

A Health Plan You Know and Trust

BENEFITS

2023-2024 Enrollment Guide



SCHOOLCARE

HEALTH BENEFIT PLANS

Welcome

SCHOOLCARE has been providing high quality health coverage to New Hampshire public entities for more than 25 years. We're committed to offering excellent health plans, the highest level of service and information, and engaging wellness and education programs.

Partnerships



A founding partner of SCHOOLCARE, who is dedicated to helping coordinate benefit programs that fit the needs of New Hampshire public entities by providing health plan education and information, as well as conferences and workshops for employees.



SCHOOLCARE partners with Cigna to deliver the best health care service and claims administration. We use Cigna's National Open Access Plus network of providers. This gives you access to care in every state across the country. Primary Care Physician (PCP) referrals are not required to seek care from a specialist.

Additional partners featured in guide



EXPRESS SCRIPTS®



MDLIVE®

TRAVELERS

VOYA
FINANCIAL

vsp VISION

WINFERTILITY

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The Basics

An Employee who meets all of the conditions for eligibility set by their Employer and SCHOOLCARE is eligible to enroll as a Subscriber. Employees must apply within 30 days after first meeting their Employer's eligibility requirements or during an Open Enrollment Period.

Eligible Dependents

Employees may also enroll their eligible family members including:

- Legally married spouse
- Domestic partner and their children, if offered by Employer
- Dependent children under age 26



Refer to the SCHOOLCARE [Health Benefits Booklet \(HBB\)](#) for more detailed information.

Qualifying Life Events

Per IRS regulations, you can only change your elections annually during the Open Enrollment period, unless you have a qualifying life event. SCHOOLCARE Open Enrollment generally begins on April 15th and runs through May 31st. For a qualifying life event, Subscribers must provide notice and required documentation within **30 days** of the event. Examples include:

- Marriage
- Loss of other insurance coverage
- Adoption/legal guardianship
- Divorce/legal separation (within 60 days)
- Birth of a child
- Death

Changes you make during Open Enrollment to your medical, dental, vision and Health Care Flexible Spending Account (FSA) will take effect on July 1, 2023, and are binding through June 30, 2024, unless you experience a qualifying life event (examples above).

You **MUST** take action if you want to:

Enroll for the first time or make changes to your current medical, dental, and vision coverages, or contribute to an FSA.

If you do **NOT** make changes:

Your current health coverages automatically continue for the July 1, 2023, to June 30, 2024, plan year.

NOTE: You must annually make an FSA election to continue your contribution.

Enrollment

Key Steps

This page contains important information and key steps you should review before making benefit elections. If you have any questions about this information, please contact your Human Resources Office or SCHOOLCARE.

Your Enrollment Checklist

- ☐ Read through this entire Enrollment Guide to understand benefit options available.
- ☐ Attend an on-site or virtual meeting, or view the recorded Open Enrollment presentation.
- ☐ Think about your health history and care needs that might have changed since the last plan year.
- ☐ Gather dependent information, including social security numbers, dates of birth, addresses, emails/ phone numbers.
- ☐ [Click here](#) to locate your group specific Benefit Summaries and Enrollment/Change Form.
- ☐ Complete your Enrollment/Change Form and submit to your Human Resources Office by May 26th.
- ☐ Review your current FSA options and ask your employer for an election form if you want to contribute in the 2023-24 plan year.
- ☐ Set a reminder to complete your confidential Health Assessment at [myCigna](#) to earn **Good For You!** Well-Being Program incentives and/or activate your Choice Fund, if applicable.

myCigna - Your Personal Health Hub

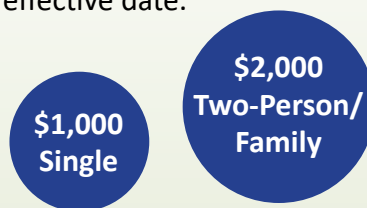


Subscribers have a simple way to personalize, organize and access plan information. Manage claims, review coverage, order prescriptions, access your **Good For You!** Well-Being Program and more all from [myCigna.com](#) or the mobile app.

