



IN THE BUSINESS OF YOUR SUCCESS<sup>SM</sup>

# LifeCare<sup>®</sup>

## Frequently Asked Questions

### **Q** What is LifeCare?

**A** LifeCare is a benefit, provided to you at no cost, that saves members time and money with quality matches to content, providers, products and services in parenting, senior care, legal and financial services, home services, wellness and emotional health. LifeCare also operates LifeMart, one of the largest members-only online discounts shopping websites, with discounts of up to 40% on more than 4 million products and services.

### **Q** How do I access LifeCare service?

**A** To reach a LifeCare specialist call 800-697-7315 (or TDD/TTY 800-873-1322) or you can access LifeCare on the web by visiting the ADP WFN portal

### **Q** What are LifeCare's hours?

**A** Our experienced and helpful specialists are here to help with life's most important needs 24/7, 365 days a year.

### **Q** What can LifeCare do for me?

**A** LifeCare's services are designed to help you and all members of your household balance work, life and personal issues.

- The **Emotional Health** services feature access to both face to face and telephonic counseling by Master's level clinicians and referrals to community services.
- The **Child Care and Parenting** services feature support for you and your family with referrals to child care options; adoption resources; prenatal and breastfeeding programs; education and recreational programs and help when it comes to planning for your children's education.
- The **Adult and Elder Care** services feature support for you and your family with referrals to senior housing options; home care and home safety resources, retirement planning resources and help when it comes to addressing caregiver issues and concerns.
- The **Legal and Financial** services feature support for you and your family with referrals to legal counsel; financial planners; financial counselors to assist with debit or credit management and resources to help with legal document preparation and estate planning.
- The **Home and Personal Service** resources feature support for you and your family with referrals to contractors and home repair specialists; pet care resources; referrals to community resources and help when moving or relocating.
- **LifeMart** is a private online marketplace made available to employees by their employers. LifeMart features millions of discounts on leading brands from national and local retailers, including everyday savings, and local and national discounts and limited time offers.





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### **Q Who am I speaking to when I call LifeCare?**

**A** LifeCare employs Bachelor's and Master's level specialists and licensed Master's level clinicians.

Each specialist is educated and trained in one specialty area (child care, elder care, academics, etc.) so you receive guidance from experts in their fields.

**Q** Our clinicians provide a range of confidential professional services to help resolve problems that can affect your personal and work life; there is no question or issue too small.

### **A How often can I use LifeCare services?**

For emotional health you will have access to licensed, clinical staff for 3 sessions per year per issue; there is no limit on the number of issues that can be addressed per year.

For your other life events such as child care options, educational resources, caregiving questions, and home improvement services you have unlimited access to a LifeCare specialist and to the LifeMart online marketplace.

### **Q Are LifeCare services confidential?**

**A** Yes, LifeCare services are completely confidential. This means when you or a family member call the toll free number, neither your employer nor anyone else will know you have used the services unless you choose to tell them.

### **Q Can my family members use these LifeCare services too?**

**A** Yes, your family members are eligible to take advantage of LifeCare services. You can invite family members to use the LifeCare services and register for the website on line by visiting the ADP WFN portal or by calling 800-697-7315 and asking your specialist about registering your family members to use LifeCare services.

In addition, your household members and children up to the age of 26 are eligible for emotional health services and have access to licensed, clinical staff for 3 sessions per year per issue; there is no limit on the number of issues that can be addressed per year.

### **Q Are LifeCare services available on the web?**

**A** Yes, the LifeCare web site offers rich content, extensive search features, and a variety of interactive tools including LifeMart, an online Discount Center. Highlights include;

- **Online provider searches and referrals:** instantly access information on providers and resources (child care, adult care, schools, fitness centers, etc.) nationwide or request personalized referrals from a specialist via our interactive forms
- **Best-in-class content;** read or download our extensive library of materials available in printable html, PDF, and hard copy, including: Parenting information from experts; Extensive content for seniors and caregivers; Health content including an A-Z index of health articles and consumer articles on everyday issues such as choosing cleaning services, personal safety and home improvement
- **Interactive tools and features** Interactive quizzes on topics such as anger, anxiety, depression, lifestyle, patience, self-esteem and live virtual seminars and audio tips