Focus on Family
Manager Resource Guide

The *Focus on Family* theme recognizes the important role family and personal relationships play in overall wellbeing. Whether employees are raising children, caring for loved ones, managing household responsibilities, or navigating life's transitions, Beth Israel Lahey Health offers resources to help. This Manager Resource Guide highlights tools, programs, and benefits designed to support employees and their families in every stage of life. Managers are encouraged to share these resources throughout the month and remind their teams that support is available both at work and at home.

Growing Your Family

Women's Health
This benefit is available only to employees enrolled in a BILH medical plan through Harvard Pilgrim. Ovia Women's Health offers personalized, evidence-based support across fertility, pregnancy, postpartum, parenting, and perimenopause and menopause. Through digital tools, expert health coaching, and tailored education, Ovia helps individuals navigate physical, emotional, and lifestyle changes at every life stage. Download the Ovia mobile app through the Apple App Store or Google Play, or from this landing page.

Childbirth & Parenting Class Reimbursement
This benefit is available only to employees enrolled in a BILH medical plan through Harvard Pilgrim. Harvard Pilgrim Health Care offers reimbursement for childbirth and parenting classes offered through local hospitals, birthing centers, physician's offices, or childbirth education organizations. They may consist of a one-day course or a series of weekly sessions.

On-demand Pregnancy and Parenthood Classes
Learn everything you need to know — and what others wish they had known when it comes to birth, baby and beyond — with on-demand pregnancy and parenting classes from Tinyhood. Learn from Tinyhood's expanding library of hundreds of lessons ranging from childbirth, baby care, infant and child CPR, sleep, potty training, toddler behavior, and much more! Those enrolled in a Harvard Pilgrim Health Care medical plan through BILH receive the first month of their subscription at no cost, and then enjoy a 25% off discount on an annual membership.

Raising Children

Ovia Parenting
This benefit is available only to employees enrolled in a BILH medical plan through Harvard Pilgrim. If you are enrolled in a BILH medical plan, select "I have Ovia as a benefit" when registering to access unlimited, in-app support from the Ovia care team.

Ovia Parenting provides personalized support for every stage of parenthood—from newborns to teens.

Through the app, employees can access:

- Age-specific guidance and developmental milestone information
- Healthy habit tips and parenting resources
- Mental wellbeing support
- Expert guidance to help navigate sleep schedules, nutrition, and more

BIDMC Parent Connection
For over 25 years, this award-winning program has supported parents of newborns (age 0-1 year) via mentoring, postpartum breastfeeding support and virtual and in-person new parent groups. All Parent Connection Services are offered free of charge, and open to employees within BILH. Learn more on BIDMC's Prenatal and Postpartum Support Page.

Library of Parenting Tools
Access a robust library of parenting tools from Care.com, designed to support you through every stage. From expert-led webinars and articles to guides on child development, education, and caregiving, you'll find trusted resources to help you navigate day-to-day challenges with confidence. Download the mobile app today on the Apple App Store or Google Play to get started! Use Beth Israel Lahey Health as your employer name when registering for an account.

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Caring for Teens and Young Adults

Wellbeing Support for Teens
Adolescence brings rapid change. When stress, anxiety, depression, or other challenges interfere with daily life, early support helps your teen build practical strategies that protect their wellbeing.

Text therapy, available through the SupportLinc EAP, provides a safe place to connect and grow:

- A private space to talk with a licensed professional
- Tools and resources for mindfulness, sleep, and positive choices
- Guidance to build confidence and healthy coping skills
- Flexible access through mobile or desktop

Register today with SupportLinc to provide parental consent so your teen (ages 13–17) can access care. Use the group code “bilh”. Immediate support is available for all members of the family by calling 855-760-BILH.

Pediatric Behavioral Health Resources
Harvard Pilgrim Health Care offers pediatric behavioral health resources to help employees and their dependents access support and find care that meets their needs. Those who are enrolled in a BILH medical plan can call the number on the back of their Harvard Pilgrim member identification card to connect with a Behavioral Health Service Navigator. A navigator can help employees learn more about care options and find a provider that fits their or their dependent’s needs.

Learn more about pediatric behavioral health resources.

Support for Individuals Impacted by Violence
If you or a loved one has been a victim of violence, the BILH Center for Violence Prevention and Recovery (CVPR) offers free and confidential support to those impacted by violence.