Don't Forget Your Choice Fund

Subscribers enrolled in the **Yellow Plan with Choice Fund** must complete a confidential Cigna Health Assessment *annually* to activate their Choice Fund.

- Biometric data is not required
- Current Subscribers complete between June 1st and July 31st
- New Subscribers complete within 60 days of your effective date.



SCHOOLCARE/Cigna ID Cards

Medical ID cards will be issued only to participants changing plans or new enrollees for the 2023-24 year.

NOTE: If you have Cigna dental, your medical ID card also serves as your dental ID.



Benefits Spotlight

2023-24 Well-Being Program Changes

Beginning July 1, 2023, there will be changes coming to the *Good For You!* Well-Being Program as highlighted below. Complete program details are available at schoolcare.org/wellness-pillars.

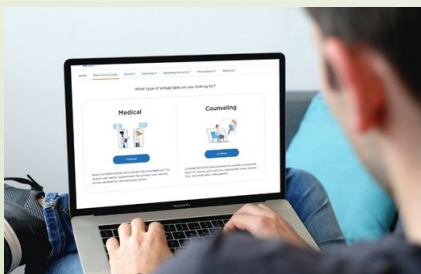
- Subscribers and covered spouses will be eligible to earn up to \$600 each
- All incentives will be available beginning July 1, including health coaching and preventive care, which were formerly locked until the second and third quarters, respectively
- Apps & Activities is being discontinued by Cigna - complete any challenges you can before the plan year ends on June 30
- Self-Report Healthy Events to earn up to \$400/year with a maximum of \$100/quarter



Please refer to [page 9](#) for more complete look at the *Good For You!* Well-Being Program

Telehealth and Virtual Care

As a SCHOOLCARE/ Cigna participant you have access to a variety of telehealth or virtual care options for preventive care, urgent care, mental and behavioral health and dermatology. These options provide the convenience of care from the comfort of your own home. Learn more about these benefits [on page 8](#) of this enrollment guide.



Fertility Assistance for All

WINFERTILITY

Struggling to build a family is often an unexpected and overwhelming challenge. SCHOOLCARE's expanded fertility coverage aims to help take some of the stress out of it. Cigna has partnered with WINFertility to provide you with the quality care and support you need when starting to build a family whether you are navigating infertility or need reproductive assistance as a same-sex couple. [Learn more about your WINFertility benefit.](#)



Medical

SCHOOLCARE has partnered with Cigna for many years to deliver comprehensive health care service and claims administration. We use Cigna's National Open Access Plus network of providers. This gives you access to care in every state of the country. Primary care physician (PCP) referrals are not required to seek care from a specialist.



What Does National Network Mean?

The expanded provider network consists of any Cigna contracted provider or facility in the country. Participants have in-network coverage not only regionally, but nationally as long as services are provided by a Cigna contracted provider (you always have access to emergency care anywhere, worldwide).

What Does Open Access Mean?

Open Access means there is no requirement to designate a PCP for any plans. Therefore, no PCP referrals are required. Participants can make appointments and receive services for in-network covered benefits with any Cigna participating provider without obtaining a referral from your PCP.

Traditional Plan Suite

The Traditional Plan Suite includes long-established copay plans as well as a plan with a modest deductible for medical services.

Consumer Driven Plan Suite

The Consumer Driven Plan Suite offers comprehensive health plans with deductibles that can be offered with an HRA or HSA, depending on the plan. This gives you more control of personal health care expenses.

Key Terms

Deductible

You must meet the entire deductible before the plan starts to pay medical and prescription drug benefits (excluding in-network preventive care and certain preventive medications). NOTE: If you enroll one or more family members, you must meet the full family deductible before the plan starts to pay expenses for any one individual.

