



## Face-to-Face Assistance

Service Level	<ul style="list-style-type: none"> <li>• 24/7 Telephonic Access</li> <li>• Network Provider Referrals</li> </ul>
Participant Services	<ul style="list-style-type: none"> <li>• Telephonic Consultation</li> <li>• Crisis Intervention Services</li> <li>• Community Resources</li> <li>• Healthy Rewards<sup>®</sup> Discount Program</li> <li>• Online (Assessment Tools, Article Library, Online Access &amp; Referral)</li> <li>• Face-to-Face Sessions 1-3 sessions per issue</li> </ul>

## Full-Service Work/Life Support

Telephone Support	<ul style="list-style-type: none"> <li>• <b>Child Care</b> Child care centers, family child care homes, in-home care, baby-sitting agencies and options, nanny agencies and options</li> <li>• <b>Senior Care</b> Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities</li> <li>• <b>Prenatal Care</b> Birthing methods, nutrition, exercise, and diet, child care pre-planning</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 store, pet supply catalogs</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Adoption</b> State adoption specialists, adoption support groups, private adoption</li> <li>• <b>Education</b> Kindergarten programs, public schools, undergraduate &amp; graduate programs</li> <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> </ul>
Online Support	<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 &amp; loss</li> <li>• <b>Balancing</b> Personal growth, communication, families, relationship, grief &amp; loss, mental health, addiction &amp; recovery</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Thriving</b> Health tools, live healthy, healthy eating, medical care, infant &amp; 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 &amp; 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 &amp; leisure time, fraud &amp; theft</li> </ul>	<ul style="list-style-type: none"> <li>• <b>International</b> Immigration to the U.S., international immigration, relocating abroad, living abroad, working abroad, families abroad, repatriation</li> <li>• <b>Educational Materials</b></li> <li>• <b>Personal Assessments</b></li> <li>• <b>Interactive Tools</b></li> <li>• <b>Self-Search Provider 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>
Referrals & Fulfillment	<ul style="list-style-type: none"> <li>• Up to 3 Qualified Referrals where available; if additional needed, consumer calls back</li> </ul>	<ul style="list-style-type: none"> <li>• Turnaround Time: 12 business hours; emergency is 6 business hours</li> </ul>	<ul style="list-style-type: none"> <li>• Online &amp; Print Fulfillment Materials</li> </ul>