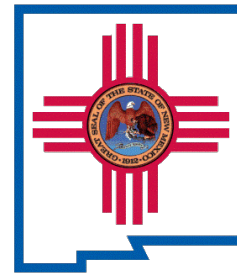




# New Mexico Public Schools Insurance Authority

Value Added Benefits Review



**New Mexico  
Public Schools  
Insurance  
Authority**





## Life Services Toolkit

24/7 access to confidential help

The Standard is **proud to partner**  
with Health Advocate as our LSTK vendor



# Life Services Toolkit Overview

## Employee (member) services

### Online Resources:

Life Planning Resource Guide

Funeral planning

Grief & loss

Personalized Legal Center

Financial Fitness Center

Emotional well-being

Mindfulness

Health

Webinars

## Beneficiary services

**Includes all online resources,  
plus the following:**

Grief support

Legal services

Financial services

Support services

You are also eligible for this service if  
you are a recipient of an  
Accelerated Death Benefit or  
you are a beneficiary of a  
dependent covered under the policy

# Life Services Toolkit details



# Estate planning assistance

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Online legal form preparation  
and storage for the following:

**Will**

**Living will**

**Power of  
attorney**

**Living trusts**

**Estate  
letters**



# Identity theft prevention resources

Learn more about how to hinder identity theft and resolve issues if identity theft occurs with online tools and resources

Some of these include:



**Identity theft  
basics**



**Protecting your  
identity**



**Recovering  
from identity  
theft**



## Financial planning resources



- **Home center**
  - Introduction to housing options
  - Understanding lending options
  - Understanding homeowner and renter's insurance
- **Debt management**
- **Calculators for:**
  - Mortgage, loans, and qualifiers
  - Credit card and debt management
  - Auto: lease vs. buy, rebate vs. low interest financing



## Funeral arrangements

- Honoring a Life
- When a Death Occurs – How to begin, checklists, and resources
- Planning in Advance
- Planning a Service – Funeral service terms, types of services, financing
- Find a Funeral Home
- After A Death – Organizations to contact



## Other legal information and forms

Family

Eldercare / Elder law

### Legal forms

Name change

Complaint letters

Personal service agreements

Landlord/tenant

Promissory notes



# Services specific to Beneficiaries





## In-person sessions

Whether it's been days, weeks or months after a death, counselors at Health Advocate are available for immediate support to beneficiaries by phone and can refer beneficiaries to counselors who are available for up to 3 in-person or virtual sessions. Access is available for up to 12 months after claim approval.



## Beneficiary's experience with Health Advocate



Beneficiary connects with a Care Manager to begin the assessment and referral process.



Beneficiary is educated on confidentiality and benefits are verified.



Care Manager completes brief clinical intake.



Beneficiary receives referral recommendations to the appropriate assistance

## Legal services

### Legal assistance from an experienced attorney:

Beneficiaries can schedule an office or telephone consultation up to 30-minutes

After the consultation, if a beneficiary wishes to retain a participating attorney, they will receive a 25% reduction from the attorney's rate



## Financial services

To assist with things such as budgeting,  
and credit and debt management:



Beneficiaries have phone access to  
financial counselors

Up to a 30-minute telephone session for  
issues requiring more in-depth discussion



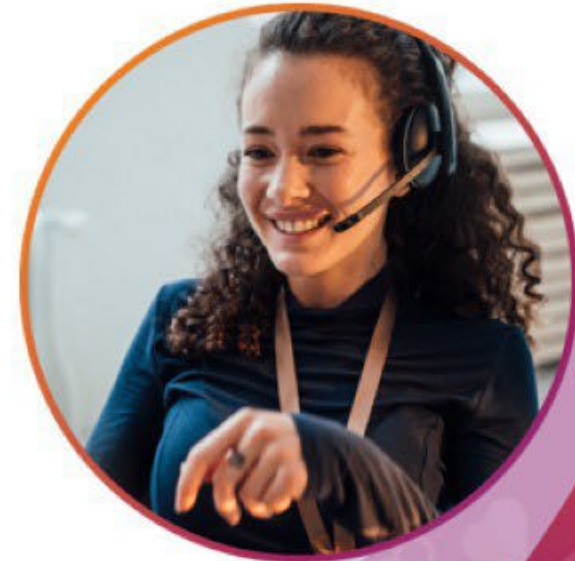
## Support services

Beneficiaries can consult with a work-life advisor for guidance to resources to assist with a variety of items such as:

**Household  
repairs and  
chores**

**Finding child  
and elder care  
providers**

**Organize a  
move or  
relocation**



## Accessing the service

You can log in online at  
[www.standard.com/mytoolkit](http://www.standard.com/mytoolkit)  
with the username: **assurance**

