

# The NALC Health Benefit Plan



Vol. 19-4



## HBR Report



August 2019

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### Board of Trustees



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Mack I. Julion

## Director's Report



## Seminar Clarifications

We are looking forward to seeing all of you at the Seminar in October. Since there has been some confusion regarding the registration fees, I would like to take a moment to explain. Unfortunately, the registration fee was increased due to the rising costs associated with the seminar. However, to provide some relief to branches, I made the decision to discount the registration fee for the branch officer-Health Benefits Representative. See the NALC Constitution (page 69) Article 4. Section 1. The officers of the Branch shall be a President, Vice President, Recording Secretary, Financial Secretary, Treasurer, Sergeant-at-Arms, a Health Benefits Representative, and a Board of Trustees composed of either three or five members.

While we greatly appreciate branches having an Assistant Health Benefit Representative and we understand the constitution allows branches to provide for additional elective offices in its bylaws. The discounted Seminar Registration fee only applies to the branch Health Benefit Representative, not additional elective offices. We would love to provide additional discounts, but we had to raise the registration fee for a reason and ask for your understanding on this issue.

We also wanted to clarify meals and how guests can participate in the seminar.

The Seminar kicks off on Sunday with registration and the Health Fair. This year's Health Fair will highlight Mental Health Awareness. We have several new activities planned and your guest is welcome to attend with you.

On Sunday our opening reception will be held in the Havana room. Light appetizers will be passed throughout the event and there will be a cash bar for everyone to enjoy. Each registered attendee will be provided two drink tickets that can be used at the bar in lieu of cash. Your guest is also welcome to attend the reception.

Our awards presentation will be held during our Tuesday breakfast. This will be a seated event this year so make sure you are on time! If you have a guest that would like to attend, they have 2 choices. You can purchase a guest breakfast ticket for your table, or special seating will be provided at the back of the room for viewing only (breakfast not included).

A box lunch will be furnished to each registered attendee on Monday, so you have the option of remaining in the lunch area or taking it to go to catch up on other union business or just to enjoy some quiet time. Please select the sandwich of choice, listed on the Registration Form.

Our closing reception will be on Tuesday evening, so bring your dancing shoes and look forward to a great evening full of fun, food, and drinks. As always, guests can purchase tickets to attend the reception.

## Seminar Information

### NALC Health Benefit Plan Seminar 2019 - Room Reservations

The 34<sup>th</sup> National Health Benefit Plan Seminar will be held at the **Tropicana** in Las Vegas, NV. The dates for the seminar are October 20, 2019 through October 23, 2019. The NALC Health Benefit Plan room rate at the Tropicana is \$129 plus tax, per room, per night for the Club Deluxe room. Reservations for the Tropicana can be made by calling 800-634-4000 and mentioning the NALC Health Benefit Plan Seminar 2019. **You can also make your reservation online by using: <https://book.passkey.com/go/NALCHBP2019>.**

Please be aware that the rate guarantee cutoff for room reservations is **September 24, 2019**.

### Best Branch Newsletter Article Award - Deadline September 24, 2019

Send us your original newsletter articles! The Plan will be presenting an award at the Seminar for the best Branch original newsletter article. The article can be on Plan benefits, human interest stories about how the HBP helped branch members, or any other health related articles that you feel are of interest to the membership.

Please forward a copy of your 2019 newsletter article to: NALC Health Benefit Plan, Attention: Beth Morris, 20547 Waverly Ct., Ashburn, VA 20149.

### NALC HBP Seminar - HBR Award Certificate

If you are planning to attend this year's seminar in Las Vegas and have been the Branch Health Benefit Representative for 10, 20, 30, 40, 50, or 60 years and have not received a recognition award at any of our previous HBP Seminars, please fill out the form below and mail it to the NALC Health Benefit Plan Attention: HBP Seminar, 20547 Waverly Ct., Ashburn, VA 20149 by **September 24, 2019** in order to receive an award at the Seminar.

#### HBR Award Recognition Form

I have been an HBR for 10, 20, 30, 40, 50, or 60 years and **I will be at the 34th National Health Benefit Plan Seminar in Las Vegas.**

Name: \_\_\_\_\_

Branch: \_\_\_\_\_

Street: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Contact number: \_\_\_\_\_

I have been the Branch HBR for \_\_\_\_\_ years.

