

# Frequently Asked Questions

**Q: What is offered with the Rethink Employee Benefits Program?**

- Step-by-step videos showing how to teach hundreds of skills
- Written lesson plans & printable materials
- Data and progress tracking
- Behavior support planning tools
- Child activity center
- Peer support forums
- 14 hours of remote consultations with clinician
- Live and archived webinars

**Q: Do I or my child need to meet certain criteria to be eligible?**

No, there is no diagnosis or age range requirement to use Rethink. While the program is best suited for children or young adults with developmental disabilities (e.g., autism spectrum disorder, ADHD, intellectual or learning disabilities, etc.), anyone who needs support learning could benefit from Rethink.

**Q: Do I need to use my personal health insurance to use Rethink, submit a claim, or pay out of pocket?**

No, Rethink does not require medical insurance, open enrollment, or health benefits from the employer. It is also completely free to the employee and all costs are covered by the employer!

**Q: Is my or my child's information shared with anyone?**

No, Rethink takes confidentiality and HIPAA compliance very seriously. No identifying information is shared with anyone inside or outside your employment.

**Q: Who are the remote consultations for?**

Consultations, or "parent coaching" hours, are for you as the parent/caregivers to assist with addressing any questions/concerns about lessons you are working on, troubleshooting skills you are teaching, preparing for IEP meetings, navigating the Rethink website, and more!

**Q: How do I meet with the therapist with whom I will be speaking?**

Consultations are done remotely, in a variety of ways- Skype, Phone, or VSee (online screen sharing / video chat).

**Q: What is the benefit of doing a remote consultation?**

The benefit is that you can schedule a time to speak at your convenience, avoid drive time, and access skilled clinicians even if you don't live near one (all are board certified behavior analysts with either a master's or doctorate). Also, clinical consultations are free of charge, making access to best practice support available to all employees regardless of financial need.

**Q: Am I limited to the number of children I can use Rethink for or number of adults I give access to?**

No, you can add multiple children onto Rethink and create profiles for each of them. Also, you may grant anyone access to your child's profile (i.e., grandparents, aunt/uncle, teacher, baby sitter, therapist, etc.). All you need to do is make them a team member and give them their own login!

**Q: My child already gets outside ABA services. Is this the same thing? What else can Rethink provide for me that I don't already have?**

While in-home ABA services directly impact your child's learning, Rethink is an online tool for you as a parent/caregiver to not only learn how to better address behavior challenges, and communicate and interact with your child when the in-home provider is not there, but also supports you in collaborating with the in-home provider. Since they can use Rethink too, you can communicate more efficiently through the Rethink program, work on the same skills, and even share data if you wish.

**Q: Where do I sign up?**

<http://dsm.rethinkbenefits.com>  
Enrollment code: DSM

**Questions?**

Call 800-714-9285 or email [support@rethinkbenefits.com](mailto:support@rethinkbenefits.com)