

Need help managing work and life?

Take advantage of LifeCare®—an employer-paid benefit designed to save you time and stress.

Trying to manage daily responsibilities and life events can be a real challenge at times. Fortunately, there's LifeCare, provided by your employer. Offering comprehensive work and life services, LifeCare gives you the valuable and timely knowledge you need to manage your daily life — from prenatal information to adult care . . . from summer camps to child care services . . . from pet care to health and wellness . . . and much more. Plus, LifeCare offers LifeMart®, an online discount center with hundreds of discount partners and thousands of discount offers.

Assistance around the clock

Whenever you need assistance with a work and life issue—or a referral to a provider—LifeCare is always there for you, 24 hours a day, seven days a week. Take advantage of LifeCare's services by:

Calling our toll-free phone number:
800-697-7315

Voluntary and confidential

LifeCare's services are voluntary and confidential. Over the years, employees have found our services to be an invaluable source of support and information. We hope that you, too, will benefit from LifeCare.

To access LifeCare by phone:

Call **800-697-7315** (TDD/TTY 800-873-1322)
24 hours a day.

To access LifeCare on the web:

TO REGISTER visit your employer's **ADP web portal**. Navigate to the "**My Tools**" page and select **LifeCare – Work/Life, EAP, Discounts** link. Register by completing the simple, one-time process.

ONCE REGISTERED access LifeCare via one of two options:

- 1) **Your employer's ADP web portal or**
- 2) **<http://member.lifecare.com>**

A final note: Neither LifeCare specialists nor the LifeCare web site are intended to provide any user with specific authority, advice or recommendations. The information obtained through specialist assistance or the LifeCare web site is for informational purposes only. In all instances, users should verify all information received. All final decisions on the appropriateness of information, the quality of a product, or the qualifications of a service provider must be made by the user. Discount vendors shown here and on our web site are subject to change without notice to you. We do not guarantee the inclusion of any particular discount or vendor on our site. We do not guarantee product availability or that the prices offered are the lowest available. LifeCare makes no warranties, express or implied, regarding the products or services offered through the discount center.

LifeCare®

2 Armstrong Road,
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800-697-7315
www.lifecare.com

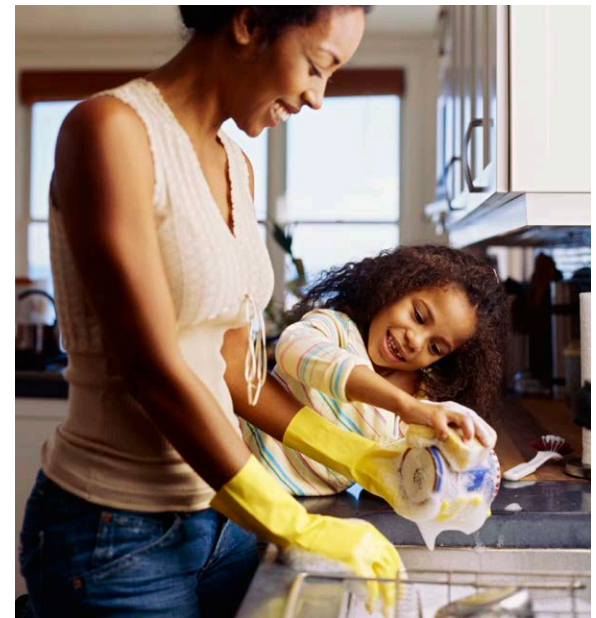


A more human resource.™

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Need help juggling career and family and family and family and family?



That's LifeCare

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The LifeCare website

Our site offers rich content, extensive search features, and a variety of interactive tools including LifeMart®, an online discount center.

Online provider searches and matches

- Instantly access information on providers and resources (child care, adult care, schools, fitness centers, etc.) nationwide
- Request personalized matches from a specialist via our interactive forms
- Confidentially view and retrieve information and matches via your own Message Center

Best-in-class content

Read or download our extensive library of materials available in printable html and PDF, including:

- Parenting information from experts
- Extensive content for seniors and caregivers on aging issues
- State regulations on child care centers and family day care homes nationwide
- Consumer articles on everyday issues such as choosing cleaning services, personal safety and home improvement

Interactive tools and features

- A variety of financial calculators to help you plan for major purchases and other financial decisions
- Interactive quizzes on topics such as anger, anxiety, depression, lifestyle, patience, self esteem and more
- Webinars, podcasts and audio tips

How LifeCare can help you everyday

Child Care & Parenting

- Adoption
- Before- and after-school
- Breastfeeding
- Child care (centers, in-home, family day care)
- Child development
- Mothers at Work®
- Parenting infants to teens
- Prenatal care
- Special needs
- Work & family
- Education Services

Senior Care & Aging

- Care options and living arrangements
- Caregiver issues and concerns
- Home meal delivery programs (e.g. Meals on Wheels)
- Hospice services
- Legal and financial issues
- Medicare, Medicaid and Social Security
- Respite care
- Senior health/safety
- Transportation services
- In-home services

Emotional Health

- Anxiety
- Depression
- Divorce counseling
- Domestic violence
- Family counseling
- Marital or relationship difficulties
- Grief issues
- Substance abuse

Call today for your choice of 3 face-to-face or over the phone counseling sessions per issue with unlimited issues per year.

Legal & Financial

- Credit & debt
- Insurance
- Legal
- Medicare/Medicaid
- Personal finance
- Real estate & loans
- Retirement planning
- Social Security

Health & Wellness

- Children's health
- Diet & nutrition
- Emotional health
- Fitness/exercise
- General health
- Men's health
- Safety
- Senior health
- Women's health

Daily Needs

- Automotive services
- Consumer information
- Home improvement
- Moving/relocation
- Pet care
- Travel
- Utilities/home services

LifeMart

- Computers and electronics
- Theme parks
- Flights, cruises, car rentals, and hotels
- Gifts and retail shopping
- Books and DVDs
- Child and elder care products and services
- Temporary/back up care
- Work & family

LifeCare® Frequently Asked Questions

What is LifeCare?

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 EAP. 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.

How do I access LifeCare services?

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 your employer's web portal.

What are LifeCare's hours?

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

What can LifeCare do for me?

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

- **EAP** services feature access to 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 **Senior 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.

Who am I speaking to when I call LifeCare?

LifeCare employs experienced Bachelor's and Master's level specialists and clinicians who are educated and trained in one specialty area (child care, senior care, academics, etc.) so you receive guidance from real experts. Our specialists know that every situation is unique and we genuinely care about personalizing the experience and providing the best solutions possible and they will happily assist you until your needs are completely met. Our clinicians provide a full 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.



Additional Frequently Asked Questions

How often can I use LifeCare services?

For EAP, 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 you 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.

Are LifeCare services confidential?

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.

Can my family members use these LifeCare services too?

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 your employer's web 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 EAP 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.

Are LifeCare services available on the web?

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

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