CVPR offers a range of services and can help trauma survivors plan for safety, access safe housing and talk about your relationship and your options. Aimed at recovery after violence, all our direct service programs are:

- Available to everyone
- Available in multiple languages
- Primarily offered in-person at sites in Boston and can be accessed remotely

Supporting Aging Parents

Measure the Impact Caregiving Has on Your Wellbeing
By taking time to answer a few questions, Archangels can help you realize the impact that your caregiving duties (and things that come with it, like financial planning, family disagreements, lack of time, and more) can have on your wellbeing. Knowing your intensity score can help you understand what you need in terms of support, so that you can better utilize the resources available within BILH and the community.

Find Regular and Backup Elder Care Services
Through BILH’s partnership with Care.com, employees have no-cost access to an online network of caregivers to find short- and long-term care for elders and adults with disabilities, including backup care. Activate your membership here or download the Care.com mobile app today on the Apple App Store or Google Play. Use Beth Israel Lahey Health as the employer name when registering for an account.

Elder Care Consultations
Whether you are providing hands-on assistance or managing care from afar, caregiving can come with unique challenges and stressors. The SupportLinc Employee Assistance Program can help with:

- In-the-moment support from a licensed clinician 24/7/365
- Qualified elder care consultants
- Legal consultation and referrals for in-home care, assisted living, housing needs and more
- Online resources, including articles, videos and tip sheets

Visit SupportLinc and use the group code “bilh” to create an account. Help is available 24/7 at 855-760-BILH.

CareLoop – Help with Elder Care Planning
If you are enrolled in ARAG group legal coverage (use access code 10183bil), you have access to CareLoop, a resource that offers you:

- A care support team
- Medication schedule and tracker
- Provider tracker
- Access to attorneys at reduced fees, who can help with power of attorney, estate planning, and other legal matters

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Supporting Aging Parents, continued

Discounts on Senior Services
If you're enrolled in a Harvard Pilgrim medical plan, you have access to discounts on the following senior care services:

- **Be Safer at Home:** Provides personal emergency response systems and monitored medication dispensers.
- **Mom's Meals:** Get medically-tailored, refrigerated, ready-to-heat-and-eat meals delivered.
- **Senior Resource Center:** Guidance in assessing health care needs, understanding financial issues and addressing legal matters.
- **Home Instead:** Provides high quality, trusted home care to help seniors stay in their homes.
- **LifeCycle Transitions:** Services that help members with chronic health problems stay at home or transition to a new location.
- **Lively:** Mobile products, including Jitterbug Flip and Jitterbug Smart 2, the Lively Mobile and Lively Wearable, for aging adults.

Visit the Harvard Pilgrim member site to learn more and claim the discounts.

Navigating Health Challenges

Personalized Support for Your Health Care Journey
Harvard Pilgrim Health Care's MyConnect is your direct connection to a Harvard Pilgrim Member Advocate. Whether you have questions about benefits, need help finding care, or you're trying to meet your healthy lifestyle goals, you'll have one-on-one support, so the focus is always on your needs.

Your Member Advocate team can:

- Explain your BILH medical plan options
- Find BILH primary care providers (PCPs) and specialists and schedule an appointment
- Answer questions about coverage and claims
- Find behavioral health services
- Prepare for medical appointments by checking the status of a pre-authorization or referral, and coordinate your care
- Connect you with our clinical care team of nurses, social workers, pharmacists and care coordinators

BILH Chronic Condition Virtual Management
BILH offers a fully virtual primary care program and remote patient monitoring services to help patients manage chronic conditions like hypertension, diabetes, and anxiety from home. BILH's Virtual Primary Care connects you to a dedicated care team via secure video visits using a smartphone, tablet, or computer. You can:

- Manage chronic conditions (e.g., high blood pressure, diabetes, anxiety)
- Receive sick/urgent care, mental health support, lab testing, medication refills, and specialist referrals
- Access care without visiting an office

You must first select a designated BILH primary care provider (PCP) for insurance enrollment, even if you are enrolling exclusively in virtual care. The virtual team is licensed in Massachusetts, New Hampshire, and Florida, and can coordinate with BILH's specialist network when needed.

Balancing Work and Family

Dining and Meal Delivery
BenefitHub offers savings on brands such as Hello Fresh, Home Chef, Olive Garden, Domino's, Cold Stone Creamery, P.F. Chang's, BJ's and more! Visit BenefitHub (use code BE1UCI) to browse dining and meal delivery options, view available savings, and cross dinner off your to-do list!

