

# YOUR HEALTH BENEFITS **QUICK START GUIDE**

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



### ABOUT SCHOOL CARE

School Care 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 School Care/Cigna medical plan includes:

- No-cost preventive care
- Comprehensive prescription drug coverage
- Annual eve 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.

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

### **GOOD FOR YOU! WELL-BEING PROGRAM**

You and a covered spouse can participate in School Care'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.



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

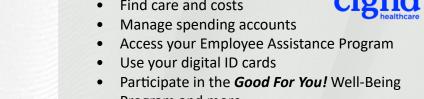
- Review claims
- Find care and costs
- Program and more

## **EMPLOYEE ASSISTANCE PROGRAM**

Your School Care/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 account and click on Employee Assistance Program under the "Coverage" tab.



#### **VALUE-ADDED BENEFITS**

### MDLIVE for Cigna®

MDLIVE is a comprehensive virtual care program featuring:

- Urgent care
- Preventive care
- Dermatology
- Behavioral/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 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





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



family-building & family-wellbeing

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



#### For more value-added benefits visit

schoolcare.org/resourcesparticipant-benefits.

### **CONNECT!**









@NHSchoolCare



@SchoolCareNH

### **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

School Care: 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

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