

University of New England Employee Assistance Program

Call **1.877.622.4327** visit us online at www.cignabehavioral.com employer id: **une**

Face-to-face assistance

Service level	<ul style="list-style-type: none"> • 24/7 telephonic access • Network health care professional referrals
Participant services	<ul style="list-style-type: none"> • Telephonic consultation • Crisis intervention services • Community resources • Healthy Rewards® discount program • Online assessment tools • Online article library • Online access and referrals • Up to 5 face-to-face sessions per issue per year

Full-service work/life support

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