Healthy Eating Discounts
Save on tools and services that promote healthier eating. Discounts from Harvard Pilgrim Health Care can help you plan your meals, improve nutrition, and manage long-term health. Explore savings on meal planning services and programs focused on building sustainable healthy eating habits. Log into the Harvard Pilgrim Member Portal to learn more.

Caregivers, Pet Care, and Household Help
Finding reliable help at home can make all the difference. With your Care.com membership, you have access to a trusted network of caregivers to support your everyday needs—from child care and pet care to housekeeping and more—so you can spend less time searching and more time focusing on what matters most. Activate your membership here or download the Care.com mobile app today on the Apple App Store or Google Play. Use Beth Israel Lahey Health as your employer name when registering for an account.

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Managing Family Finances

Child Care Tuition Discounts
Employees within BILH have access to tuition discounts to early education and childcare programs offered by Babilou Family US. Register or log in with your BILH email address for more information on these discounts and other savings.

Discounts may also be available through BILH's partnership with Care.com. Activate your no-cost membership here or download the Care.com mobile app today on the Apple App Store or Google Play. Use Beth Israel Lahey Health as your employer name when registering.

Discount Programs
LifeMart helps you save on the things you need most, from baby essentials and child care resources to household items, meal delivery, and more. Access LifeMart through Care.com and use Beth Israel Lahey Health as your employer name when registering for an account.

Take advantage of exclusive discounts on a wide range of products and services that support your life outside of work. Whether you're planning, saving, or just looking for everyday value, BenefitHub (Code: BE1UCI) makes it easy.

Financial Wellness Checkup
Fidelity's Financial Wellness Checkup is an interactive, online assessment that helps individuals enrolled in BILH's retirement savings plan understand their overall financial health. It evaluates key areas such as budgeting, debt, savings, and retirement readiness, then provides a personalized score and prioritized recommendations. Participants receive tailored tools, education, and suggested next steps to improve confidence and make progress toward their financial goals.

Legal Educational Resources
ARAG, BILH's vendor partner for group legal insurance, offers free legal educational resources on its BILH-specific website. The articles are open to all employees, regardless of whether you are enrolled in the ARAG group legal plan.

Planning for the Future

Financial Education Tools
BILH's partnership with Bank of America gives all employees access to a variety of personal financial education tools. Learn about saving and budgeting, credit, homeownership, investing, or debt, and many other financial focuses.

Financial Planning for Those Who Care for Someone With a Disability
Voya Cares provides a set of free, educational resources that are available to the public, including articles, guides, and tools focused on financial planning for individuals with disabilities and caregivers. These resources are available to all; you don't need to be enrolled in a Voya plan.

Personalized Financial Services
For more than 80 years, Alpha Credit Union has been helping BILH employees achieve their financial goals. Alpha provides personalized financial services, including savings and checking accounts, real estate and consumer loans, as well as convenient, personalized services like online banking, mobile banking, and bill pay.

Podcasts, Checklists, and Videos
The Sentinel Group, administrators of Flexible Spending, Commuter and Tuition Reimbursement benefits for BILH, offers all employees access to a library of financial resources, including articles, podcasts, checklists, and videos to help you learn more about topics such as:

- Home buying - Purchasing a vehicle
- Debt
- Financial planning

No-cost 1:1 Financial Consultations
Participants in BILH's retirement savings plans can access personalized 1:1 financial consultations to help them better understand their benefits and make informed decisions. These confidential sessions offer guidance on retirement planning, investing strategies, and next steps aligned with individual goals. To schedule, call 800-642-7131 or visit Fidelity.com/reserve.

Financial Fitness Webinars
Harvard Federal Credit Union offers no-cost monthly webinars, open to all BILH employees.

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Planning for the Future, continued

Manage Student Loans and Plan for Future Costs
Tuition.io provides access to tools and expert guidance to simplify student loan repayment, explore savings opportunities, and plan for future education costs.

With Tuition.io, employees can access:

- Personalized loan management tools to track payments and progress
- Expert support to optimize repayment strategies and reduce financial stress
- Public Service Loan Forgiveness (PSLF) guidance, including eligibility support and forgiveness tracking
- Digital tools to simplify required forms and submissions

Employees can log into their Tuition.io account to schedule a coaching session, track forgiveness progress, or register for upcoming webinars.

