



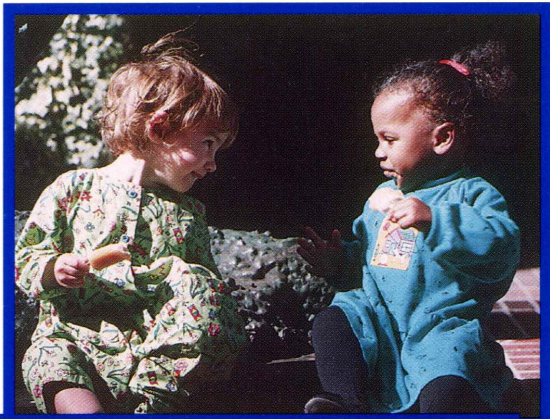
**Blue Cross
Blue Shield**

of Florida

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Blue Cross and Blue Shield Association

The Dependent Care Connection[®]

Child Care and Adult Care Counseling & Referral Service



Providing

Your company's Dependent Care Counseling and Referral Service is provided nationwide by **The Dependent Care Connection®**, Inc. (DCC), headquartered in Westport, Connecticut. DCC's extensive services include prenatal and adoption planning, evaluating child care arrangements, profiling all types of schools (from preschools to colleges), and assisting you with all of your adult care responsibilities from long-distance care giving to finding the right nursing home for your elderly loved one. DCC does not recommend specific care programs, but helps you determine what you need, then helps you find it.

DCC Counselors will provide you with practical information and useful answers to a wide range of questions. And most importantly, DCC Counselors will refer you directly to the agencies and programs that offer appropriate services in your local area, or in other areas of the country, wherever you request. DCC's counseling and referral services are free of charge to employees. However, you are responsible for the fees associated with the services you select.

How DCC Can Help You

Prenatal Planning Services

DCC Counselors offer support to expectant parents throughout pregnancy and beyond. DCC Counselors can assist parents with prenatal planning in such areas as:

- nutrition, exercise and diet
- parent education classes
- support groups
- birthing method alternatives
- child care arrangements

Adoption Planning Services

DCC Counselors also assist families who are interested in adopting a child. They can provide you with comprehensive counseling throughout the adoption process and help you locate adoption resources appropriate to your needs.

Family Assistance

DCC Counselors will discuss with you:

- state adoption laws and regulations
- international adoptions
- public versus private adoption
- adoption agency costs and procedures
- public and private state licensed adoption agencies
- international adoption resources
- national adoption information resources
- *local* adoption support groups

Child Care Services

DCC Counselors are knowledgeable about child care for all ages, from infants to school-age children, and providers of all kinds, from in-home baby-sitters to child care centers. They are prepared to help you research a variety of options including:

- family day care
- day care centers
- nursery schools
- in-home care
- before- and after-school programs
- summer camps
- nanny agencies
- special needs programs

School Services

DCC offers a comprehensive program that makes local referrals to all types of schools including:

- public schools
- parochial schools
- independent schools
- military schools
- day and residential programs

DCC provides these services for children preschool through high-school age.

Special Needs Services

DCC Counselors can also work closely with you to identify programs that help your dependents with special needs issues. These programs cover dependents of any age with cognitive and/or physical special needs.

Services for

Emergency Care Services

DCC Counselors research, screen and pre-qualify providers who are able to offer child and adult care services on an emergency basis. These providers include:

- Home Health Care Agencies
- Nanny and Baby-Sitting Agencies
- Sick and Drop-in Care Providers

You are encouraged to call DCC before you actually need emergency care because most providers require that you register with them in advance.

Summer Care Services

DCC also assists you with the issue of what your children will do during summer vacations when schools are closed. DCC Counselors work with you to identify and refer summer camp and summer school programs that are both academic and recreational in nature. Summer camps and summer school referrals include specialized programs such as:

- dance
- music
- computer literacy
- academics
- sports
- and other disciplines

Both sleep-away and day options are available.

Colleges and Universities Services

DCC Counselors can assist employees by providing individual college profiles that meet their specific needs. DCC Counselors can also discuss with you your questions and concerns about:

- admissions procedures
- costs
- academics
- degree programs
- financial aid

a LifetimeSM

Counselors will send supportive educational materials to each employee that provide an overview of the admissions process and financial aid options.

Adult Care Services

DCC Counselors are equally knowledgeable about adult care. They will give you information and answer your questions about all types of adult care arrangements including:

- nursing homes or other assisted-living communities
- long-distance care giving
- aging and health problems
- legal issues
- financial concerns of the elderly
- respite care

DCC Counselors can also give you tips on how to manage caring for elderly relatives in your own home, and refer you to local resources for further assistance.

Adult Care Assessment and Placement

DCC Counselors can also provide employees with access to national networks of adult care case managers. **On a fee-for-service basis**, these local case managers provide an in-person assessment of the older person's condition and make recommendations to the care giver about appropriate local adult care services that will meet the older person's needs. These case managers are also available to help care givers with evaluation and selection of local adult care service providers, and to provide ongoing adult care case management services.

