



LGBTQIA+ Benefits & Well-Being Resources

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Disney's Inclusive Benefits and Resources

Our comprehensive benefits, services and resources provide care and support for our LGBTQIA+ employees, Cast Members and loved ones so they can be their authentic selves.

Review the summary of benefits and resources that can help in:

- Supporting your health and well-being
- Caring for your family

◀ **Click through the tabs on the left to see all the Disney benefits and resources available to you.**

Disclaimer: This Benefits Resource Guide is intended primarily for employees and Cast Members eligible for Disney's Signature Benefits. Access to resources and eligibility for specific benefits may vary depending on an employee or cast member's work status or job location. Eligibility and terms of the benefits are governed by the official plan document(s).



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Medical Care

All of Disney's medical options provide coverage to eligible employees and Cast Members, their partners and dependent children. Learn more about [who you can cover](#) under your Disney benefits.

Disney medical options include preventive care and screenings for all genders and gender identities, as well as best-in-class gender affirmation benefits, such as surgeries, hormone replacement therapy, mental health services and supplemental gender affirming procedures and services.



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Medical Care

The services listed below, as well as all services provided under Disney's medical options are available to all eligible employees and Cast Members, their partners and dependent children of all genders and gender identities. To learn more click on the provider links below.

Cigna

(National)

Kaiser

(CA, WA, HI)

HMSA

(Hawaii)

Orlando Health

(Central FL)

AdventHealth

(Central FL)

Preventive Care Services & Screenings

- Cervical and breast cancer screenings
- Prostate cancer screenings
- Colon cancer screenings
- Mental health screenings
- Gynecology, Maternity/Obstetrics, Fertility services
- Other tests and vaccinations based on individual needs
- HIV Pre-Exposure Prophylaxis (PrEP)
- HIV Post-Exposure Prophylaxis (PEP)

Gender Affirming Care

- Gender affirming surgery
- Breast surgery, including mastectomy and breast augmentation
- Hormone therapy and related lab testing
- Mental health counseling
- Children and adolescent care
- [Travel Allowance for out of area care](#)
- Supplemental gender affirmation procedures such as Electrolysis and voice therapy
- Routine medical care
- Dedicated member services teams

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Onsite Medical Care – Central Florida

Disney's **Center for Living Well (CLW)** is a comprehensive patient-centered medical home exclusively for active eligible Disney employees, Cast Members, and covered family members enrolled in a Disney-sponsored Cigna medical plan, including AdventHealth CastCare and Orlando Health Cast Advantage.

Center for Living Well (CLW)

- Primary Care, inclusive of annual exams
- Specialty Care Referrals
- Laboratory, X-ray services, and Immunizations
- Care for minor broken bones, sprains and strains
- Infusion therapy
- Mental health support
- Pharmacy with discounted over-the-counter products and monthly markdowns
- PrEP support and treatment (Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP) for HIV Infection prevention
- HIV management
- Vision Center
- Healthy Living Pathways Program for patients with high-risk conditions supporting lifestyle changes in nutrition, mindset, and movement
- [Virtual Care](#) – take advantage of virtual primary care and mental health counseling

CLW-Gaea Center provides a full range of preventive gynecology care

CLW providers are trained in diverse and inclusive care. They are here to support you when and where you need it.

- The CLW has a subset of providers that support gender affirming hormone therapy (GAHT) as well as referrals to in-network specialists and surgeons when needed. Provider bios are available for [CLW-Epcot](#), [CLW-Celebration](#), [Virtual Primary Care](#), and [Virtual Counseling teams](#).
- All Disney Cast Members, employees, and family members can use FindHelp.PremiseHealth.com to search for community resources in your area by typing in a zip code and getting connected to additional resources at the time you need it.

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Medical Care – Central Florida

AdventHealth and Orlando Health provide high-quality, culturally competent and inclusive health care services to help you in your journey to reach your personal health goals.