Coinsurance

Once you've met the plan's annual deductible, you are responsible for a portion of your medical expenses, which is called coinsurance.

Out-of-pocket maximum

Once your deductible and coinsurance add up to the plan's annual out-of-pocket maximum, the plan will pay 100% of all eligible covered services for the rest of the plan year. NOTE: If you enroll one or more family members, you must meet the full family out-of-pocket maximum before the plan starts to pay covered services at 100% for any one individual.



Plan Highlights

Traditional Suite

Green Plan

Low out-of-pocket

HMO-like

Office Visits & Rx Copays

Red Plan

Low deductible

Coinsurance

Rx Copays

All Plans Provide:

- Self-referral to any Cigna contracted provider in the country
- The same coverage for all services (your cost may vary)
- Preventive care at no cost

For more details on specific plans, please review [SCHOOLCARE health plan webinars](#).

Consumer Driven Suite

Yellow Plan

Moderate Deductible

Pair with HRA

Combined Medical & Rx OOP

Orange Plan

High Deductible

Pair with HSA

Combined Medical & Rx OOP

Review the [Summary of Benefits and Coverage \(SBC\)](#) to compare costs and coverage between health plans based on price, benefits, and features important to you.

Finding Care & Costs

Access the myCigna Directory 24/7

After you enroll, you'll have access to [myCigna.com](https://mycigna.com) – your one-stop source for managing your health plan, anytime, just about any place. Finding an in-network provider has never been easier. Whether you're looking for a doctor, dentist or hospital, find the best choice for you in just [four simple steps](#).

Cigna Care Designation

Whether looking for a primary care or specialty physician, finding the right doctor isn't always easy. [Care Designation](#) can help you find cost-effective care.

Refer to the SCHOOLCARE [Health Benefits Booklet \(HBB\)](#) for more detailed information.



Preventive Care

Why is it Important?

Your health care plan covers specific preventive care services. Even when you're in the best shape of your life, a serious condition with no symptoms may put your health at risk. Using these services at the right time can help you stay healthier by:

- Preventing certain illnesses and health conditions from happening
- Detecting health problems at early stages, when they may be easier to treat
- Establishing a health history and building rapport with your doctor



According to the **World Health Organization (WHO)**, prevention efforts can eliminate about 30-50% of illnesses. In addition, 80% of heart disease, stroke and type 2 diabetes, along with 40% of cancers are preventable.

What's Your Share of the Cost?

Many plans cover preventive care services at 100% – no additional cost to you when you go to a health care professional in your plan's network. [Click here](#) for details about your specific medical plan's coverage.

Wellness Exams, Preventive Screenings and Immunizations

There are specific services and supplies that are considered preventive care under your plan. [Click here](#) for a list of age and gender appropriate exams, immunizations and screenings covered.

Preventive Medications

Preventive medications are used to prevent conditions like high blood pressure, high cholesterol, diabetes, asthma, osteoporosis, heart attack, stroke and prenatal nutrient deficiency. Review the common [generic preventive medications](#) your plan covers at no cost.

Some [prescription medications and over-the-counter medicines](#) (available without a prescription) and products are available to you at no cost-share (copay, coinsurance and/or deductible). This list is updated as the U.S. Preventive Services Task Force makes new recommendations.



For Your Convenience

Cigna 90 NowSM — 90-Day Prescription Refills

The Cigna 90 NowSM program makes it easier for you to fill your maintenance medications. These are the medications you take every day to treat an ongoing health condition like diabetes, depression, high blood pressure, high cholesterol or asthma.

You choose the amount. Select a 30- or 90-day supply.

If you choose to fill a 30-day supply, you can use any retail pharmacy in your plan's network.

If you choose to fill a 90-day supply, you can use select in-network retail pharmacies that are approved to fill 90-day prescriptions. [Click here](#) to learn more about pharmacies in your network.

You choose the pharmacy, retail or home delivery.

