse providers as well as the capability to review past claims.
- Amwell® telehealth visits for the following reasons.
  - Urgent care
  - Women's Health & Lactation Support
  - Nutrition Counseling
  - 2024 Dermatology Program
- Hinge Health to participate in our Musculoskeletal Program.
- Hello Heart offers a digital cardiovascular health program.



The Cigna HealthCare Shared Administration OAP network for the NALC Health Benefit Plan has over 23,000 participating facilities, 3.4 million family doctors and specialists, 9,435 general acute care hospitals and 170 transplant facilities. This network is a... [Read More](#)

[View Provider Directory >](#)



Our pharmacy benefit manager, CVS Caremark®, is a leader in the healthcare industry. The NALC CareSelect Network is a large nationwide network that offers more than 68,000 retail pharmacies. The NALC CareSelect Network includes most large retail chain d... [Read More](#)

[View Pharmacy Claims >](#)



Optum® is a recognized leader specializing in provider behavioral health care and substance use disorder services and provides our mental health and substance use benefits. With Optum®, members have access to over 203,000 in-network clinicians and 3... [Read More](#)

[View Mental Health Claims >](#)



NALCHBP Telehealth makes it easy to virtually connect to physicians using the AmWell network of providers. All physicians are U.S. trained and board certified and available to help with your urgent care needs 24-hours a day, 7-days a week.

[Access Telehealth Services >](#)



Our Musculoskeletal Program through Hinge Health offers a convenient way to help you overcome back and joint pain, avoid surgeries, and reduce medication usage - all from the comfort of your home. This program is offered at no cost to you and your dependent... [Read More](#)

[Visit Hinge Health >](#)



Have high blood pressure? Track it for free by using the Hello Heart mobile app. Hello Heart makes it easy to track and understand all things heart health, like blood pressure and cholesterol. That way you can worry less&mda...

[Read More](#)

[Access Hello Heart >](#)



Whole Health



# Contact Us

CONTACT US - [View More](#)

Monday through Friday  
8:00 a.m. - 3:30 p.m.  
Eastern Standard Time (EST)



For us to service your call better, please have your Plan ID number and claimant information readily available when you place your call.

**Health Benefit Plan:**

1-703-729-4677

**Customer Service:**

1-888-636-6252

**Durable Medical Equipment:**

1-888-636-6252

**Fraud Hot Line:**

1-888-636-6252

**Smoking Cessation Program:**

1-866-784-8454

**NALC Health Benefit Plan**

## CONTACT US

### Customer Service Lines

Whether your needs are for general information or specific medical and claims questions, **the NALC Plan is here for you!**

For us to service your call better, please have your Plan ID number and claimant information readily available when you place your call.

**Monday thru Friday 8:00 a.m. - 3:30 p.m.**  
**Eastern Standard Time (EST)**

Sunday thru Friday 8 a.m. - 3 a.m. EST

Saturday 9 a.m. - 12 a.m. EST

Weight Management Program	1-855-948-8255
---------------------------	----------------

**Monday thru Friday, EST**

PPO Locator Service	1-877-220-6252
Inpatient Hospital Precertification	1-877-220-6252 8 a.m. - 8 p.m.
Outpatient Radiology/ Imaging Services Precertification Spinal Surgery Precertification	1-877-220-6252 8 a.m. - 8 p.m.
CignaPlus SavingsSM Discount Dental Program	1-877-521-0244 8 a.m. - 5 p.m.
Cigna LIFESOURCE Transplant Program	1-800-668-9682 8 a.m. - 6 p.m.

**Monday thru Saturday, 7:30 a.m. to 9 p.m., EST**

CVS/Specialty Pharmacy	1-800-237-2767
------------------------	----------------

**7 days a week, 24 hours a day**

OptumHealth Behavioral Solutions	1-877-468-1016
----------------------------------	----------------

**Call the NALC Consumer Driven Plan**

- For more information about the NALC Health Benefit CDHP and Value Option or to locate a CDHP or Value Option Cigna HealthCare OAP network provider, please call Cigna HealthCare at 1-855-511-1993.
- Questions regarding prescription drugs? Please call CVS Caremark for the NALC Health Benefit CDHP and Value Option Plans at 1-800-933-NALC (6252) 24 hours-a-day, 7 days-a-week.

