

# Senior Care Support

We know that the demands of caring for an aging loved one—while working full-time—can be challenging and you may need additional support. **LifeCare Specialists provide professional guidance and assistance, whether your aging loved one lives close by or across the country.**

## Work with a Care Specialist to:

- Develop a plan to support your loved one
- Evaluate and understand senior care options and costs
- Find vetted senior care corporate provider options
- Learn what to do when a parent doesn't want help
- Help cope with the stress of being a family caregiver
- Manage in-home safety concerns
- Learn more about dementia and how it impacts your loved one
- Help family members come to a caregiving consensus

### SENIOR CARE ADVISOR

One-on-one support with a Care Specialist having expertise in adult and senior care.

### CARE PLANS

Create personalized plans with clear steps and strategies to support your loved one.

### VETTED PROVIDERS

Access additional resources for your family's needs through our vast network of corporate care providers.



## Frequently Asked Questions

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### **What is a Care Consultation?**

It's an in-depth phone session with you and/or your entire family, where a dedicated Care Specialist offers professional advice and support for addressing both immediate and long-term care needs. You'll receive information and guidance about types of service providers, associated costs and available benefits, as well as caregiving tips and resources. A written Customized Action Plan is included with recommended next steps.

### **What is a Customized Action Plan?**

It's a plan put together by your dedicated Senior Care Advisor to address the needs discussed in your Care Consultation. It can include personalized strategies for coordinating care and detailed information on potential provider options, rate negotiation, and evaluation of facilities based on your family's specific needs. Your written plan includes a summary of your needs, recommended next steps, and additional resources. Your Senior Care Advisor will follow up with you to help walk you through each part of your Customized Action Plan.

### **What types of providers are part of your network and how are they screened?**

We can connect you with home care agencies, senior housing communities (assisted living communities, nursing homes, continuing care homes), aging life care managers, adult day programs, transportation companies, and more. Our screening process is extensive, and we ask these providers to go through a multitude of checkpoints in addition to discussing the care needs of your loved one to ensure they're a good fit. We are often able to negotiate a discounted rate with providers on your behalf when private pay is involved. Provider options are selected based on the quality of care and fit for each family.

### **Am I obligated to use the providers you list in my plan?**

Not at all. And if you find a care provider presented to you is not a fit, please let us know so we can find options better suited for you and your loved ones.

### **Is there a cost or a limit to this service?**

Your dedicated Care Specialist is available to you and your family in an ongoing way. There is no cost to work with your Advisor. This is a fully subsidized benefit.

### **What is your privacy policy?**

Your privacy is of utmost importance to us. The information you share with us is not communicated to your employer. Care would only share information with potential providers we identify, with your consent. To review our privacy policy, please visit [care.com/privacy](https://care.com/privacy).

## **How it Works:**

- 1** Enroll and login to your account in the Care.com app or on your company's Care.com website. You can also call 866.814.1638
- 2** Schedule a call with a Senior Care Advisor to discuss your caregiving needs and next steps.