

Back to School

Manager Resource Guide



As summer comes to an end and families transition into new routines, Beth Israel Lahey Health is committed to providing resources that support employees' wellbeing both at work and at home. This Manager Resource Guide highlights tools and programs available to help employees and their families navigate the challenges of the back-to-school season, from supporting children's emotional wellbeing, to managing caregiving needs, and planning for education expenses. Managers are encouraged to share these resources during check-ins and team conversations to help employees access support when they need it.

Supporting Children and Families

The transition back to school can bring new routines, responsibilities, and challenges. The resources below provide support for children's wellbeing, parenting needs, and caregiving responsibilities.

Wellbeing Support for Parents, Children, and Teens

Expert and experienced support is available from the [Employee Assistance Program](#) to assess your or your family member's situation and provide information, coaching, and recommendations for treatment or services. Use Beth Israel Lahey Health as your organization name when registering for an account.

Support is available for:

- Substance misuse (alcohol, nicotine, marijuana, etc.)
- Depression, anxiety and/or ongoing worry
- Academic decline
- Unexpected changes in behavior
- Emotional reactivity (ex., outbursts, aggression)
- Confusion or changes in gender identity, gender expression, or sexual orientation
- Disordered eating
- Risky behavior (ex., stealing, promiscuity, harmful social media decisions, etc.)

If you think your child or teen might be at risk for suicide, please call the Employee Assistance Program immediately at 855-760-2454.

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](#).

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](#).

Parenting Resources

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 school transitions, sleep schedules, nutrition, and more

Download [Ovia Parenting](#) at no additional cost and start the school year feeling prepared, informed, and supported.

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Care for Children and Adults

Child Care Tuition Discounts

Employees within BILH have access to tuition discounts to early education and childcare programs offered by [Heartworks and Little Sprouts](#). Register or log in with your BILH email address for more information on these discounts and other savings.

Caregivers, Pet Care, and Household Help

Finding reliable help at home can make all the difference. With your no-cost Care.com membership, employees within BILH have access to a trusted network of caregivers to support your everyday needs—from [child care](#) and [pet care](#) to housekeeping and more. 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 for an account.

Backup Care for Children and Adults

BILH subsidizes [backup care through Care.com](#). Whether employees need support during a school closure, unexpected schedule change, or other caregiving challenge, Care.com can help connect them with reliable backup care. Employees can also search for tutoring services and after-school programs to support their family's ongoing needs.

Activate your membership [here](#) or download the Care.com mobile app today on the [Apple App Store](#) or [Google Play](#).

Savings and Discounts

The resources below can help employees and families save on school-year needs, wellness activities, and everyday purchases.

Reimbursement for Sports and Activity Fees

Harvard Pilgrim Health Care offers discounts and savings to help families, including up to \$150 in reimbursements for dependent sports and fitness activity fees for those who are enrolled in a Harvard Pilgrim health plan through BILH.

Other Harvard Pilgrim offers include:

- **Marathon Sports:** Receive 10% off athletic footwear and gear.
- **Tinyhood:** Get one month free, then 25% off an annual membership for expert-led parenting education and guidance.
- **Magic Weighted Blanket:** Receive 25% off weighted blankets designed to provide comfort and relaxation while supporting restful sleep and easing transitions.

Learn more about [discounts and savings through Harvard Pilgrim Health Care](#).

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 to browse dining and meal delivery options, view available savings, and cross dinner off your to-do list!

BenefitHub also offers discounts on everyday needs, including:

- Electronics and technology
- Retail and apparel
- Home, auto, and family essentials

Visit bilhperks.benefitHub.com/welcome/register and use code **BE1UCI**.

Post [this BenefitHub flyer](#) in your common areas to make it easy for employees to find information about this resource.

Savings on Everyday Essentials

[LifeMart](#) offers [exclusive savings on everyday essentials](#), including family care, wellness, travel, entertainment, home and auto, food and grocery, and more. Access LifeMart by logging into or registering for your Care.com account—it's free for all employees within BILH. Use Beth Israel Lahey Health as the employer name when registering.

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College Planning and Education Support

Tuition Reimbursement

Most BILH entities offer tuition reimbursement programs that are managed locally. Employees should **check their local policy** for more information about available education benefits.

Manage Student Loan Debt

Through Tuition.io, employees have 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

As the school year begins, employees managing federal student loans can use Tuition.io to better understand recent repayment changes and explore available options.

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

Learn more about [Tuition.io resources](#).

Post [this Tuition.io flyer](#) to help connect employees to these resources.

Fidelity's [Student Debt Resource Hub](#) simplifies how you manage your student debt by bringing together educational resources, actionable next steps, repayment strategies, and loan modeling tools in one convenient place.

