

Infineum USA - Colleague Assistance Program

Call CAP at **800.554.6931** or visit us on the web at www.myCigna.com

Employer ID: infineum



Face-to-face assistance

Service level	<ul style="list-style-type: none"> 24/7 telephonic access 	<ul style="list-style-type: none"> Network health care professional referrals 	
Participant services	<ul style="list-style-type: none"> Telephonic consultation Crisis intervention services Community resources 	<ul style="list-style-type: none"> Healthy Rewards® discount program Online assessment tools Online article library 	<ul style="list-style-type: none"> Online access and referrals Up to 8 sessions per issue, per member, per year
Organizational services	<ul style="list-style-type: none"> Account management Unlimited management consultation and referral 	<ul style="list-style-type: none"> Online management reporting 	<ul style="list-style-type: none"> 10 service hours annually per 1,000 employees for orientations, seminars or training, onsite crisis intervention

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