**NALC Health Benefit Plan**  
20547 Waverly Court  
Ashburn, VA 20149



**Whole Health**



# Overview

## OVERVIEW



Profile



Claims



Notes



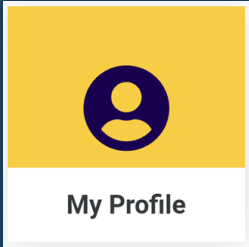
Help



Whole Health



# My Profile



## Personal Information

- Name
- Date of Birth
- Email
- Member Identification#
- Gender
- Address
- Phone #

Profile for Bruce Wayne

NAME  
**Bruce Wayne**

DATE OF BIRTH  
**02-19-2000**

EMAIL  
----

MEMBER ID  
**N33129489**

GENDER

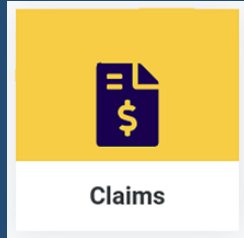
ADDRESS 1  
20547 Waverly Court,  
Ashburn VA 20149

ADDRESS 2

PHONE NUMBER  
Home: 888-636-6252  
Secondary: ----



# Claims



- Download Explanation of Benefits
- Download a summary of claims based on a chosen date range.
- Filter claims search by choosing a custom date of service range.

Claims for **GREG A RUDOLPH**

NALC can only present information for medical claims. To see pharmaceutical claims [click here](#). To view your Deductible and Out-of-Pocket Amounts Applied Year To Date, [click here](#).

Claim Number  Filter by date of service range

[Clear Filters](#) [Apply Filters](#)

[Card](#) [List](#)

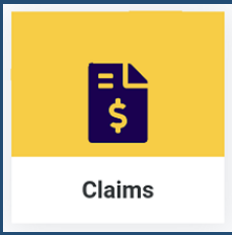
Date range: from 09-15-2018 to 09-15-2023 [Download Summary by Filter](#)

[Filter Results](#)

Filters: Show 10 entries

<input type="radio"/>	<b>Claim Number</b> 0-1100	<b>Provider</b> Minutecinic Diagnostic Of Virgin	<b>Total billed:</b> \$0.00
	<b>Date of Service</b> From 08-16-2022 to 08-16-2022	<b>Payee</b> Minutecinic Diagnostic Of Vir	<b>Plan paid:</b> \$13.00
	<b>Processed Date</b> 10-05-2022	<a href="#">View Details</a>	<b>Patient Liability:</b> \$0.00
<input type="radio"/>	<b>Claim Number</b> 0-1099	<b>Provider</b> Quest Diagnostics Baltimo	<b>Total billed:</b> \$125.00
	<b>Date of Service</b> From 08-16-2022 to 08-16-2022	<b>Payee</b> Quest Diagnostics Baltimo	<b>Plan paid:</b> \$100.00
	<b>Processed Date</b> 09-06-2022	<a href="#">View Details</a>	<b>Patient Liability:</b> \$0.00






# Claim Details

- Claim Detail gives members information such as the Claim number, Patient name, Member ID number, Provider, Date of Service, Payee Name, and Process Date.
- Claim Breakdown gives the total charged amount, disallowed amount, NALC paid amount, Copay, Deductible and Coinsurance amounts.
- Diagnosis gives a list of Diagnosis codes that were submitted on the claim to NALC.
- Services is a line-by-line breakdown for each service the patient received, submitted to Plan on the claim. It also gives remark codes, which give an explanation to the member of how we processed the charges.

### Claim Details

Claim Number	Patient Name	MEMBER ID	Plan Name
0-1099			Nalc

<b>Provider</b> Quest Diagnostics Baltimo	<b>Status</b> <span>ACTIVE</span>	<b>Place of Service</b> Quest Diagnostics Baltimo Po Box 827641 Philadelphia 19182-7641 Us
<b>Date of Service</b> From 08-16-2022 to 08-16-2022	<b>Processed Date</b> 09-06-2022	
<b>Payee Name</b> Quest Diagnostics Baltimo		


  

### Claim Breakdown

<b>Total claim charge billed to Payer:</b>	\$125.00
<b>Total amount disallowed:</b>	\$25.00
<b>Total amount paid:</b>	\$100.00
Copay amount:	\$0.00
Deductible amount:	\$0.00
Coinsurance amount:	\$0.00
Claim non-covered amount:	\$0.00
<b>Patient Responsibility total:</b>	\$0.00

Total Billed: \$125.00



Patient Liability: \$0.00

Remark Codes: 562 -45

### Diagnosis

The primary reason for your visit to a health care provider. [Read More](#)

