

CIGNA's Life AssistanceSM Program

1.800.538.3543



CIGNA
A Business of Caring.



CIGNA's Life AssistanceSM Program

1.800.538.3543



CIGNA
A Business of Caring.

Learn to relax

Become
more productive

Overcome
an addiction

Find daycare

Reduce the stress

Ask a lawyer

Research
nursing homes

Find balance



Overview of services available to you

Master's-level staff can provide a confidential, comprehensive assessment of your concerns and coordinate related services.

CIGNA's Life AssistanceSM program includes:

- 24-hour/365-day live phone access
- 24-hour crisis intervention
- 24-hour phone consultation with licensed behavioral health clinicians
- Referrals for up to 3 free, face-to-face counseling visits for behavioral issues
- Referrals to community resources for localized support
- Consultation and referrals for work-related issues, including coping with work stress, working with difficult people, time management, and talking with your manager
- An online resource library with a variety of health and emotional well-being content, as well as interactive tools, and behavioral health provider search capabilities
- CIGNA's Healthy Rewards[®] program, with discounts (up to 60%) on a range of complementary and alternative care services and products
- Comprehensive life events services that provide information, research, and qualified referrals on an extensive range of topics to help you balance work and life responsibilities

Insurance products and services are provided by Life Insurance Company of North America, Connecticut General Life Insurance Company, CIGNA Life Insurance Company of New York, CIGNA Behavioral Health, Inc., Intracorp, and other CIGNA companies. "CIGNA" and the tree of life are registered service marks used by these companies.

Services provided through CIGNA's Life AssistanceSM program terminate when the employer's or plan sponsor's agreement for such services terminates, or when the employee's employment relationship terminates or plan member's relationship with the plan sponsor terminates, whichever occurs first.

CIGNA's Life AssistanceSM Program



A Business of Caring.

Balance your work and personal life with the information you want and the support you need

You can do it

You've got goals, plans and dreams. But you can't always stay focused when life gets challenging. Changes – good and bad – offer opportunities for us to assist you. Our job is to help you balance your work and life so you can take the best care of yourself and the ones you love.

We can help

At CIGNA, we want to help you lead a healthier, happier life. So, we've created **CIGNA's Life AssistanceSM** program to offer answers, information and support for many of the questions and issues you face in your day-to-day life. With just one phone call – or click of a mouse – you can start to gain perspective, peace of mind, and a renewed sense of possibility and purpose.

Timely care when you need it

CIGNA's Life AssistanceSM program staff can provide you and your family with extra support to help you with a variety of issues. **CIGNA's Life AssistanceSM** program offers services designed to help you reduce stress, balance your work and family responsibilities and improve the quality of your life. The program consists of resources and referral services, counseling and support services, online information and interactive tools. All services are free, confidential, accessible 24 hours a day, 365 days a year, and available to you and all members of your household.

Should you require services beyond the scope of the program, staff members can coordinate referrals to appropriate resources as needed.

Healthy Rewards[®] discount program

With CIGNA's Healthy Rewards[®] program, you and your family can get discounts (up to 60%) on a range of health- and wellness-related services and products to help take better care of yourselves so that you live longer, healthier lives. The program includes discounts on:

- Vision and hearing care
- Weight Watchers[®]
- Fitness club memberships
- Smoking cessation
- Chiropractic care
- Massage therapy
- Acupuncture
- Pharmacy and vitamins

Life events information, research and referral topics

Unlimited access to online resources; up to 3 qualified referrals per call provided within 12 business hours, or within 6 hours for emergencies

Prenatal care

- Birthing methods
- Nutrition, exercise, and diet
- Child care pre-planning
- Breastfeeding & formula feeding

Parenting

includes online resources

- Child development
- Sibling rivalry
- Separation anxiety
- Sleep and bedtime routines
- Toilet training
- Child safety
- Discipline
- Raising adolescents

Education

includes online resources

- Kindergarten programs
- Before- & after-school programs
- Public schools
- Undergraduate & graduate programs

Child care

includes online resources

- Child care centers
- Family child care homes
- In-home care
- Baby-sitting agencies and options
- Nanny agencies and options

- Au pair agencies and options
- Preschools/nursery schools
- Before- & after-school programs

Adoption

includes online resources

- State adoption specialists
- Adoption support groups
- Private adoption
- National adoption organizations

Summer care

- Residential camps

- Day camps
- Traditional camp programs
- Specialized camp programs

Special needs

- Common childhood illnesses
- Children with multiple disabilities
- Developmental delays
- Mentally challenged/mentally ill

Senior care

includes online resources

- Home health agencies
- Nursing homes

- Assisted living facilities
- Continuing care retirement communities
- Social & recreational programs
- Long distance care-giving
- Backup care
- Respite care

Pet care

includes online resources

- Veterinarians
- Insurance
- Pet-sitting resources
- Obedience training
- Pet store & supplies

Legal services

- Referrals to local providers for most legal issues
- 30-minute free consultation, plus 25% discount on usual fees

Financial information

- Spending habits
- Budgeting strategies
- Managing credit
- Debt management
- Debt consolidation
- Financial planning information

CIGNA's Life AssistanceSM Program

Call **1.800.538.3543**
or log onto
www.cignabehavioral.com/cgi

To start saving up to 60% on health and wellness programs through Healthy Rewards[®], enter the following:
User ID: lap
Password: member

Clip and save

these cards so you have access to CIGNA's Life AssistanceSM Program whenever you need it.

CIGNA's Life AssistanceSM Program

Call **1.800.538.3543**
or log onto
www.cignabehavioral.com/cgi

To start saving up to 60% on health and wellness programs through Healthy Rewards[®], enter the following:
User ID: lap
Password: member