### Beneficiaries can

- Call the assistance line at:  
**800.378.5742**
- Log in online at  
[www.standard.com/mytoolkit](http://www.standard.com/mytoolkit)  
with the username: **support**



## **The Standard and Health Advocate**

The Life Services Toolkit is automatically available to you and your beneficiaries through your Group Life Insurance coverage with The Standard





## The Standard and Health Advocate

The Standard partners with Health Advocate, the provider of the services, to help you and your beneficiaries address important life matters. Although the companies are not affiliated, they are united in providing you with services to help you and your beneficiaries make important decisions now and for the future.



# Travel Assistance

# What is Travel Assistance?

A comprehensive program of information, referral, assistance, transportation and evacuation services is available to help you respond to medical care emergencies when you travel more than 100 miles from home or internationally for trips of up to 180 days.

The Standard's vendor for the Travel Assistance program is Assist America.

Travel Assistance is NOT Travel Insurance.



## Who is Covered?

You are automatically covered as a participant in your employer's Group Life Insurance plan through The Standard. You do not have to enroll.

Your dependents are covered, including your spouse or domestic partner and/or dependent children through age 25 regardless of marital or student status.

Dependents traveling on business for their own employers are NOT eligible to access these services during those trips.



# Available Services: Personal Support

- Pre-trip information
- Crime information
- Locating lost or stolen items
- Legal referral and bail
- Interpretation and translation services