Diagnosis  
Z20822 - contact with and (suspected) exposure to covid-19

### Services

Care or supplies provided by a healthcare professional. [Read More](#)

#### INFEC AGEN DETEC AMPLI PROBE

Line number	Date of Service	Billed:	Disallowed:	Plan paid:	Co-insurance:	Copayment:	Deductible:	Patient Liability:
1	08-16-2022	\$25.00	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00

Remark Codes: 562 -45

#### COV-19 AMP PRB HGH THRUPTU

Line number	Date of Service	Billed:	Disallowed:	Plan paid:	Co-insurance:	Copayment:	Deductible:	Patient Liability:
2	08-16-2022	\$100.00	\$25.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00

Remark Codes: 562 -45

562 - Please read the important information about your appeal rights notice enclosed with this explanation of benefits.

-45 - Customer: Thank you for using Cigna's Open Access Plus Network. The discount shown is how much you saved. You don't need to pay that amount. If you already paid your health care professional more than the 'Patient Liability' amount, please ask your health care professional for a refund. Health care professional: Your Cigna agreement does not allow you to bill the patient for the difference. If you are in Indiana, California or Tennessee, please contact Cigna Customer service at 1-800-88CIGNA (88)

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# Personal Health Notes



Notes

Allows Members and Dependents the capability to create a personal health note record.

- Personal Information
- Contacts
- Lifestyle Preferences
- Medical History
- Family History

**John Doe**

Health Notes

**Personal Info**

PLACE OF BIRTH

RACE  American Indian or Alaska Native  Asian  Black or African American  Native Hawaiian or Other Pacific Islander  White  Unknown

HAIR COLOR

EYE COLOR

**John Doe**

Health Notes

**Contacts**

CONTACT 1 FIRST NAME  LAST NAME

TYPE OF CONTACT

ADDRESS LINE 1

ADDRESS LINE 2

CITY / DISTRICT  STATE / PROVINCE

**John Doe**

Health Notes

**Lifestyle Preferences**

**Health Habits**

SMOKING  No  Multiple Packs a Day  A pack a Day  A pack a Week  A pack a Month

ALCOHOL DRINKING  Occasionally  Daily  No  Sometimes (socially)  Rarely

**John Doe**

Health Notes

**Medical History**

MEDICAL CONDITIONS

Add Medical Conditions

**Add**

Diabetes

Alcoholism

Anemia

**John Doe**

Health Notes

**Family History**

FAMILY MEMBERS

MEMBER 1 FULL NAME

RELATIONSHIP

LIVING/DECEASED DECEASED AGE

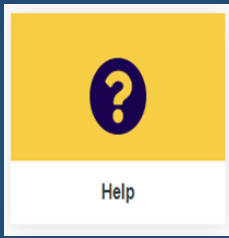
LIVING

ADDRESS LINE 1

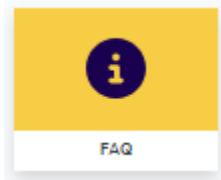
ADDRESS LINE 2



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# Help



The FAQ tile has commonly asked questions containing hyperlinks that can route members to the correct location if needed.

- Link to our “contact us” section
- Link to our plan website [nalchbp.org](http://nalchbp.org)
- Information about how to download a file whether it is on an IOS or Android device.

< [Return to previous page](#)

## FAQ

Common questions and answers:

**1. I have a problem with one of my claims, what do I do?**

A: Please [contact us](#) and we will help you sort it out.

**2. Where can I find details about available plans?**

A: Please visit our website at [nalchbp.org](http://nalchbp.org) for details on all our plans

**3. When downloading a file on the Android app, I'm getting an error message that has "An error occurred. Please try again. Please enable storage permissions. For more information please check our FAQs page."**

**How do I do this?**

Here are the steps to reset the app's download permissions:

1. Tap and hold the NALCHBP Member Portal app icon until a pop up box appears
2. Tap App info
3. Tap Permissions
4. Tap Storage
5. Tap the circle next to Deny and then tap the circle next to Allow
6. Go back into the portal and download the file again

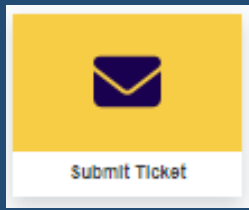
**4. When downloading a file on the iOS app, I'm getting an error message that has "An error occurred. Please try again. Please enable storage permissions. For more information, please check our FAQs page." How do I do this?**

A: Here are the steps to reset or enable the app's storage permissions:

1. Go to your device's Settings app.
2. Scroll down and tap NALCHBP Member Portal app. This will list down the app's available permissions.
3. Tap Document Storage. This will list down the available options for the app to store documents on.
4. Tap "On My iPhone".
5. Go back into the portal and download the file again."