## 34th National Health Benefit Plan Seminar Las Vegas Tropicana October 20-23, 2019

### **DRAFT SCHEDULE**

*(Subject to change)*

#### Sunday, October 20<sup>th</sup>

Registration	12:00 – 6:00 pm <i>Registration Desk</i>
Office/Claims Inquiries	12:00 – 4:30 pm <i>Partagas 3</i>
Health Fair	12:00 – 4:30 pm <i>Cohiba 3-5</i>
Meet & Greet	4:30 – 6:00 pm <i>Havana</i>

#### Monday, October 21<sup>st</sup>

Registration	8:00 – 9:00 am <i>Registration Desk</i>
Breakfast	8:00 – 9:00 am <i>Cohiba 1-4</i>
Claims Inquiries/ Vendors	7:30 – 8:45 am 12:00 – 1:00 pm 4:30 – 5:15 pm <i>Partagas 2 &amp; 3</i>
General Session	9:00 – 11:00 am <i>Cohiba 6-9</i>
Morning Break	11:00 – 11:15 am <i>Cohiba 1-4</i>
General Session/ Training Classes	11:15 – 12:00 pm <i>Cohiba 6-9</i>
Luncheon	12:00 – 1:00 pm <i>Cohiba 1-4</i>
Training Classes	1:00 – 5:00 pm <i>(See Badge Color for Classroom)</i>
Afternoon Break	2:30 – 2:45 pm <i>Cohiba 1-4</i>

#### Tuesday, October 22<sup>nd</sup>

Breakfast <sup>1</sup>	8:00 – 9:00 am <i>Cohiba 1-4</i>
Claims Inquiries/ Vendors	7:30 – 8:45 am 12:00 – 1:00 pm 4:30 – 5:00 pm <i>Partagas 2 &amp; 3</i>
Training Classes	9:00 – 12:00 pm <i>(See Badge Color for Classroom)</i>
Morning Break	10:45 – 11:00 am <i>Cohiba 1-4</i>
Lunch Break	12:00 – 1:00 pm <i>(On your own)</i>
Training Classes	1:00 – 4:00 pm <i>(See Badge Color for Classroom)</i>
Afternoon Break	1:50 – 2:05 pm <i>Cohiba 1-4</i>
Special MBA Training	4:00 – 5:30 pm <i>Cohiba 6-9</i>
CLOSING RECEPTION	7:00 – 10:30 pm <i>Havana</i>

#### Wednesday, October 23<sup>rd</sup>

Breakfast	8:00 – 9:00 am <i>Cohiba 1-4</i>
Claims Inquiries	8:00 – 10:45 am <i>Partagas 3</i>
Training Classes <sup>2</sup>	9:00 – 12:00 pm <i>(See Badge Color for Classroom)</i>
Morning Break	10:45 – 11:00 am <i>Cohiba 1-4</i>

*1 - Awards will be presented during the Tuesday Morning Breakfast with pictures afterwards. If you have a guest that would like to see you receive an award and they did not purchase a Breakfast ticket they are invited to sit in the back of the room. We will still provide Breakfast for Seminar registrants.*

*2 - We will have speakers in our Training Classes throughout the week and will have Training on Wednesday morning. Please plan your travel accordingly.*





## NALC Health Benefit Plan

### 34<sup>th</sup> National Health Benefit Plan Seminar

October 20-23, 2019  
Las Vegas Tropicana

**REGISTRATION FEE: \$150.00 for a Registered HBR with the Health Plan  
& \$200.00 for Other Branch Representatives**  
**Please complete a SEPARATE form for each Registrant**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Branch #: \_\_\_\_\_ Branch City: \_\_\_\_\_

Branch Address: \_\_\_\_\_

Number of Years HBR: \_\_\_\_\_ Number of Seminars Attended: \_\_\_\_\_

*(Please do not leave the above information blank. Please give an estimate but please do not write ALL.)*

#### ***Mailing Address for Confirming Your Registration:***

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

#### **Guest Tickets**

*Guest tickets must be purchased & payment included with this form (please indicate the # of tickets needed below):*

\_\_\_\_\_ Award Breakfast \$40 (Tues.) \_\_\_\_\_ Reception \$125 (Tues.)

#### ***Registration Fee Includes:***

- All Seminar Materials      • Health Fair (During Registration)      • Sunday Meet & Greet w/ drink tickets
- Breakfast (Mon, Tues, Wed)      • Lunch on Monday      • Closing Reception on Tuesday

**Lunch Choice** (Choose 1): \_\_\_\_\_ Turkey    \_\_\_\_\_ Italian    \_\_\_\_\_ Vegetarian

#### **Dietary Restrictions** (Please check one):

\_\_\_\_\_ Gluten    \_\_\_\_\_ Vegetarian    *(Please call for Other Dietary Restrictions, we will make accomodations if we are able.)*

Please make the Registration Fee payable to the NALC Health Benefit Plan. The Registration Fee must accompany this form. *(We are sorry but the NALC HBP cannot accept Credit Card payments.)*

*Mail registration form with your check to:* **NALC Health Benefit Plan  
ATTN: 2019 Seminar  
20547 Waverly Court  
Ashburn, Virginia 20149**

**For NALC Health Benefit Plan  
Use ONLY:**

**Branch Chk OR Personal Chk**

**Check #:** \_\_\_\_\_

**Check amount:** \_\_\_\_\_

Please be aware that there will be **no refund** of your registration fee if you cancel within 30 days of the Seminar. We must receive your request by September 20, 2019.



