

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

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>

