

SCHOOLCARE

HEALTH BENEFIT PLANS

2017 Key Contacts

SAU or Town Office:

- For change of address
- To add or drop a dependent (must be within 30 days of qualifying event)
- Questions about your premium contributions
- To continue coverage under COBRA

SCHOOLCARE Office

(800) 562-5254

Samantha Pare, Member Care Specialist:

Ext. 301

Jennifer Tracy, Member Care Associate:

Ext. 310

- General eligibility questions
- Billing and payment questions

Jessica Campo, Member Services Manager:

Ext. 302

- For **Good For You!** Wellness Program Incentives
- For information about Onsite Wellness Seminars, Flu Clinics or Biometric Screenings*
**Contact should be made by your Employer or Employee Representative*

Joanne Trainor, Group Relations Specialist:

Ext. 308

Jana Dalton, Group Relations Specialist:

Ext. 315

- Benefit questions
- To schedule an Onsite Health and Fitness Fair*
**Contact should be made by your Employer or Employee Representative*

Lisa Duquette, Executive Director:

Ext. 305

- Information about the New Hampshire School Health Care Coalition
- To schedule a SCHOOLCARE meeting for benefit information

NEA Office

(603) 224-7751

Jeff Kantorowski, Coordinator of Benefit Programs:

Ext. 337

- If you have a question, problem or complaint that has not been resolved by Cigna Member Services
- To request assistance for appealing a Cigna HealthCare decision
- Health benefit options for retirees

(See Reverse for Important Information)

Cigna Member Services: 1-800-244-6224

Medical

- For benefit questions, or medical bill(s) you do not understand
- To change your Primary Care Physician
- Referral questions and inquiries
- Concerns with providers or to appeal a Cigna HealthCare decision

Behavioral Health

- For access to mental health or employee assistance (EAP) benefits
- Questions about your mental health benefits
- Guidance if you need to appeal a decision about these benefits

Dental

- For dental benefit questions, or dental bill (s) that you do not understand

Pharmacy

- For assistance in filling your first mail order prescription
- For future automated prescription refills
- For questions regarding the status of your mail order prescription

Important Note:

Log on to www.myCigna.com to

- access benefit information
- take a health risk assessment
- order a new ID card or print a temporary one
- view claim information
- access health and wellness program discounts

A Special Message from SCHOOLCARE:

If you follow the instructions below, your call will be answered by a live Cigna member services representative:

1. *Dial the member services number at 1-800-244-6224 which is available 24 hours a day, 7 days a week, to speak with an Associate.*
2. *Say "CUSTOMER" when asked if you are a customer or health care professional.*
3. *To ensure privacy, we will need 2 pieces of information: ID# that begins with a letter **or** primary cardholder's social security number (say or enter on keypad), then say or enter your date of birth.*
4. *Say "ASSOCIATE" when asked if you want to find out when eligibility begins or what benefits are covered by your plan.*
5. *Say "YES" to confirm your transfer to a Cigna Associate.*
6. *Say "MEDICAL" when asked if your call is regarding Medical, Dental, Behavioral or Rx coverage.*
7. *Say "YES" when asked if your Cigna Member ID number begins with a letter.*
8. *Enter or say your nine-digit Cigna Member ID number beginning with the letter "U".*
9. *Say "YES" if the correct Cigna Member ID number is repeated by the system operator.*
10. *You will now be connected to a Cigna member service representative.*

Please note that if you have any questions regarding Dental, Pharmacy or Behavioral Health benefits, you may be transferred to a Cigna representative specializing in these specific benefits.