Company Confidential

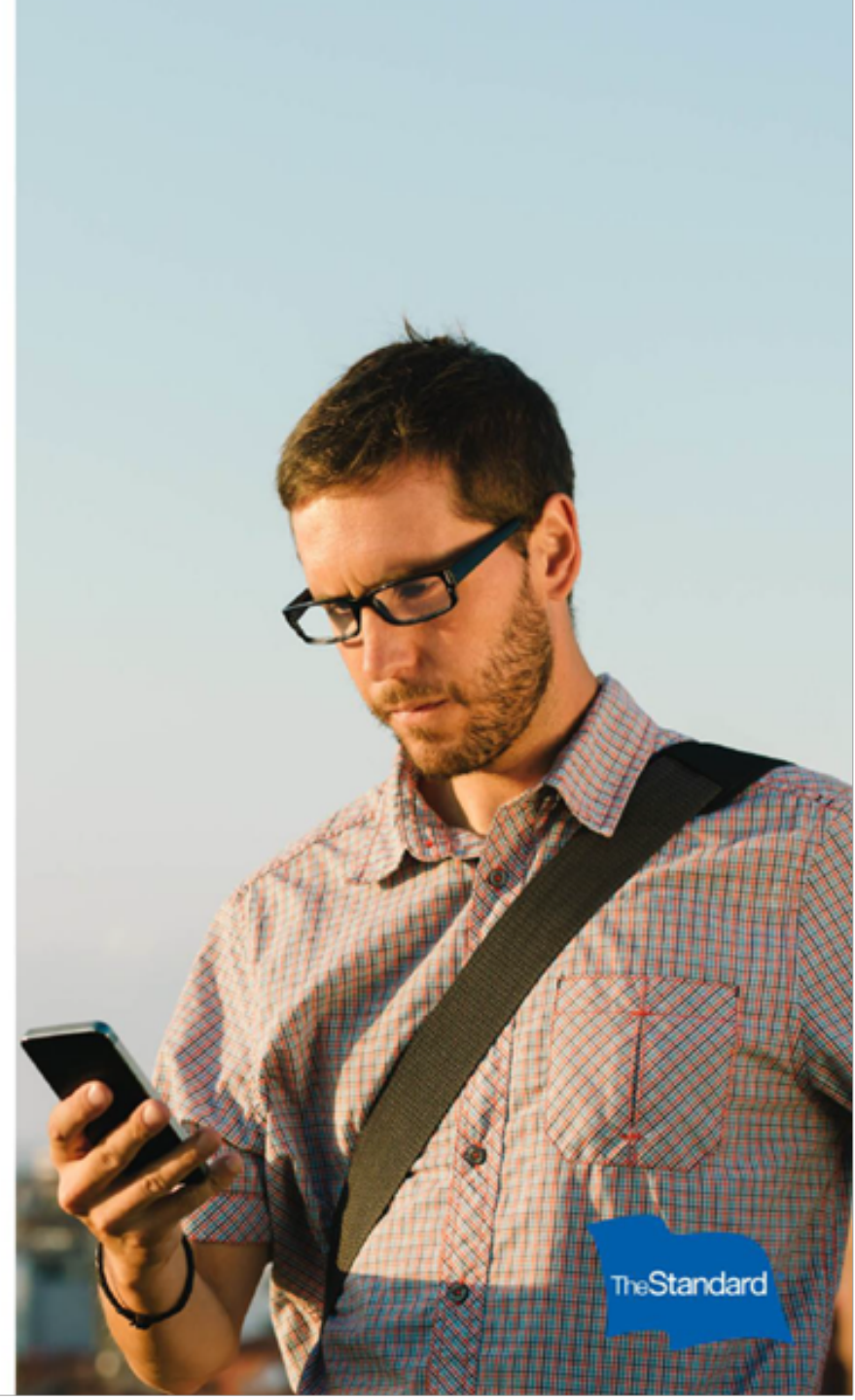


# Available Services:

## Medical Emergency Support

- Locating medical and dental search and referrals
- Medical monitoring and dispatch of doctors
- Assistance with replacement of medications, medical devices and eyeglasses / lenses
- Transfer of insurance information and medical records
- Assistance with vaccines and blood transfers
- Facilitation of hospital admission

Company Confidential





## Available Services: Emergency Support

- Assistance with emergency travel arrangements
- Emergency cash advance and emergency message relay
- Evacuation in case of political or natural disaster
- Emergency trauma counseling



# Available Services:

## Emergency Transport for Travelers

- Emergency medical evacuation
- Repatriation of mortal remains and medical repatriation





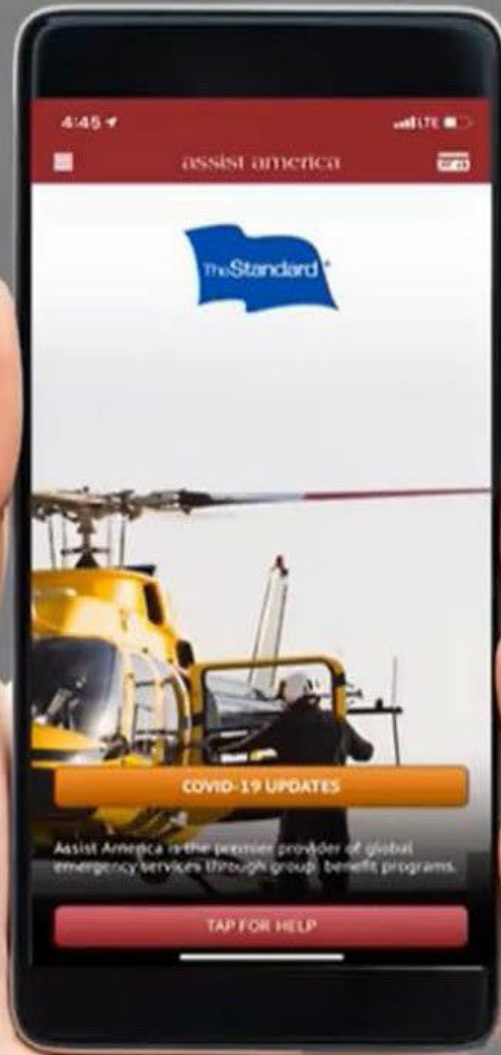
## Available Services: Emergency Transport of Others

- Care of minor children
- Compassionate visit
- Return of traveling companion
- Return of pet or service animal
- Evacuation transport for family member and vehicle return
- Travel Assistance does NOT provide transportation from the point of injury or illness to the initial point of medical care or assessment.





# Assist America Mobile



Tap For Help



Voice Over Internet Protocol



Travel Status Indicator



Pre-Trip Information



Travel Alerts



Mobile ID Card



Available in 7 languages



Embassy & Consulate Locator

The Standard Assist America reference number:

**01-AA-STD-5201**

## Reference Number

- The reference number is unique to Standard
- The reference number and the member's address can be entered into the app to create an easy ability to know when coverage is active while traveling via the appearance of the green bar
- The reference number needs to be provided when contacting Assist America for service or help
- Assist America will verify status through a member's employer

# Establishing Contact

**Contact our 24/7 Operations Center via:**

**1. Phone call**

- Toll-free (within the United States): 800-872-1414
- Collect: +1-609-986-1234

**2. Mobile App**

- "Tap for Help" feature: VoIP or Direct Call

**3. Email**

- [medservices@assistamerica.com](mailto:medservices@assistamerica.com)

**4. Text**

- +1-609-334-0807





The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue of Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 333 Westchester Avenue, West Building, Suite 300, White Plains, New York. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.