There are thousands of retail pharmacies in your plan's network. They include local pharmacies, grocery stores, retail chains and wholesale warehouse stores.

[Home delivery](#) is a convenient way to get medications right to your door. The [Express Scripts Pharmacy](#) is one of the largest home delivery options in the country.

To learn more about this service, call 800-835-3784.

Cigna Virtual Care

Finding time to care for yourself and your family can be difficult. That's why your Cigna health plan includes access to virtual medical and behavioral care.

- Access care from anywhere via video or telephone
- Schedule appointments online
- Have a prescription sent directly to your local pharmacy

[Learn more about Cigna's virtual care options.](#)

Urgent and Preventive Care

Board-certified doctors and pediatricians are available for urgent care 24/7/365 and can diagnose, treat and prescribe most medications for minor medical conditions, such as:

- Allergies
- Asthma
- Cold and flu
- Fever
- Insect bites
- Rashes
- Sinus infections
- Sore throats
- Urinary tract infections
- and more!

[Virtual wellness screenings](#) and routine visits are also available. Connect by video or phone to review lab results taken prior to your visit, manage chronic conditions, have prescriptions ordered or re-issued.



Behavioral

Licensed counselors and psychiatrists can diagnose, treat and prescribe most medications for non-emergency behavioral/mental health conditions.

Dermatology

Get customized care for skin, hair and nail conditions - no appointment required. Board certified dermatologists can review photos, provide care for common conditions including acne, eczema, psoriasis, rosacea, suspicious spots and more and provide a customized treatment plan usually within 24-hours.



Well-Being

SCHOOLCARE's Commitment

Good For You! Well-Being Program is our commitment to your total health. SCHOOLCARE is partnered with Cigna, to provide best practice, evidence-based, achievable and engaging well-being programs.



Good For You!

Well-Being Program by SCHOOLCARE

SCHOOLCARE's Philosophy

This program is designed to educate and reward subscribers and spouses for maintaining or improving their health and well-being.

What Does Well-Being Mean to You?

Choose activities that best fit your personal health goals. SCHOOLCARE's program can help EMPOWER you to make healthy choices through the basics of healthy living: **food**, **exercise**, **stress**, **weight**, **sleep**, and **prevention**. Take small steps toward changing behaviors, and ADVOCATE for yourself and the well-being of others.

Access Programs at myCigna

Whether just starting your well-being journey, or continuing to participate, you can access all available **Good For You!** Well-Being Program activities by logging into your account at myCigna.com or the myCigna mobile app.



Focus on Your Path to Total Well-Being



Well-Being

Earn CASH for Making Healthy Choices

Through the program activities, you can explore who you are and HAVE FUN with your colleagues all while earning CASH for your healthy habits! Choose an area of focus such as food, stress, sleep, exercise, weight, or prevention and work toward your personal health goals one step at a time.

SCHOOLCARE Cigna medical subscribers and covered spouses can each earn up to \$600 annually. Incentives earned are paid on a quarterly basis.

Get Started with Your [myCigna](#) Health Assessment

The confidential Health Assessment highlights your current health status for each lifestyle habit and offers tips for improving your overall health and well-being. You must complete the Health Assessment to earn your incentives.



Health Assessment



Biometrics \$100



Preventive Care up to \$250



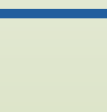
Case Management up to \$350



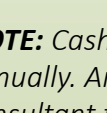
Omada up to \$350



Healthy Events up to \$400



Health Coaching up to \$600



Healthy Pregnancy, Healthy Babies up to \$250



[View the **Good For You!** Incentive Summary to learn more.](#)

