

**PLEASE KEEP THIS LIST FOR FUTURE REFERENCE WHEN YOU HAVE A QUESTION OR A PROBLEM YOU NEED HELP TO RESOLVE.**

**November 1, 2010**

**SCHOOLCARE Key Contacts**

- ✓ **CIGNA Member Services: 1-800-244-6224 (SEE REVERSE FOR IMPORTANT INFORMATION)**  
For benefit questions, or medical bill(s) you do not understand  
To change your Primary Care Physician  
Referral questions and inquiries  
Concerns with providers or to appeal a CIGNA HealthCare decision
- ✓ **CIGNA Behavioral Health Care: 1-800-274-7603**  
For access to mental health or employee assistance (EAP) benefits  
Questions about your mental health benefits  
Guidance if you need to appeal a decision about these benefits
- ✓ **CIGNA Home Delivery Pharmacy Program: 1-800-835-3784**  
For assistance in filling your first mail order prescription  
For future automated prescription refills  
For questions regarding the status of your mail order prescription
- ✓ **SAU or Town Office:**  
For change of address  
To add or drop a dependent (**must be within 30 days of qualifying event**)  
Questions about your premium contributions  
To continue coverage under COBRA
- ✓ **Stephanie MacInnis, Health Promotion Representative: (800) 562-5254, ext. 302**
- ✓ To arrange a flu shot clinic for your local  
For *Good For You!* Wellness Program Incentives  
For information about On-Site Wellness Seminars\*  
*\*Contact should be made by your Employer or Employee Representative*
- ✓ **Joanne Trainor, Group Relations Specialist: (800) 562-5254, ext. 308**  
To schedule an On-Site Health and Fitness Fair\*  
*\*Contact should be made by your Employer or Employee Representative*
- ✓ **Jeff Kantorowski, Coordinator of Benefit Programs: (603) 224-7751, ext. 337**  
If you have a question, problem or complaint that has not been resolved by Member Services  
To request assistance for appealing a CIGNA HealthCare decision  
Health benefit options for retirees
- ✓ **Lisa Duquette, Program Administrator: (800) 562-5254, ext. 305 or**
- ✓ **Jeff Kantorowski, Coordinator of Benefit Programs: (603) 224-7751, ext. 337**  
Information about the New Hampshire School Health Care Coalition  
To schedule a SCHOOLCARE meeting for benefit information  
**(See Reverse for Important Information)**

## **A Special Message from SCHOOLCARE:**

CIGNA has between 10 and 15 Customer Service Associates that have been specially trained and tested for their knowledge of the SCHOOLCARE program (which has unique benefits not standard to other CIGNA products).

If you follow the instructions below, your call will be answered by one of these representatives:

1. *Dial the member services number at 1-800-244-6224 from 8:00 a.m. to 6:00 p.m., Monday through Friday, to speak with an Associate.*
2. *Say "CUSTOMER" when asked if you are a customer or health care professional.*
3. *To ensure privacy, we will need 2 pieces of information: ID# that begins with a letter **or** primary cardholder's social security number (say or enter on keypad), then say or enter your date of birth.*
4. *Say "ASSOCIATE" when asked if you want to find out when eligibility begins or what benefits are covered by your plan.*
5. *Say "YES" to confirm your transfer to a CIGNA Associate.*
6. *Say "MEDICAL" when asked if your call is regarding Medical, Rx or Dental coverage.*

The next steps are necessary to reach the specially trained SCHOOLCARE Associate:

7. *Say "YES" when asked if your CIGNA Member ID number begins with a letter.*
8. *Enter or say your nine-digit CIGNA Member ID number beginning with the letter "U".*
9. *Say "YES" if the correct CIGNA Member ID number is repeated by the system operator.*
10. *You will now be connected to a specially trained SCHOOLCARE representative specializing in these specific benefits.*

Please note that if you have any questions regarding Pharmacy or Mental Health/Substance Abuse benefits, you may be transferred to a CIGNA representative specializing in these specific benefits.

### ***IMPORTANT NOTE***

**Log on to [www.mycigna.com](http://www.mycigna.com) to**

- ✓ **access benefit information**
- ✓ **take a health risk assessment**
- ✓ **order a new ID card or print a temporary one**
- ✓ **view claim information**
- ✓ **access health and wellness program discounts**

**Check out our website [www.schoolcare.org](http://www.schoolcare.org)**