



SchoolCare 1-877-622-4327

www.cignabehavioral.com Login: schoolcare

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