

SchoolCare 1-877-622-4327

www.cignabehavioral.com

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Face-to-Face Assistance	
Service Level	<ul style="list-style-type: none"> 24/7 Telephonic Access
Participant Services	<ul style="list-style-type: none"> Telephonic Consultation Crisis Intervention Services Community Resources Life at Work Resources
Organizational Services	<ul style="list-style-type: none"> Account Management Management Consultation Management Referrals
Telephonic Services	<ul style="list-style-type: none"> Provider Referrals Healthy Rewards Emotional Well-Being Online (Assessment Tools, FAQs, Article Library, Online Access & Referral, Awareness Series) Disaster Relief Program Organizational Consultation
Organizational Services	<ul style="list-style-type: none"> stressASSESSMENT TOOL Face-to-Face Sessions 1-3 sessions Policy Support Services Online Management Reporting
Telephonic Services	<p>Full-Service Life Events</p> <ul style="list-style-type: none"> Parenting <ul style="list-style-type: none"> Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training, child safety, discipline, raising adolescents Summer Care <ul style="list-style-type: none"> Residential camps, day camps, traditional camp programs, specialized camp programs Special Needs <ul style="list-style-type: none"> Common childhood illnesses, children with multiple disabilities, developmental delays, mentally challenged/ill At-Risk/High-Risk Adolescents <ul style="list-style-type: none"> Transitional living programs, day & residential treatment facilities, positive after-school alternatives, mentoring programs Pet Care <ul style="list-style-type: none"> Veterinarians, insurance, pet-sitting resources, obedience training, pet store, pet supply catalogs
Organizational Services	<ul style="list-style-type: none"> Adoption <ul style="list-style-type: none"> State adoption specialists, adoption support groups, private adoption, national adoption organizations Education <ul style="list-style-type: none"> Kindergarten programs, before-and after-school programs, public schools, undergraduate & graduate programs Legal <ul style="list-style-type: none"> 30 minute free consultation, 25% discount on usual fees, referrals to local providers, coverage for most legal issues Financial Info <ul style="list-style-type: none"> Spending habits, budgeting strategies, managing credit, debt management, debt consolidation NEW! Identity Theft <ul style="list-style-type: none"> 60-minute free consultation with a fraud resolution specialist
Online Services	<ul style="list-style-type: none"> Family & Caregiving <ul style="list-style-type: none"> Adoption, Child Care, Parenting, Senior Care, Education, Pet Care Health & Wellness <ul style="list-style-type: none"> Live Healthy, Health & Aging, Common Health Concerns Daily Living <ul style="list-style-type: none"> Consumer Information, Travel & Recreation, Finances, Legal Issues Working Smarter <ul style="list-style-type: none"> Teambuilding, Career Transition & Growth, Supervisory Issues, Diversity, Productivity, Recognition Relocation Center <ul style="list-style-type: none"> Climate, Crime Rates, Education Levels, Income, Housing Prices, Marital Status, Types of Homes, School Listings, Hospitals, Places of Worship Savings Center <ul style="list-style-type: none"> Everyday Discounts, In-store Shopping Events, Savings on Local Shops & Restaurants, Seasonal Shopping Guides & Promotions Self-Search Provider Locators <ul style="list-style-type: none"> Educational Materials Personal Assessments Interactive Tools Assisted Search - Email
Referrals & Fulfillment	<ul style="list-style-type: none"> Life Events Turnaround Time: 12 business hours; emergency is 6 business hours Online & Print Fulfillment Materials
Reporting	<ul style="list-style-type: none"> Online Management Reporting (online & telephonic utilization)