



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 • Provider Referrals
Participant Services	<ul style="list-style-type: none"> • Telephonic Consultation • Crisis Intervention Services • Community Resources • Life at Work Resources • Healthy Rewards • Emotional Well-Being Online (Assessment Tools, FAQs, Article Library, Online Access & Referral, Awareness Series) • stressASSESSMENT TOOL • Face-to-Face Sessions 1-3 sessions
Organizational Services	<ul style="list-style-type: none"> • Account Management • Management Consultation • Management Referrals • Disaster Relief Program • Organizational Consultation • 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 • 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 • 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 • 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 • 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 • 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)