

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

November 1, 2009

SCHOOLCARE Key Contacts

- ✓ **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
- ✓ **Tel-Drug: 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
- ✓ **Jeff Kantorowski, Coordinator of Benefit Programs: (603) 224-7751, ext. 337**
Your Health Education benefit
To arrange a flu shot clinic for your local
For Keeping Fit Cash Incentives send an email to KeepingFit@SchoolCare.org
- ✓ **Linda Tarrier, Member Care Specialist : (800) 562-5254, ext. 303 or**
- ✓ **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
To schedule an On-Site Health and Fitness Fair*
For information about On-Site Wellness Seminars*
**Contact should be made by your Employer or Employee Representative*
- ✓ **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, health care professional or would like enrollment information.*
3. *If you are considering enrollment or need enrollment information, say "ENROLLMENT"*
4. *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*
5. *Say "ASSOCIATE" when asked if you want to find out when eligibility begins or what benefits are covered by your plan.*
6. *Say "YES" to confirm your transfer to a CIGNA Associate.*
7. *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:

8. *Say "YES" when asked if your CIGNA Member ID number begins with a letter*
9. *Enter or say your nine-digit CIGNA Member ID number beginning with the letter "U"*
10. *Say "YES" if the correct CIGNA Member ID number is repeated by the system operator*
11. *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 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