AdventHealth

- Providers trained in diverse and inclusive care
- Hormone therapy support
- PReP and PEP Medication Guidance and Distribution
- Behavioral health services
- Clinical care for transgender and non-binary communities including, but not limited to, primary care, drug therapy, surgical needs, emergency treatment, and referral to other quality programs as needed.
- Care Connector available to connect to dedicated resources and can help find the experts to develop the best customized care plan
- [AdventHealth Resources](#)

Orlando Health

- Providers trained in diverse and inclusive care
- Hormone Replacement Therapy (HRT)
- PReP and PEP Medication Guidance and Distribution
- Mental Health Services
- Gender Affirming/Transgender Surgery
- Gender Identity and Sexual Orientation Support
- Rapid HIV, HepC, and STD Testing and Care
- Culturally Welcoming Medical Forms
- [Orlando Health Services and Specialties](#)





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Virtual Care

The care you need—when, where and how you need it

Employees and Cast Members, their partners and dependent children enrolled in a Disney medical option are eligible to receive virtual care. Please read below for the option that applies to you.

Center for Living Well

If enrolled in:
Cigna medical options,
Orlando Health Cast Advantage,
AdventHealth CastCare

Virtual Primary Care and Mental Health Counseling

Access a team of providers committed to your well-being. Virtual providers treat symptoms, write prescriptions, recommend in-network specialists and more. Here's how you can take advantage of virtual primary care and mental health counseling. [Learn More](#)

- 24/7 assistance for illnesses like colds and flu, pink eye and nausea
- Designate a [specific provider](#) for preventive care, medication management and ongoing needs
- Receive [mental health counseling](#) and treatment for short or long-term needs including depression, anxiety, stress management, sleep issues, work/life balance and family conflict

Kaiser Telehealth Services

If enrolled in:
Kaiser CA, WA or HI

Kaiser provides many ways to get care. Primary care and specialty care are available through e-visits, video visits, and more. [Learn More](#)

- **E-Visit** — A personalized care plan—straight from a health care professional, entirely online. Great for minor health conditions and prescriptions.
- **Video Visit** — Schedule a video visit on [kp.org](#) and the Kaiser Permanente app or call the 24/7 advice line. Appointments are often on the same or next day.
- **Clinical Advice** — A 24/7 clinical concierge service to help navigate your care.
- **Email Your Doctor's Office** — Follow-up care by messaging your doctor's office with non-urgent questions.

HMSA Online Care Telehealth Services

(Hawaii)

Physical Health

- Urgent conditions such as bronchitis or ear and sinus infections
- Common conditions such as a cold or the flu
- Medication management
- Chronic conditions such as diabetes, hypertension, and allergies
- Diabetes prevention
- Nutrition education
- Health and well-being goals

Mental Health

- Emotional support
- Stress and anxiety management
- Couples or family counseling

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Emotional Well-Being

There is no one-size-fits-all approach to better well-being. Disney provides a variety of easy-to-access and innovative programs that meet the unique needs of each employee, Cast Member, their partners and dependent children of all genders and gender identities. Here you'll find information on available care and resources, including tips for building resilience, better nutrition habits and more restful sleep; activities that focus on mindfulness and meditation; or speaking to someone today.



[Emotional Well-Being Guide](#)



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Emotional Well-Being

Cigna EAP

- Individual sessions with LGBTQIA+ trained therapists
Access to work location counselors, office visits with licensed therapists, virtual visits and online therapy sessions using the Talkspace app

Onsite EAP Counseling

- Referrals to qualified providers specializing in LGBTQIA+ needs
- On-demand webinars (replays and live) on gender transition, transgender benefits and LGBTQIA+ needs
- Access to articles and resources on [LGBTQ+ Health | Cigna](#)

Phone (US)

1-800-952-6676

Phone (Intl.)

1-952-996-2910

Cigna Wellness Coaching

Referrals to LGBTQIA+ community resources

Care

LGBTQIA+ 24/7 Support

Trained specialists provide assistance with referrals to educational materials, community resources and support groups

Phone (US)

1-866-574-7229

Phone (Intl.)

1-203-226-2680

Headspace

Meditation and mindfulness activities.



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Caring for Your Family

Disney Family Care Resources

Every family is unique. That's why Disney provides diverse resources to support our employees, Cast Members and their loved ones in a variety of ways and at all stages.

Disney's inclusive Family Building Benefits go beyond the traditional definition of infertility. Where most programs only cover individuals with a medical diagnosis of infertility, our program has expanded services that remove those barriers, covering employees, Cast Members and family members of all genders, gender identities, sexual orientation and family structure.

Effective July 1, 2021, eligible employees and their dependents have access to all conception and cryopreservation benefits even without a diagnosis of infertility.



