



## **Who is eligible for LifeCare? What services are available?**

LifeCare is an employer provided work/life benefit from The University of Texas at Austin available to all benefits eligible employees and their household members. LifeCare provides personalized assistance with life's most important issues including childcare and parenting, adult care and aging, and financial and legal concerns.

LifeCare also saves employees and members of their household money with an online discount center featuring discounts on brand-name products and services nationwide.

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

You can access LifeCare services 24 hours a day, seven days a week via a toll-free number 1-855-268-0969 (or 800-873-1322 for TTY/TDD service) and online at <http://member.lifecare.com>.

- **New users:**
  - Go to the "Not Registered Yet?" section and click "Start Now!"
  - Enter the Registration Code UTAUSTIN and click "Continue"
  - On the next page, fill out the necessary registration information. The Member ID is your UT Employee ID (UT EID)
  - Click "Sign Up" to complete the registration process
- **Return users:**
  - Enter the screen name and password chosen during registration

## **What type of referrals will I receive?**

LifeCare offers personalized referrals to providers nationwide. LifeCare prescreens every provider before they are referred and provides you with detailed, personalized referrals containing comprehensive information on licensing and accreditation status, programs and services, availability, hours of operation, costs, discounts, special accommodations, staff credentials, staff to care recipient ratios (if applicable), and any other specific information that you request.

Your LifeCare specialist will also provide helpful educational materials that are practical and easy-to-read—and that contain tips and checklists to help you evaluate and select the most appropriate, high-quality providers and facilities.

## **How long will the initial call take?**

The first time you call for assistance, you will be asked to complete a personalized needs assessment. This usually takes from 5 to 20 minutes, depending on the type of services needed.

### **How can this program help me find a day care for my child?**

LifeCare saves working parents time and stress by providing information and personalized referrals to licensed child care providers including:

- Child care centers
- Family child care homes
- In-home care
  - Baby-sitting , nanny and au pair agencies
- Preschools/nursery schools
- Before and after school programs
- Summer programs and camps
- Emergency/temporary care
- Special needs programs

Specialists will refer you to confirmed, available programs that meet your specific care, budget and location needs. Plus, LifeCare offers helpful educational materials and interactive tools via the website so parents can make informed child care and parenting decisions.

### **Instead of a day care, can this service help me locate a nanny?**

Yes. LifeCare will provide you with information on licensed nanny and baby-sitting agencies in your local area. Plus, LifeCare can help you understand the tax and legal issues involved with employing an in-home caregiver. If a nanny is not the best choice for you, LifeCare can help you with referrals to other options such as child care centers and family day care homes.

### **How can this service help educate me on the adoption process?**

LifeCare helps employees navigate through the legal, financial and customary guidelines of domestic, international, public and private adoptions by providing information and referrals on:

- State adoption specialists
- Adoption agency overviews
- Adoption support groups
- National adoption organizations
- Public adoption
- Private adoption
- International adoption
- Step-parent and relative adoption
- Adoption attorney referral services
- Nontraditional family adoptions
- Post-adoption issue

The adoption community on LifeCare's website also offers self-service information and tools on a wide range of adoption issues.

### **What kind of academic services are available through LifeCare?**

LifeCare specialists will connect you with academic programs, educational resources, and schools nationwide including:

- Before and after school programs
- Day and residential programs
- Pre-K and Kindergarten
- Elementary and secondary schools
- Military schools
- Private schools
- Public schools
- Religiously affiliated schools
- School district profiles
- Schools for students with special needs
- Tutoring and enrichment programs
- Vocational schools

Specialists are available to speak with you about your options and help you find the schools and programs that best meet your family’s needs and budget. LifeCare can also help you locate scholarships, grants, and financial aid opportunities. The website also offers rich content and interactive tools to help students succeed at school.

### **Can LifeCare help me find an attorney?**

LifeCare can assist you in locating attorneys in your area that have experience in your legal matter and when possible, our specialists make every effort to locate an attorney who offers a free consultation. The legal community on the website offers a self-service function to search for attorneys and the “Ask a Lawyer” feature allows individuals to submit a legal question and receive a response from attorneys within 24 to 48 hours. Individuals who wish to prepare legal forms without hiring a lawyer will find a link to a provider offering legal documents that can be prepared and purchased independently. The website also offers rich content on a variety of legal topics to help you determine your needs.

### **Can LifeCare help with financial issues?**

LifeCare offers a variety of resources to save you money and help with financial issues.

For example, if you need credit or debt counseling and consolidation, LifeCare can connect you with financial counselors for a telephone consultation. Need help planning for retirement or college or help preparing your taxes? LifeCare can refer you to financial planning professionals in your area. Are you struggling financially? LifeCare can also locate community resources that may assist with your situation. Plus, the LifeCare website provides financial content, webinars, and interactive calculators to help you budget and save for everyday expenses and major life events.