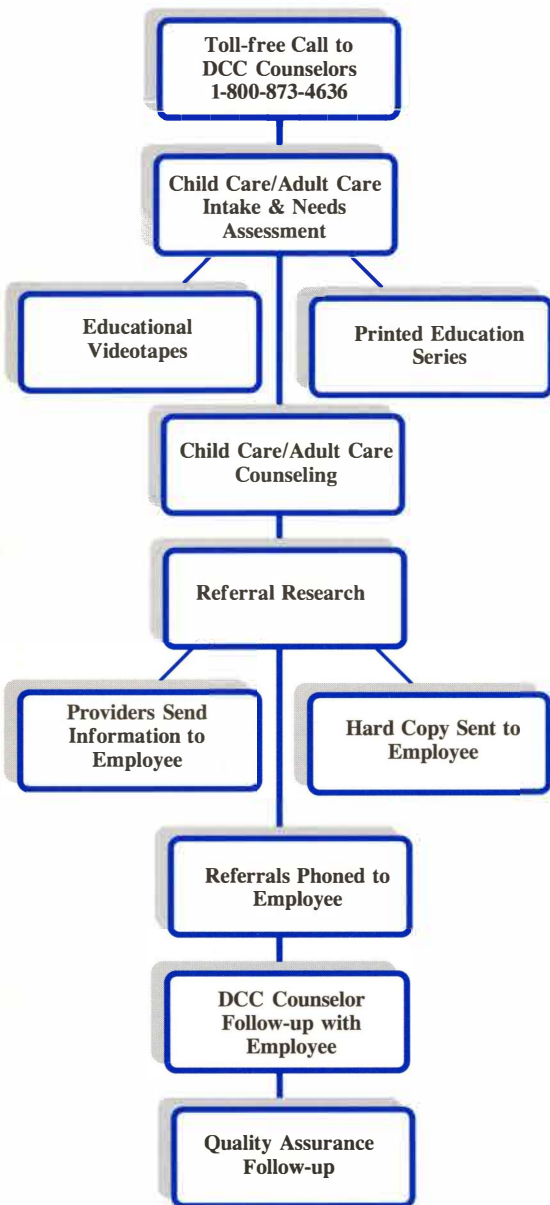
National Dependent Care Resources

DCC has information available to you on national dependent care resource organizations that provide a wide array of informational and educational resources concerning child care, adult care, young children and the elderly.

The Dependent Care Connection[®]



The Dependent Care Connection[®] Counseling & Referral Service



Contacting & Using DCC Services is Easy

- Simply call the toll-free number: **1-800-873-4636**. Individuals who are hearing impaired should call **1-800-873-1322**. **DCC** Counselors are available from 9 a.m. to 8 p.m. (Eastern time), Monday through Friday. When you call, you will be asked to identify yourself and your company.
- On weekends, holidays and at all other times, on a 24-hour basis, you can leave a message and a **DCC** Counselor will respond promptly. Through the use of a beeper system, a **DCC** Counselor is always on call to respond to after-hours calls.
- Discuss your situation with the **DCC** Counselor who will want to know what type of care you prefer, your location, your budget, the hours for which you need help and any other key information.
- The **DCC** Counselor will call back with a list of appropriate providers, including fees, locations and contact telephone numbers. This call will come shortly after your initial contact. In addition, a printed copy of the referral information will be sent to your home. If you want, **DCC** will also call the providers and ask that more information be sent to you directly.
- The **DCC** Counselor will check back with you at an arranged time to see how you're doing and if you need additional help. You may call back at any time for additional help or to ask questions.

DCC Office Hours

Monday - Friday

6:00 am to 5:00 pm (Pacific)

7:00 am to 6:00 pm (Mountain)

9:00 am to 8:00 pm (Eastern)



Educational Materials

DCC also provides videos and printed materials about evaluating and selecting dependent care services. DCC will send the videos and printed materials directly to you.

Counselor Qualifications

DCC Counselors have backgrounds in a range of fields related to dependent care: child care, early childhood and elementary education, nursing, adult care and other fields specializing in the elderly and aging. They are also trained in counseling parents and those who care for elderly relatives.

Voluntary & Confidential

Using the services of DCC is completely voluntary and confidential. We encourage you to use the service because we believe you will find it helpful, but you are not required to do so.

A Final Note

In all instances, information provided to you by DCC about a particular provider or program does not mean that DCC or your company endorses or guarantees those services. Every effort has been made to ensure the accuracy of the information provided; however, it cannot be guaranteed. In your follow-up interviews with dependent care providers, be sure to verify all information you have been given. The final decision about any dependent care arrangement can be made only by you.

To contact **DCC Counselors**, call
toll-free:
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The hearing impaired should call this
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