



# YOUR HEALTH BENEFITS QUICK START GUIDE

As an employee joining SCHOOLCARE's Health Benefit Plans, you have access to comprehensive medical insurance provided by Cigna Healthcare, SCHOOLCARE's *Good For You!* Well-Being Program, a robust Employee Assistance Program, and much more.

## ABOUT SCHOOLCARE

SCHOOLCARE partners with Cigna Healthcare to deliver comprehensive medical plans. All plans use Cigna's National Open Access Plus network of providers. Primary Care Provider (PCP) referrals are not required to seek care from a specialist. No matter which plan you are enrolled in, your SCHOOLCARE/Cigna medical plan includes:

- No-cost preventive care
- Comprehensive prescription drug coverage
- Annual eye exams
- Emergency and urgent care
- Mental health and substance use coverage
- Chiropractic care, acupuncture and much more

For plan specifics, please review the benefit summary provided by your employer or find benefit summaries, your enrollment form and health plan webinars at [schoolcare.org/resources-materials](http://schoolcare.org/resources-materials).

Select your employer/group in the drop-down menu.



## GOOD FOR YOU! WELL-BEING PROGRAM

You and a covered spouse can participate in SCHOOLCARE's *Good For You!* Well-Being Program. This incentive-based wellness program is hosted within your myCigna.com portal and offers up to \$600 each in cash incentives for participating in activities that support your holistic health. Centered in the six basics of healthy living: food, exercise, stress, weight, sleep and prevention, *Good For You!* is our commitment to support you in your wellness journey no matter where you are. It's your choice which activities fit your lifestyle and challenge you to live happier and healthier.

More information at [schoolcare.org/wellness-pillars](http://schoolcare.org/wellness-pillars).

## MANAGE YOUR BENEFITS

Set up your online account at [myCigna.com](http://myCigna.com) and download the mobile app to manage your health benefits on-the-go. You can:

- Review claims
- Find care and costs
- Manage spending accounts
- Access your Employee Assistance Program
- Use your digital ID cards
- Participate in the *Good For You!* Well-Being Program and more



## EMPLOYEE ASSISTANCE PROGRAM

Your SCHOOLCARE/Cigna benefits feature a robust Employee Assistance Program (EAP) to help you live a well-balanced life. It is available for extra support whenever you need it and is accessible to you as a subscriber and is extended to anyone living in your home whether or not they are covered by your medical benefits. Support areas include:

- Elder care
- Emotional health
- Family life
- Financial
- Job/career
- Legal
- Physical health
- Relationship
- Substance use and more

To get started, log into your [myCigna.com](http://myCigna.com) account and click on Employee Assistance Program under the "Coverage" tab.

## DENTAL



Your SCHOOLCARE dental plan provides coverage for preventive and diagnostic care, fillings, basic restorative work, and more. Your plan allows you to see any licensed dentist, but using an in-network dentist may minimize your out-of-pocket expenses.

Find your dental benefit summary at: [schoolcare.org/resources-materials](https://schoolcare.org/resources-materials)  
Select your employer/group in the drop-down menu.

## CONNECT!



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## VALUE-ADDED BENEFITS

### MDLIVE<sup>®</sup> for Cigna<sup>®</sup>

MDLIVE, a comprehensive virtual care program featuring:

- Urgent care
- Preventive care
- Dermatology
- Behavioral and mental health

Get care you need from the comfort of home for the same or less than the cost of in-office visit.

Get started in the [myCigna.com](https://myCigna.com) portal



Hinge Health is a virtual musculoskeletal solution that offers innovative digital programs for joint pain – specializing in back, knee, hip, neck, shoulder and women’s pelvic health. Features easy-to-do 15-minute exercise therapy sessions. Available to all participants 18 and older.

[hingehealth.com/schoolcare](https://hingehealth.com/schoolcare)



Omada Complete is a lifestyle change program for those living with or at risk of type 2 diabetes, hypertension, or high cholesterol. Get tools and support you need to build healthy habits that last with:

- One-on-one coaching
- A personalized plan
- Certain medical devices
- Digital tracking tools

[go.omadahealth.com/schoolcare](https://go.omadahealth.com/schoolcare)



Struggling to build a family is often an unexpected and overwhelming challenge. SCHOOLCARE/Cigna has partnered with WINFertility to provide you with the quality care and support you need when starting or expanding your family.

[managed.winfertility.com/schoolcare](https://managed.winfertility.com/schoolcare)

For more, visit: [schoolcare.org/resources-participant-benefits](https://schoolcare.org/resources-participant-benefits)

## NEED ASSISTANCE? Who to contact for benefit support

### Your Employer or HR Office

- Change of mailing or email address
- Add or drop coverage for you or a dependent
- Questions about your cost
- SCHOOLCARE Enrollment/Change Form
- FSA enrollment form, if applicable
- HSA questions, if applicable

### Cigna Member Services: 800-244-6224

- Benefit questions
- Provider concerns or to appeal a Cigna coverage decision
- Assistance with mail-order prescriptions
- **Good For You!** Well-Being Program questions

### Cigna Technical Support: 800-284-8346

- Assistance for myCigna.com or the myCigna app

SCHOOLCARE: 603-836-5031, Monday through Friday 8:30 a.m. - 4:30 p.m.

### Member Care: Press 1

- General eligibility inquiries
- Questions regarding enrollment information

Email: [membercare@schoolcare.org](mailto:membercare@schoolcare.org)

### Group Relations: Press 3

- Benefit questions
- Questions/issues that haven’t been resolved by Cigna Member Services
- Assistance with appealing a Cigna coverage decision

Email: [grouprelations@schoolcare.org](mailto:grouprelations@schoolcare.org)