Employees can also log on to the website for discounts on brand-name products and services nationwide via the LifeMart Discount Center.

### **How can LifeCare assist expecting mothers?**

Having a baby is one of life’s most wonderful milestones—but it also requires careful thought and planning. If you are expecting a baby, LifeCare provides consultation, education, and referrals to assist with the following:

- Prenatal Care—health, exercise, managing work and life, etc.

- Breastfeeding—proper technique, troubleshooting, pumping, transitioning back to work, etc.
- Child Care—child care centers, in-home care, family child care, etc.
- Parenting—infant care, transitions, sleeping habits, eating habits, etc.
- Financial/Legal Concerns—budgeting, saving for college, legal concerns, etc.

### **How can LifeCare help children with special needs?**

LifeCare’s specialists trained and educated in the field of special education are available night and day to provide counseling, information and referrals on such issues as:

- Advocacy
- Early intervention programs
- Child care services
- Learning disabilities
- Condition specific resources
- Legal issues (individualized education plans, student’s rights, etc.)
- Financial issues (insurance, disability, etc.)
- Support groups
- Respite care
- And more

The website also offers self-service tools and content to help parents advocate and care for a child with special needs.

### **What services are available online?**

You can log on to LifeCare’s interactive website 24 hours a day to access featured articles, webinars, audio tips, podcasts, calculators, assessments and other interactive tools to help you with a wide variety of work/life issues. There is also a provider search feature that enables members to instantly locate information on providers (child care, adult care, adoption agencies, etc.) in their local area and nationwide. Members may also request referrals from a specialist online via easy-to-use forms. Lastly, the website features an online Discount Center that provides discounts on brand-name products and services nationwide.

### **How much does LifeCare cost me?**

LifeCare is a free service available to all benefits eligible employees and their household members, compliments of The University of Texas at Austin. You and your eligible dependents can use the services as often as you wish—there is no limit. The only costs you bear are the fees associated with the providers or resources you select. For example, while you would not be charged for any child care referrals or educational materials you receive, you would be responsible for the fees associated with any child care providers you select.

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

Yes, LifeCare is strictly confidential and voluntary.

### **Where can I get referrals for counseling?**

LifeCare will direct you to related benefits offered by The University of Texas at Austin (UT Austin). For instance, if you or your household members require emotional counseling or assistance with handling a work-related matter, LifeCare will refer or connect you to your Employee Assistance Program (EAP) for confidential counseling.

### **How do I get LifeCare resources after I have accepted my offer of employment but before I have started my appointment?**

You may contact LifeCare 24 hours a day, seven days a week via a toll-free number 855-268-0969 (or 800-873-1322 for TTY/TDD service) and identify yourself as a University of Texas at Austin new hire.

If you already have your Employee ID (UT EID), you may register on the web site at <http://member.lifecare.com>.

- Go to the “Not Registered Yet?” section and click “Start Now”
- Enter the Registration Code: UTAUSTIN and click “Continue”
- On the next page, fill out the necessary registration information. The Member ID is the UT Employee ID (UT EID)
- Click “Sign Up” to complete the registration process

If you have not yet been issued your Employee ID, you will not be able to register until you have received your ID. If you have difficulty accessing the site, contact a member of the LifeCare help desk at 1-855-268-0969.

### **Where can I find employee discounts?**

Employee discounts are conveniently accessible via the LifeCare website. Log on and look for the LifeMart link to access discounts on brand-name products and services nationwide—including, electronics, apparel, travel, restaurants, movie tickets, fitness centers and much more. Visit the site regularly for new and changing discounts designed to save you money on everyday purchases.

### **How do I report an issue or concern with a service provider or discount obtained through LifeCare?**

If there is an issue with a provider or discount vendor, contact the vendor first. Often they can resolve the issue on the first call. If there is a technical issue with the validity of a discount code, the offer has expired, or a link is broken, click on the “Need Help?” link located at the bottom of the LifeMart webpage. Then click on the link titled "Need further assistance? Click Here" and complete the help desk feedback form. LifeCare will be happy to investigate the issue for you. For more information about the terms and use of LifeCare, click [here](#).

**Can I still access the former UT Austin Employee Discount Program (EDP) webpage?**

The LifeCare Discount Center, LifeMart, has replaced the former UT Austin Employee Discount Program (EDP) webpage. If you visit the old EDP webpage, you will be re-directed to LifeCare. LifeMart offers over 4 million nationwide discounts and services; substantially more discounts than were previously available. Local UT Austin discounts remain and local vendors who advertised on our former EDP webpage were invited to register their discounts with LifeMart. Over 100 vendors from the former EDP webpage have registered and will be featured as UT Austin exclusive discounts.