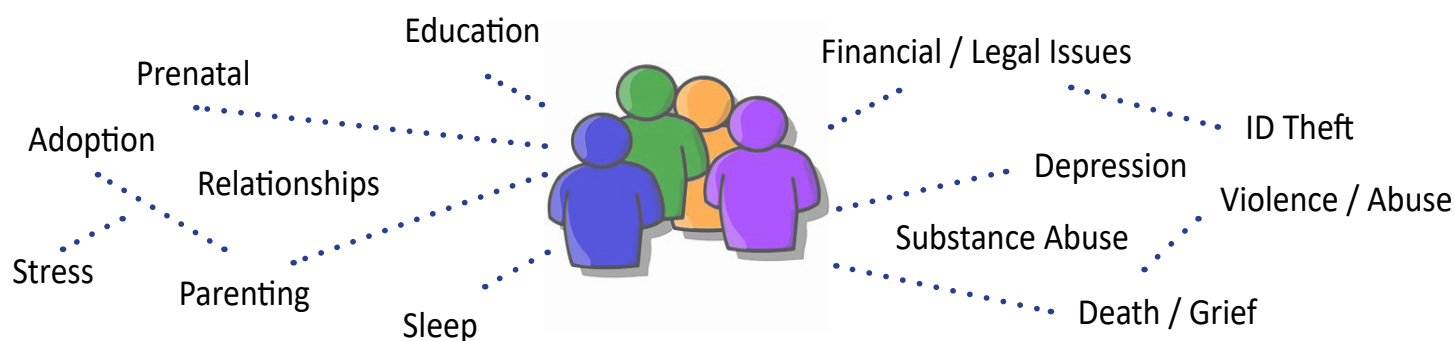
NOTE: Cash incentives, payments, and rewards are available upon completion of the Health Assessment annually. Amounts paid to well-being program participants are taxable income. Please review with your tax consultant for more information.



Employee Assistance Program

Making Health & Well-Being a Priority

SCHOOLCARE recognizes that managing work and life can be difficult. When you need extra support, you have resources here to assist and guide you toward the best solution. We have partnered with Cigna to offer the Employee Assistance Program (EAP) to help you live a well balanced life.



EAP Assistance 24/7 at 877-622-4327 or myCigna.com
Employer ID: SCHOOLCARE



Visit an EAP Network Provider

1-3 sessions per issue per year are available to you and your household members. Video-based sessions are also available to fit your schedule.

Monthly Wellness Seminars

Take part in monthly seminars year-round on topics that apply to real-life concerns. Watch live or on-demand from a computer, smartphone or tablet. [Click here to learn more.](#)

Behavioral Awareness Series

Cigna offers free monthly behavioral health awareness seminars on autism, eating disorders, substance use and children's behavioral health issues. [Click here to learn more.](#)



Value Added Benefits

Cigna Healthy Rewards

Healthy Rewards® can make staying healthy easier and more affordable. Just use your Cigna ID card when you pay and let the savings begin. Get discounts on the health products and programs you use every day for:

- Weight Management and Nutrition
- Fitness
- Hearing Care
- Vision Care
- Alternative Medicine
- Mind / Body
- Healthy Lifestyle

[Learn more](#) on how you can start saving today.

Identity Fraud Reimbursement

Becoming a victim of identity fraud is a frightening, frustrating experience. Subscribers in SCHOOLCARE Health Benefit Plans automatically have Identity Fraud Expense Reimbursement through Travelers to provide you and your family with valuable coverage.

Coverage Highlights

Travelers Identity Fraud Expense Reimbursement coverage pays for expenses associated with resolving an identity fraud event and perhaps most importantly, gives people tools and information to reduce their risk of future additional fraud.

[Click here](#) to learn more.

Learn more about additional benefits including virtual care, mental health apps and infertility treatment.