Frequently Asked Questions

What is my role as a manager if I notice that an employee may be struggling with family or caregiving responsibilities?
Managers play an important role in fostering a supportive workplace. If an employee appears overwhelmed or distracted, check in with empathy, listen without judgment, and help connect them with available resources, such as those highlighted in this guide. Be respectful of the employee's privacy and personal circumstances.

How do I start a conversation if I think an employee may need extra support?
Start with care and curiosity, focusing on what you've observed rather than making assumptions. For example, you might say, *"I know balancing work and personal responsibilities can sometimes be challenging. How are things going, and is there any support you need?"* Keep the conversation supportive, confidential, and focused on available resources.

What if an employee declines help or says they are managing fine?
Employees are not required to accept support. Respect their response, let them know resources remain available if their needs change, and keep the door open for future conversations. A simple follow-up check-in at a later time can reinforce your support and remind them that help is available when needed.

Where can I go if I'm unsure how to support an employee?
Managers who need guidance can reach out to the Employee Assistance Program or consult their Human Resources business partner. These resources can help managers navigate supportive conversations and connect employees with appropriate services.

Are the resources listed in this guide available to employees and their family members?
Yes. Unless otherwise noted, the resources included in this guide are available to BILH employees (excluding HMFP) and their immediate family members. Many of the programs are designed to support overall wellbeing and can help employees navigate parenting, caregiving, life transitions, financial responsibilities, and other family-related needs.

Coming Events

The Sandwich Generation: Strategies for Multigenerational Caregivers, a webinar from Sentinel, Tuesday, November 10, 1:30 p.m. Register here.

Financial wellness: Holiday budgeting, a webinar from Care.com. Wednesday, November 11, 1 p.m. Register here using employer name: Beth Israel Lahey Health.

Aging & adult care: Tech tools that make caregiving easier, a webinar from Care.com. Wednesday, November 18, 1 p.m. Register here using employer name: Beth Israel Lahey Health.

Succeed at work: Healthy boundaries, healthy relationships, a webinar from Care.com. Thursday, November 19, 1 p.m. Register here using employer name: Beth Israel Lahey Health.

The Sandwich Generation: Strategies for Multigenerational Caregivers, a webinar from Sentinel. Thursday, November 19, 5 p.m. Register here.

Child care & parenting: Connecting with young children through communication, a webinar from Care.com. Wednesday, November 25, 1 p.m. Register here using employer name: Beth Israel Lahey Health.

A Path to Financial Wellness, a webinar from Fidelity. Wednesday, November 25, 2 p.m. Register here.

A complete list of upcoming webinars can be found on the homepage of Wellbeing@BILH.

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Contacts

Wellbeing@BILH
bilh.org/wellbeing

BILH Benefits Central
bilh.org/benefits

Wellist: A personalized way to unlock your benefits

Alpha Credit Union
alphacu.com
(617) 632-8164

ARAG
(800) 247-4184
Learn More About ARAG Legal

Archangels
BILH Caregiver Resources

Babilou Family US
info@babilou-family.com
BILH Babilou Benefits

Bank of America
(800) 432-1000 or (800) 688-6086 (Spanish)
bankofamerica.com

Benefit Hub
(813) 675-2210
Email: customercare@benefithub.com
BILH Perks - BenefitHub

BIDMC Parent Connection
Prenatal & Postpartum Classes & Support

BIDMC Center for Violence Prevention and Recovery
Center for Violence Prevention & Recovery

BILH Virtual Primary Care
(781) 825-8674
Virtual Primary Care

Care.com
BILH Care.com
(855) 781-1303, ext. 4

Fidelity
Questions: (800) 343-0860
or www.NetBenefits.com/atwork
One-on-one scheduling: (800) 642-7131
or www.Fidelity.com/reserve

Harvard Federal Credit Union
Phone: (617) 495-4460
Email: support@harvardfcu.org
Harvard Federal Credit Union

Harvard Pilgrim Health Care, Ovia, Tinyhood
(866) 623-0194
harvardpilgrim.org/bilh

LifeMart
(800) 290-0523
LifeMart Discount Program

Sentinel
(888) 762-6088
Sentinel Group - BILH Benefits

SupportLinc Employee Assistance Program
mysupportlinc.com (use group code “bilh”)
(855)760-BILH

Tuition.io
BILH Public Service Loan Forgiveness & Financial Wellness

Voya Cares
(844) 576-8692
Voya Cares