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# Ticketing System

- ✓ Secure and convenient way to communicate with NALC Representatives.
- ✓ Multiple ticket topics for members to choose from.
- ✓ Ability to upload important documents.
- ✓ Ability to download important documents.
- ✓ Ability for members to make changes to their policy.

Create a new ticket

What kind of issue are you having?

<b>Help with a claim</b> → Our customer support team can help you with a claim. Please specify the claim id and the problem when submitting a ticket.	<b>Change my demographics</b> → Our customer support team can help you change your demographics. Please specify the desired changes when submitting a ticket.
<b>RX Vacation Request Form</b> → Our customer support team can help you with your Vacation Prescription Request. Please upload your completed Vacation Prescription Request form to this ticket.	<b>HIPAA Authorized Representative</b> → Our customer support team can help you update your HIPAA authorized representatives. Please upload your completed HIPAA Privacy Rule Authorized Representative form to this ticket.
<b>Other insurance company information</b> → Our customer support team can help update your policy if you have another insurance carrier. Please upload your completed Form 41 – High Option form to this ticket.	<b>Order Member ID Card</b> → Order Member ID Card
<b>Change my address</b> → In order to change your address, Kindly submit a ticket.	<b>Other</b> → Other types of tickets

Submit a ticket

Topic:  
Other

Other types of tickets

Message:  
I would like information on in-network benefits, specifically acupuncture. Are you able to help?

Attach files

Cancel Submit



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# INBOX & NEWSLETTERS



Inbox for **GREG A RUDOLPH**

[+ New Ticket](#)

**Tickets** Newsletter

Other - Ticket #586063

[Ticket Closed](#)

This ticket has been resolved. Click to view the history of the case.

06-15-2023

Help with a claim - Ticket #584187

[Ticket Closed](#)

This ticket has been resolved. Click to view the history of the case.

02-16-2023

**Tickets** Newsletter

< 1 2 3 4 5 >

Showing 1 to 5 of 48 entries

[Return to previous page](#)

**Other - Ticket #586063**

[Ticket Closed](#)

**Ticket Submitted** ^

06-15-2023 - 2:14 PM

**You replied** ^

06-15-2023 - 2:18 PM

**You replied** ^

06-15-2023 - 2:20 PM

Greg Rudolph

Image from ipad

IMG\_0018.png

**Tickets** Newsletter

< 1 2 3 4 5 >

Showing 1 to 5 of 24 entries

[Return to previous page](#)

**Keep Your Child on Track and Earn Rewards!**

[Newsletter](#)

The early years of your child's life help provide the foundation for a healthy future. That's why wellness check-ups are one of the best ways to keep your child's health and development on track. They give your pediatrician a way to spot any health issues earlier, when they're often easier to treat.

You can earn \$50 in health savings rewards for completing 6 well-child visits through age 15 months as recommended in the Bright Futures Guidelines provided by the American Academy of Pediatrics. For a complete list of guidelines go to <https://brightfutures.aap.org>. You may refer to section 5(h). Wellness and Other Special Features in the 2023 Plan brochure for more information.



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# Settings

 Greg Rudolph ▾





-Share Preferences lets members choose who can see their profile

-My Access lets members know whose profiles they can see

-Edit Account lets members adjust the email and password linked to their account

-Download Data lets members download their Fast Healthcare Interoperability Resources

## Settings for GREG A RUDOLPH ▾

-  Share Preferences >
-  **My Access** >
-  Edit account >
-  Download Data >

### Share Preferences:

Why can't I see my dependent's preferences?

[Read More](#) 

No share preferences.

### Records I have access to:

Why don't I have access to my dependent's records?


[Read More](#) 

No Access

### Edit account

#### Current email

@gmail.com

 [Update Email](#)

 [Update Password](#)

 [Delete account](#)



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# QUESTIONS



**We are always here to help. Please contact our Digital Service Department if you have questions about our NALC Member Access Portal. We can be reached by calling 888-636-NALC (6252), or by messaging us using the Member Portal ticketing system.**

