

University of Maine Systems Employee Assistance Program

1-877-622-4327

Face-to-Face Assistance		
Service Level	<ul style="list-style-type: none"> • 24/7 Telephonic Access 	<ul style="list-style-type: none"> • Provider Referrals
Participant Services	<ul style="list-style-type: none"> • Telephonic Consultation • Crisis Intervention Services • Community Resources • Life at Work Resources 	<ul style="list-style-type: none"> • Healthy Rewards • Emotional Well-Being Online (Assessment Tools, FAQs, Article Library, Online Access & Referral, Quarterly Awareness Series)
Organizational Services	<ul style="list-style-type: none"> • Account Management • Management Consultation • Management Referrals 	<ul style="list-style-type: none"> • Disaster Relief Program • Organizational Consultation • On-site Employer Service Hours

Full-Service Life Events		
Telephonic Services	<ul style="list-style-type: none"> • Child Care Child care centers, family child care homes, in home care, baby-sitting agencies and options, nanny agencies and options, au pair agencies and options, preschools/ nursery schools, before and after school programs • Senior Care Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities, social & recreational programs, long distance care-giving, backup care, respite care • Prenatal Care Birthing methods, nutrition, exercise, and diet, child care pre-planning, breastfeeding and formula feeding 	<ul style="list-style-type: none"> • Parenting Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training, child safety, discipline, raising adolescents • Summer Care Residential camps, day camps, traditional camp programs, specialized camp programs • Special Needs Common childhood illnesses, children with multiple disabilities, developmental delays, mentally challenged/ill • Pet Care Veterinarians, insurance, pet-sitting resources, obedience training, pet store, pet supply catalogs
Online Services	<ul style="list-style-type: none"> • Family & Caregiving • Adoption, Child Care, Parenting, Senior Care, Education, Pet Care • Health & Well-Being • Live Healthy, Health & Aging, Common Health Concerns 	<ul style="list-style-type: none"> • Daily Living Consumer Information, Travel & Recreation, Finances, Legal Issues • Self-Search Provider Locators
Reporting	<ul style="list-style-type: none"> • Up to 3 Qualified Referrals where available; if additional needed consumer calls back 	<ul style="list-style-type: none"> • Life Events Turnaround Time: 12 business hours; emergency is 6 business hours
		<ul style="list-style-type: none"> • Adoption State adoption specialists, adoption support groups, private adoption, national adoption organizations • Education Kindergarten programs, before and after -school programs, public schools, undergraduate & graduate programs • Legal 30 minute free consultation, 25% discount on usual fees, referrals to local providers, coverage for most legal issues • Financial Services 30 minute free consultation, 25% discount on usual fees, referrals to local providers, and more
		<ul style="list-style-type: none"> • Educational Materials • Personal Assessments • Interactive Tools • Assisted Search - Email • Dial 1-877-622-4327 or log in at www.cignabehavioral.com Login: ums Pin: employee
		<ul style="list-style-type: none"> • Online & Print Fulfillment Materials