**Your NALC health benefit plan offers Your Health First®, a Cigna program to help you get healthy and live well. Through this program, we'll work together to help you manage your health. To do that, sometimes we may call you at home.**

### Why should I answer the call?

The Your Health First program is here to help you. When we call, we want to start a conversation to learn what's most important to you, such as managing a chronic condition or making healthy choices. But we can't help if you don't answer the phone.

If you can't answer our call right away, call us back when you have time. We're available 24/7 to answer your health questions. And we have coaching appointments during the day and in the evenings.

Every phone call is private and confidential. And we promise not to speak insurance jargon to you. We'll use real language. Also, please know that we're not trying to sell you anything. These services are included in your plan free of charge. We're calling to help you live a healthier life.

### What happens on the call?

When you answer, you'll be connected with a Health Advocate who will tell you their name and why they're calling. They will help you determine the best way this program can assist you. If you decide you want to join the program, you'll set up an appointment for your first coaching call. One-on-one coaching begins during the first coaching session.

Sometimes we use an automated calling system to reach out to you. This is not a telemarketing service. We'll ask you a few questions, then connect you with a live Health Advocate so you can make a coaching appointment and get started working on your health goals.

**Together, all the way.®**



**Is it private?**

Yes. Every call is private and confidential.

**Why do you use an automated phone system?**

To make a quick connection with you. Like reminding you about an appointment. Or verifying your personal information before connecting you with a Health Advocate. You can ask to talk with a Health Advocate at any time.

**Do I have to wait for you to call me?**

No. You can call us anytime, day or night at 877.220.NALC (877.220.6252) for High Option members, and 855.511.1893 for the CDHP and Value members. We're here 24/7 to serve you, but we only do coaching calls during working hours. If you call late at night or early in the morning, we'll help you schedule a call with your Health Advocate.

**What if I don't want to get any more phone calls?**

Ask the caller to remove you from the contact list. Or call 877.220.NALC (877.220.6252) for High Option members, and 855.511.1893 for CDHP and Value members.

**What programs will you call me about?**

When we call, we will listen to you to better understand your health goals. We'll also take a look at your information, such as your health assessment answers and claim information. And missing preventive care exams, such as a mammogram or prostate exam. With that information, we'll suggest programs that might interest you.

Your NALC Health Benefit Plan includes the following programs, which have been chosen to help you live a healthier life.

- › **Stress management.** Your Health Advocate will work with you to create a personalized program to help you manage your stress.
- › **Health coaching and treatment decision support.** You may get a call to verify personal information about a specific condition. Then, your Health Advocate will talk with you about:
  - Treatment options (as recommended by your doctor)
  - Prescription refills
  - Follow-up appointments
  - Healthy habits

**Health Advocates are trained:**

- › Nurses
- › Behavioral specialists
- › Health educators
- › Exercise specialists
- › Nutritionists



All Health Advocates are supported by doctors and pharmacists.

- › **Chronic condition support.** If you have a chronic condition, we may be notified if you miss care that you should have received. If this happens, we might call you to talk about ways we can help you manage your care and your condition.

**Your Health Advocate will help you:**

- Create a personal support plan
- Understand medications or doctor's orders
- Identify triggers that affect your condition
- Learn more about your treatment options (as recommended by your doctor)
- Know what to expect if you need to spend time in the hospital

- › **Coaching to close gaps in care.** We want to help you improve or maintain your health. We may give you a call if we see gaps in your care that could affect your health, such as:

- Missing a doctor's appointment
- Not refilling a prescription

- › **Case Management.** If you're already taking part in Cigna's Case Management program, you'll continue to receive your regular calls. If we've seen a gap in your care that could affect your health, your case manager may bring it up during your regular call.



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## Mental Health Awareness

**Mental Health Problems Affect Everyone**

**Myth: Mental health problems don't affect me.**

**Fact:** Mental health problems are actually very common:

- One in five American adults experienced a mental health issue
- One in 10 young people experienced a period of major depression
- One in 25 Americans lived with a serious mental illness, such as schizophrenia, bipolar disorder, or major depression.



Suicide is the 10th leading cause of death in the United States. It accounts for the loss of more than 41,000 American lives each year, more than double the number of lives lost to homicide.

For more information go to: [www.mentalhealth.gov/basics/mental-health-myths-facts](http://www.mentalhealth.gov/basics/mental-health-myths-facts)

NALC Health Benefit Plan	888-636-NALC
Recorded Benefit Information	888-636-NALC
Prescription Drug Program	800-933-NALC
CVS Specialty™ Pharmacy	800-237-2767
PPO Network Providers	877-220-NALC
Precertification	877-220-NALC
Fraud Hot Line	888-636-NALC
Mental Health / Substance Use Disorder	877-468-1016