

# These tech tools help put medical control in your hands



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**I**n a world where technology is ever evolving, and our fast-paced lifestyles seem to overwhelm us, I would like to raise awareness regarding tools that the Health Benefit Plan (HPB) offers to our members.

Often, we forget how easy it is to access our personal health-related information anytime, anywhere and at our own convenience. Whether you need a copy of an Explanation of Benefits (EOB), would like to view your claim history, need a prescription refill, or would like to talk to a registered nurse regarding a medical condition or question, we've got you covered.

### Personal Health Record

The Plan understands the importance of having an organized accounting of your health-related information. Our online Personal Health Record (PHR) at [nalchbp.org](http://nalchbp.org) is a helpful tool our members can use to create and update records of medications, immunizations, allergies, medical conditions, physicians and emergency contacts. Your personal health information is stored in a single safe, password-protected place accessible only by you or your designated personal representative.

Simply go to our home page at [nalchbp.org](http://nalchbp.org) and refer to the top right corner where you can register and sign in to your account. The PHR is easy to navigate, so you can update information at your convenience. The "Blue Button" feature on the PHR home page allows you to access and download your information into a simple text file that can be read, printed or stored on any computer.

### Electronic Health Record

Once registered on our secure website, you may view your claim history, get real-time deductible and out-of-pocket amounts, as well as print copies of your EOB safely and conveniently at your home or on the go.

### CVS and Minute Clinic at your fingertips

Enjoy the convenience of accessing a CVS Pharmacy or locate a MinuteClinic® on your smartphone or mobile device. Go to the iTunes store on your Apple device or Google Play on your Android operating system and download the app. You can also visit the CVS Caremark® mobile site at [cvs.com](http://cvs.com) to "open" your CVS Pharmacy anytime, anywhere.

CVS Pharmacy ([m.cvs.com](http://m.cvs.com)):

- Find a store in a click using your phone's GPS
- See services and view hours
- Refill and transfer prescriptions quickly
- Locate a nearby clinic in a click
- Access your prescription history
- Check your CVS.com and ExtraCare accounts

MinuteClinic® ([m.minuteclinic.com](http://m.minuteclinic.com)):

- See services and view hours
- Locate a nearby clinic in a click

### 24-Hour Nurse Help Line (High Option members)

CareAllies Health Information Line uses nurses/clinicians to provide information on the appropriate level of care to members who call with symptom-based questions or concerns. These medical professionals can help you to determine when to call emergency services, help you to locate a doctor or hospital, or assist you in dealing with minor health issues yourself. Based on the symptoms and responses, they can help members select a course of action and a timeline for seeking the recommended care. They also provide self-care techniques and suggest how to increase a member's comfort level until additional medical help is received. Call 877-220-NALC (6252) to speak with these trained professionals 24 hours a day, seven days a week.

### Care Support (CDHP and Value Option members)

This 24-hour nurse advisory service is a voluntary and confidential service. You can talk with registered nurses to discuss existing medical concerns and receive information about your particular medical condition. It also includes health coaching with a registered nurse if you want to discuss significant medical decisions. It also provides:

- Assistance in determining the appropriate level of healthcare services required to address an emergency.
- Location of the nearest in-network provider or facility to treat your illness/injury.
- Tips for home health care of minor illnesses/injuries.
- Education and support regarding your health and healthcare services. Call 855-511-1893 to take advantage of this service designed to keep you on the road to a healthy lifestyle.

**Note:** This is a summary of some of the features of the NALC Health Benefit Plan. Detailed information on the benefits for the 2019 NALC Health Benefit Plan High Option can be found in the official brochure. All benefits are subject to the definitions, limitations and exclusions set forth in the official brochure.