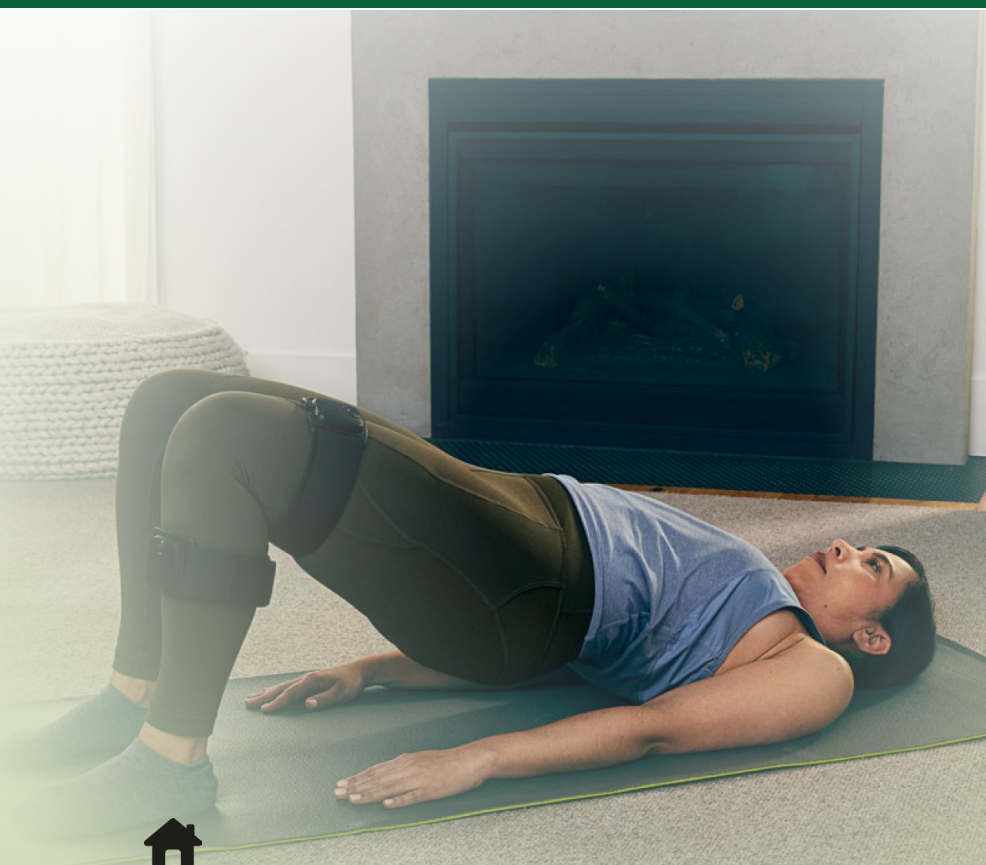
Virtual Physical Therapy

Reduce joint pain at home with Hinge Health's digital physical therapy programs that can be completed at home or on-the-go. No copays. No office visits. No hassle. Just the care and convenience you need when you need it.

Some of the services included are:

- A free tablet and wearable sensors
- App-guided exercise therapy
- Support from your personal care team.

[Learn more or register](#) to get started today.



Dental

Plan Options

SCHOOLCARE is partnered with Cigna to bring you quality dental plans at affordable rates.

Dental plan options provide various levels of coverage for preventive and diagnostic care, fillings and basic restorative work, as well as major restorative care and orthodontics. [Click here](#) to locate your group specific dental plan summaries. Dental plan annual maximums reset July 1st.

Choose ANY Dentist

Members can choose ANY dentist, in or out of Cigna's Preferred Provider Network.

Refer to the SCHOOLCARE
[Dental Benefits Booklet](#)
for more detailed information.

Oral Health Integration Program®

Subscribers with certain medical conditions found to be associated with gum disease can get out-of-pocket costs reimbursed for specific dental services used to treat gum disease and tooth decay. [Learn more.](#)

Brighter Score™

A benefit at [myCigna](#) that enables you to compare and find dentists in the Cigna network based on the following key pieces of information:



- **Professional History** - dentist's professional and educational background, including a review of their dental license history, years of experience and any advanced training
- **Patient Experience** - feedback from verified participants regarding their experience with the dentist
- **Overall Affordability** - estimated out-of-pocket costs the participants should expect to pay for the most common procedures

This enhanced information at [myCigna](#) helps you to make more confident and informed decisions about your dental care.