[Family Care Guide](#)



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Family Building Benefits

Disney provides eligible employees and Cast Members of all genders and gender identities all-inclusive Family-Building Benefits, up to a single lifetime maximum of \$75,000. Disney partners with WINFertility to help employees and Cast Members make informed decisions when choosing services that best fit their individual needs.

Family Building Benefits

Fertility Services

- Fertility planning and care
 - *Egg/sperm and embryo freezing*
- Assisted reproduction technology
 - *In vitro fertilization (IVF)*
 - *Intrauterine insemination (IUI)*
- Donor assisted and third party reproduction
 - *Donor eggs and sperm*
 - *Eggs, sperm and embryo transportation*
- Medication management
- Personalized care by nurse managers
- Coordination with fertility clinics and specialty pharmacy

Adoption & Surrogacy

- Navigation of adoption and surrogacy arrangements
- Understanding of differences in laws across countries
- Assistance with company reimbursement process
- Personalized care by nurse managers
- Eight weeks of paid Child Bonding Leave



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Financial Resources

Disney provides all eligible employees and Cast Members resources to help budget and plan for the future. Feel confident and in control of your financial well-being.



[Explore the Financial Resources Guide](#)

Tax-Advantage Accounts

The Tax Advantage Accounts provided through Optum Bank give employees and Cast Members the opportunity to save for current and future health care expenses with pre-tax dollars. Tax Advantage Accounts are governed by IRS rules. It is important to understand how they work for domestic partners and spouses.

Partners FCU Family Building Loan

Grow your family with a Partners Family Building Loan to get access to cash for upcoming expenses. Whether you're beginning your family building journey, or need assistance with childcare costs, an unsecured Partners Family Planning Loan could be a smart financing alternative to high-interest rate credit cards, with a fixed rate lower than most credit cards and manageable monthly payments. Without a pre-payment penalty, you could save even more if you pay off your loan early.

MetLife Legal Plan

MetLife recognizes the diverse needs of the communities they serve and strive to provide legal help that all employees can benefit from. The group legal plan provides assistance with Estate Planning, Adoption, Name & Gender Marker Change, Rental/Tenant Issues, Tax Audits and much more.

Disney Retirement Programs

The Retirement Savings Plan is one of the ways the Company helps eligible employees and Cast Members save for their future.

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Take Time Away

Disney's **Paid Time Off and Leaves policies** are designed to help our employees and Cast Members balance work and life, and to take time away when it matters most. For more details visit [D Tools HR](#).

Vacation/PTO

Unplugging from work is important for the well-being of our employees. Disney provides eligible employees with vacation/PTO because we believe that there's more to life than work.

Sick/Care Time

The well-being of our employees is important. Disney recognizes the importance of self-care and caring for loved ones. We provide eligible employees with Sick/Care Time to care for their loved one's physical and mental health and for other eligible reasons.

Medical Leave

All employees are eligible upon hire to request a medical leave of absence. Employees that need to be absent for medical reasons for more than five consecutive workdays/shifts, will be placed on a medical leave. Intermittent medical leaves are also available. Please review the Medical Leave Non-Occupational guide for an overview of the leave process and the income protection options Disney provides employees while out on a medical leave.

Paid Family Care Leave

Life changes. In recognition of the critical moments that require our attention and care, we want our employees to have the flexibility to take the time they need to tend to their family members' serious health conditions. Disney provides eligible employees with up to 12 weeks of family care leave during a 12-month period (or more where provided by local law). Salaried employees also may be eligible to receive compensation during up to 8 of those weeks pursuant to the Company's paid family leave benefit.

Paid Child Bonding

Welcoming a new child is one of the most significant events in life. Disney recognizes the importance of giving new parents, whether adoptive, biological or foster, time to bond with their children and provides eligible employees with up to eight weeks of paid leave to bond with a child born or placed in your home, to be taken within one year of the child's arrival.



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GENDER AFFIRMING CARE

Frequently Asked Questions

1. What Gender Affirming Care benefits are included in my health plan?

If you are enrolled in a Cigna medical plan, you can find information in English and Spanish here:

[English](#) [Spanish](#)

If you are enrolled in Kaiser, you can find information [here](#)

If you are enrolled in HMSA (Hawaii), you can find information [here](#)

2. I have questions about how to navigate accessing benefits for my Gender Affirming Care. Who do I contact for help?

Contact your health plan at the number on the back of health plan ID card to speak with a **Care Guide**.

