

Call toll-free 1-855-566-4295 ~ access online at [www.myCigna.com](http://www.myCigna.com)

#### Face-to-face assistance

<b>Service level</b>	<ul style="list-style-type: none"> <li>• 24/7 telephonic access</li> </ul>	<ul style="list-style-type: none"> <li>• Network health care professional referrals</li> </ul>	
<b>Participant services</b>	<ul style="list-style-type: none"> <li>• Telephonic consultation</li> <li>• Crisis intervention services</li> <li>• Community resources</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy Rewards® discount program</li> <li>• Online assessment tools</li> <li>• Online article library</li> </ul>	<ul style="list-style-type: none"> <li>• Online access and referrals</li> <li>• Up to 6 face-to-face sessions with a Cigna EAP health care professional, per issue per year</li> </ul>

#### Full-service work/life support

<b>Telephone, click-to-chat, web mail</b>	<ul style="list-style-type: none"> <li>• <b>Child care</b> – Child care centers, family child care homes, in-home care, babysitting agencies and options, nanny agencies and options, au pair agencies and options</li> <li>• <b>Senior care</b> – Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities, social and recreational programs</li> <li>• <b>Prenatal care</b> – Birthing methods, nutrition, exercise, diet and child care pre-planning</li> <li>• <b>Adoption</b> – State adoption specialist, adoption support groups, private adoption, national adoption organizations</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Parenting</b> – Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training</li> <li>• <b>Summer care</b> – Residential camps, day camps, traditional camp programs, specialized camp programs</li> <li>• <b>Special needs</b> – Common childhood illnesses, children with multiple disabilities, developmental delays</li> <li>• <b>Pet care</b> – Veterinarians, insurance, pet sitting resources, obedience training, pet stores, pet supply catalogs</li> <li>• <b>Education</b> – Kindergarten programs, public schools</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Legal</b> – 30-minute free consultation, 25% discount on usual fees, referrals to local providers</li> <li>• <b>Identity theft</b> – 60-minute free consultation with a fraud resolution specialist</li> <li>• <b>Financial services</b> – 30-minute free phone consultation with a qualified specialist on issues such as tax preparation, debt counseling and planning for retirement. 25% off tax preparation.</li> </ul>
<b>Online resources and tools</b>	<ul style="list-style-type: none"> <li>• <b>Parenting</b> – Adoption, child care, developmental stages, kid’s well-being, education</li> <li>• <b>Aging</b> – Adults with disabilities, aging well, planning for the future, U.S. systems for the elderly, housing options, home care, health, caregivers, grief and loss</li> <li>• <b>Balancing</b> – Personal growth, communication, families, relationship, grief and loss, mental health, addiction and recovery</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Thriving</b> – Health tools, live healthy, healthy eating, medical care, infant and toddler health, child health, adolescent health, women’s health, men’s health, senior health, health challenges</li> <li>• <b>Working</b> – Accomplished employee, effective manager, career development, training and development, workplace productivity, workplace diversity, workplace safety</li> <li>• <b>Living</b> – Consumer tips, home improvement, home buying or selling, moving, financial, legal, legal ready docs, errands online, safety, pets, travel and leisure time, fraud and theft</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Educational materials</b></li> <li>• <b>Personal assessments</b></li> <li>• <b>Interactive tools</b></li> <li>• <b>Self-search resource locators</b></li> <li>• <b>Email for consultant-assisted search</b></li> <li>• <b>Live messaging for consultant-assisted search</b></li> <li>• <b>Web seminars</b></li> </ul>
<b>Referrals and fulfillment</b>	<ul style="list-style-type: none"> <li>• Up to three qualified referrals where available; if additional needed, participant calls back</li> </ul>	<ul style="list-style-type: none"> <li>• Turnaround Time: 12 business hours; emergency is six business hours</li> </ul>	<ul style="list-style-type: none"> <li>• Online and print fulfillment materials</li> </ul>

#### Access information and resources at [www.myCigna.com](http://www.myCigna.com)

- Already Registered with [www.myCigna.com](http://www.myCigna.com)? Login and locate Employee Assistance Program under "Review My Coverage"
- Not registered with [www.myCigna.com](http://www.myCigna.com)? Follow the easy, one time registration process. If you have EAP only coverage, to complete the registration process, you will utilize the following Employer ID : mohawk
- Locate Employee Assistance Program under "Review My Coverage"