Vision

Offered By Your Employer Through **vsp VISION™**

With SCHOOLCARE vision, participants can receive quality hardware at affordable prices with low out-of-pocket costs. From classic styles to designer frames as well as affordable contact lenses, there are many options to fit your preferences and budget.

The VSP Advantage

As a participant, you'll enjoy more value and low out-of-pocket costs for high quality eyewear. View the [VSP Benefit Plan Summary](#).

Valuable Savings

Choose from a wide selection of lenses and/or frames that complement your lifestyle, and contacts. VSP makes it easy to explore all your options. Purchase hardware from an in-network VSP provider or shop online at eyeconic.com.



Provider Choices you want

VSP Choice Network Plus includes:

- Walmart
- Visionworks
- Pearl Vision

Lenses
\$25 copay

Frames*
\$130 allowance
*\$180 for
featured brands*

**Contact
Lenses**
\$130 allowance
in lieu of glasses

*every other plan year

It's Easy to Use Your Benefit

Create an account on vsp.com to view your in-network coverage, find the VSP network provider offering quality hardware at discounted savings with exclusive member extras.

At your appointment, just tell them you have VSP hardware coverage. Click [here](#) for more information on how to create your VSP account.

NOTE: The VSP plan does not cover vision exams. If you have SCHOOLCARE/Cigna medical, your annual eye exam is covered as preventive care at no cost.



Flexible Spending Accounts (FSA)

Offered in Partnership with



If offered by your employer, a Health Care Flexible Spending Account (FSA) is a great way to pay for out-of-pocket health care expenses using pre-tax funds.

Use your FSA Flex debit card preloaded with your full election amount.



Advantages of Enrolling

- Increase spendable income by reducing the amount you pay in taxes
- Easily budget the cost of planned yearly health care expenses
- Full elected funds are available on the 1st day of the plan year and can be used for medical, dental, vision and certain over-the-counter items
- Use the Health FSA for you and your family members' expenses, even if you and your dependents are not enrolled in your employer's medical plan

If you are spending money on health care expenses such as:

Copays • Coinsurance • Deductibles • Dental Work • Eye Glasses and Contact Lenses • Orthodontia • Medical Products without Prescription • Other Medical, Dental, Vision and Hearing Products and Services

You can benefit from an FSA!

Check with your employer for details about your Health Care FSA offering.

*Participants save approximately
\$30 in taxes for every \$100 they
set aside in an FSA*

FSA Resources

- FSA [Eligible Expenses List](#)
- [Election Worksheet](#) to help you determine how much money to set aside in your FSA
- [Learn more](#) on how to use FSA funds, tax savings and general account details



Required Notices

Summary of Benefits and Coverage

As an employee, the group health (medical) benefits available to you represent a significant component of your compensation package. The medical benefits also provide important protection for you and your family in the case of illness or injury. Choosing a health coverage option is an important decision. To help you make an informed choice, SCHOOLCARE makes available a Summary of Benefits and Coverage (SBC) which summarizes important information about any health coverage option in a standard format to help you compare across options. The SBC is available at schoolcare.org/resources-documents. A paper copy is also available, free of charge, by calling your Human Resources Office. Please note the Subscriber is responsible for providing a copy to their dependents covered under the group health plan.

Special Provisions for Employers with Section 125 Plans

By allowing an individual to enroll in the Insurance Plan other than during the open enrollment period, SCHOOLCARE, Cigna Healthcare or Cigna Health and Life Insurance Company do not waive any terms of its contracts. Further, by allowing an individual to enroll in the Insurance Plan other than during the open enrollment period, SCHOOLCARE, Cigna Healthcare or Cigna Health and Life Insurance Company do not thereby express any opinion regarding the appropriateness of the change under Section 125 of the Internal Revenue Code or the terms of the employer's Section 125 plan.