3. What is the difference between a Care Guide and a Nurse Case Manager? When and how should I engage them to support my journey?

A **Care Guide** is part of the customer service team at your health plan. This individual has been trained to listen to your needs and help you navigate through your benefits and health system. They will also assign a **Nurse Case Manager** if you need ongoing support.

A **Nurse Case Manager** will work in partnership with you to:

- Assess your condition and verify your coverage and benefits
- Identify care options through discussion with you, your attending doctor and, when appropriate, your family members
- Recommend efficient treatment options to you and your attending doctor
- Research available resources; and/or
- Monitor your care on an ongoing basis



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4. How do I find a doctor or surgeon that provides Gender Affirming Care to meet my needs?

Contact your health plan to get assistance in finding an in-network provider in your area. You can also search your health plan's provider directory. If you would like to see an out of network provider, please have a conversation with your health plan before so that you can understand how the plan covers out of network care.

5. In working with my Nurse Case Manager, the closest network provider is more than 60 miles away. What travel benefits are available to me?

The Travel Benefit Program helps you pay for eligible transportation and lodging expenses for you and one companion/caregiver when you are approved for travel up to a maximum of \$10,000 lifetime. To learn more about the Travel Benefit click [here](#)

6. I am planning for Gender Affirming Surgery and need a letter. Who can provide me with a letter to start this process?

To begin the process and utilize the gender affirmation benefit, you will need a letter from a licensed mental health provider (with a minimum of a Master's or more advanced degree) that includes the diagnosis and recommendation for transgender services. It must be dated within the last year and must be updated annually for ongoing services. If you need assistance finding a provider, please contact your health plan.



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CONTACT INFORMATION & LINKS

Disney Benefits Center

For information and assistance on Health, Insurance, and Retirement benefits.

Phone (US)
1-800-354-3970

Hours of Operation
8:30 a.m. – 8:30 p.m. ET, Mon-Fri

Global HR Operations

For information on other perks and policies, like time away and education assistance.

Phone (US)
1-321-939-7000

Hours of Operation
9:00 a.m. – 8:00 p.m. ET, Mon-Fri

Questions about a leave of absence?
Call 1-321-939-7800
9:00 a.m. – 8:00 p.m. ET, Mon-Fri

Disney Benefits Portal

Sign in for a more personalized experience and information tailored to you.

Vendor Contacts

A team of dedicated representatives are ready to assist you with all your health care needs.

G.E.T Authentically Me

A site that provides resources and tools to support transgender and nonbinary employees.



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Insurance Contacts

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Cigna
disney.cigna.com

Phone (US)
1-800-577-7498
(LGTQIA+ trained dedicated team)
Phone (Intl.)
1-559-573-2000

Kaiser
(CA/HI) my.kp.org/Disney
(WA) kp.org/wa

Phone (CA)
1-800-464-4000
Phone (HI)
1-800-966-5955
Phone (WA)
1-888-901-4636

HMSA
<https://hmsa.com/well-being/gender-identity-services/>

Phone (PPO):
1-808-948-6111
Phone (HMO):
1-808-948-6372

Center for Living Well Virtual Health
myclw.com/virtual-care/

Phone
800-473-1330 and select opt. 2

CENTRAL FLORIDA ONSITE MEDICAL CARE

AdventHealth
AdventHealthCastCare.com

Phone (US)
1-855-747-7476

Orlando Health
orlandohealth.com/Disney

Phone (US)
1-844-939-6437

Center for Living Well (CLW)
myclw.com

Phone
407-934-4100

WELL-BEING

Cigna EAP
disney.cigna.com

Phone (US)
1-800-952-6676

Phone (Intl.)
1-952-996-2910

Headspace
<https://work.headspace.com/disney/member-enroll>

Download app from app store

Care Care

Phone (US)
1-866-574-7229

Phone (Intl.)
1-203-226-2680

FAMILY BUILDING

WINFertility
managed.winfertility.com/disney/

Phone (US)
1-833-439-1520

FINANCIAL RESOURCES

Optum Bank
Optumbank.com/disney
Phone (US)
1-888-619-2118

Partners FCU
partnersfcu.org
Phone (US):
1-800-948-6677

MetLife
info.legalplans.com/4990010
Phone (US):
1-800-821-6400
Phone (Outside of US):
1-216-535-4395