Education Planning Resources

The following resources can help employees plan for education expenses, understand student loan options, and prepare for future costs:

Sentinel

- [Raising a Money Smart Kid – Back-to-School Edition](#) recording
- [Federal vs. Private Student Loans](#) recording
- [College planning 101](#)
- [5 things you need to start your FAFSA application](#)

Voya

- [What's Changing With Student Loans This Summer?](#)
- [Saving for College Can Feel Like a Big Step](#)

Fidelity (requires log in to your NetBenefits account)

- [Types of College Savings Plans](#)
- [Six Things You Might Not Know About 529 Plans](#)
- [How to Save for College and When To Start](#)
- [Family conversations about college](#)
- [Alternatives to 4-year colleges](#)

Legal and Financial Resources

Family Legal Resources

ARAG, BILH's vendor partner for group legal insurance, offers free legal and educational resources available to all employees within BILH, regardless of enrollment in the ARAG group legal plan.

Resources include:

- [How to Keep Your Kids Safe at School: Bullying, Safety & More](#)
- [Legal Documents Every Parent Should Have Their 18-Year-Old Complete](#)
- [Legal Issues Children Face: A Guide to Keeping Kids Safe](#)

[Learn more about ARAG's educational resources.](#)

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Legal and Financial Resources, continued

Accident Insurance

With the school year comes sports, extracurricular activities, and busy schedules. [Accident Insurance](#) provides eligible employees with a cash benefit they can use any way they choose to help cover deductibles, out-of-pocket medical expenses, or everyday living expenses following a covered accidental injury.

This benefit requires enrollment during the fall benefits Open Enrollment period, or when you experience a qualified life event (birth, marriage, divorce, end of spouse's insurance). It may not be available to all employees, depending on your location and benefits eligibility.

Coming Events

See a complete listing of wellbeing-related webinars and events on the home page at bilh.org/wellbeing.

Mindfulness Practice: Mondays, 8:30 to 9 a.m. Every Monday one of Harvard Pilgrim Health's Care's expert mindfulness instructors guides a short practice with space for reflection and questions. [Join here.](#)

Mindfulness in Everyday Life: from Harvard Pilgrim. Wednesdays, 8:30 to 9 a.m. Discover how mindfulness can support you through all of life's ups and downs. This 30-minute session shows how to mind the moment, wherever you are. [Join here.](#)

Create a Budget and Build Emergency Savings: A webinar from Fidelity. Thursday, September 3, noon. [Register here.](#)

Emotional Wellness: Embracing the practice of self care, a webinar from Care.com. Thursday, September 3, 1 p.m. [Register here](#) using the employer name: Beth Israel Lahey Health.

Navigating Disabilities: Supporting your child's mental health alongside their disability, a webinar from Care.com. Tuesday, September 8, 1 p.m. [Register here](#) using the employer name: Beth Israel Lahey Health.

Strategies that Can Help You Manage Your Money: A webinar from Fidelity. Thursday, September 10, noon. [Register here.](#)

Cyber Fraud & Personal Security Insights: A webinar from Fidelity. Monday, September 14, noon. [Register here.](#)

Create a Budget and Build Emergency Savings: A webinar from Fidelity. Wednesday, September 16, 2 p.m. [Register here.](#)

A Path to Financial Wellness: A webinar from Fidelity. Thursday, September 17, noon. [Register here.](#)

Your healthy lifestyle: Embracing life at every age, a webinar from Care.com. Tuesday, September 22, 1 p.m. [Register here](#) using the employer name: Beth Israel Lahey Health.

Strategies that Can Help You Manage Your Money: A webinar from Fidelity. Wednesday, September 23, noon. [Register here.](#)

Child care & parenting: Resiliency for working parents, a webinar from Care.com. Wednesday, September 23, 1 p.m. [Register here](#) using the employer name: Beth Israel Lahey Health.

Frequently Asked Questions

What is my role as a manager if I notice that an employee may be struggling with back-to-school or family-related stress?

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 this time of year can bring added responsibilities at home. How are things going, and is there any support you need?" Keep the conversation supportive, confidential, and focused on available resources.

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Frequently Asked Questions

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, including family, caregiving, parenting, and back-to-school needs.

Contacts

Wellbeing@BILH

bilh.org/wellbeing

BILH Benefits Central

Wellist: A personalized way to unlock wellbeing benefits

ARAG

800-247-4184

[Learn More About ARAG Legal](#)

Benefit Hub

(813) 675-2210

Email: customercare@benefithub.com

<https://bilhperks.benefithub.com/Welcome>

Care.com

<https://bilh.care.com/>

(855) 781-1303, ext. 4

Employee Assistance Program

KGA MyLifeServices (Use code BILH when registering)
info@kgreer.com or call (855) 760-2454

[KGA MyLifeServices](#)

Fidelity

Questions: (800) 343-0860

or www.NetBenefits.com/atwork

One-on-one scheduling: (800) 642-7131

or www.Fidelity.com/reserve

Harvard Pilgrim Health Care

866-623-0194

harvardpilgrim.org/bilh

LifeMart

(800) 290-0523

[LifeMart Discount Program](#)

Sentinel

(888) 762-6088

[Sentinel Group - BILH Benefits](#)

Tuition.io

[Beth Israel Lahey Health Public Service Loan](#)

[Forgiveness & Financial Wellness](#)

Voya

(877) 236-7564

[EBRC - Beth Israel Lahey Health](#)

Visit [Wellbeing@BILH](#)
for more information
about these
and other wellbeing
programs available
to employees
within BILH.