No Surprise Medical Bills

Federal law now provides special rights and protections against surprise bills and balance billing. Effective January 1, 2022, this law provides protection from unexpected bills from out-of-network providers seen during an emergency or as part of a visit at an in-network hospital or ambulatory surgical center.

[Read more here.](#)

Special Enrollment

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance or group health plan coverage, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing toward your or your dependents' other coverage). However, you must request enrollment within 30 days after your or your dependents' other coverage ends (or after the employer stops contributing toward the other coverage).

If you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents. However, you must request enrollment within 30 days after the marriage, birth, adoption, or placement for adoption.

To request special enrollment or obtain more information, please contact your Human Resources Office or SCHOOLCARE at 603-836-5031.

Wellness Programs

Your health plan is committed to helping you achieve your best health. Incentives for participating in a wellness program are available to all Subscribers. If you are unable to participate in any of the health-related activities to earn an incentive, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting SCHOOLCARE's health management provider, Cigna at 800-244-6224.

[View the complete notice and learn more about your Protection of the Disclosure of Medical Information.](#)



Required Notices

Women's Health and Cancer Rights Act (WHCRA)

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast produce a symmetrical appearance;
- Prostheses; and
- Treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductible and coinsurance applicable to other medical and surgical benefits provided under the plan. If you would like more information on WHCRA benefits, call Cigna at 800-244-6224.

Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit [healthcare.gov](https://www.healthcare.gov).



If you or your dependents are already enrolled in Medicaid or CHIP, contact your State Medicaid or CHIP office.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for these programs, contact your State Medicaid or CHIP office or dial **877-KIDS NOW** or insurekidsnow.gov to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and you must request coverage within 60 days of being determined eligible for premium assistance. If you have questions about enrolling in your employer plan, contact the Department of Labor at askebsa.dol.gov or call **866-444-EBSA (3272)**.

To see if your state has a premium assistance program, or for more information on special enrollment rights, contact either:

- U.S. Department of Labor
Employee Benefits Security Administration
dol.gov/agencies/ebsa
866-444-EBSA (3272)
- U.S. Department of Health and Human Services
Centers for Medicare & Medicaid Services
cms.hhs.gov
877-267-2323, Menu Option 4, Ext. 61565



Key Contacts

Your Employer or Human Resources Office For:

- Change of mailing or email address
- Add or drop coverage for you or a dependent (must be within 30 days of qualifying event)
- Questions about your cost
- SCHOOLCARE Enrollment/Change Form
- FSA enrollment form, if applicable

Cigna Member Services: 800-244-6224, 24/7/365 For:

- Benefit questions, including access to mental health or employee assistance program benefits
- Concerns with provider(s) or to appeal a Cigna coverage decision
- Assistance with mail order prescriptions
- Guidance with completing your health assessment on myCigna
- Questions about the **Good For You!** Well-Being Program

Cigna Technical Support: 800-284-8346, 24/7/365 For:

- Technical assistance with myCigna.com or the myCigna app

SCHOOLCARE: 603-836-5031, Monday through Friday 8:30 a.m. - 4:30 p.m.

Member Care: Option 1

- General eligibility inquiries
- Questions regarding enrollment information
- COBRA and Retiree billing questions
- Email membercare@schoolcare.org

Group Relations: Option 3 or Jeff Kantorowski at NEA-NH 603-715-9315

- Benefit questions
- Questions/issues that haven't been resolved by Cigna Member Services
- Request assistance for appealing a Cigna coverage decision
- Health benefit options for retirees
- Email grouprelations@schoolcare.org

Accounting: Option 4

- COBRA and Retiree payment questions
- Email accounting@schoolcare.org

Visit schoolcare.org for additional information and resources.





SCHOOLCARE

HEALTH BENEFIT PLANS



Stay Current on YOUR Benefits

