

Senior Care Planning

FREQUENTLY ASKED QUESTIONS



Your Senior Care Planning benefit provides you with the support and guidance of experienced Senior Care Advisors who can assist you and your family along your journey through the uncertain terrain of senior caregiving. The following FAQs will explain the services provided in more detail.

1 Q: How can Care.com's Senior Care Planning help me?

A: We know that each family's situation is unique and that is why we approach everything in a highly personalized manner. Whether you need help adjusting to the new responsibility of caring for a parent who can no longer care for herself, or you need a trusted expert to research and locate the right type of providers for your loved one, assisting families and seniors navigate the ever changing world of senior care is what we do. We do this through creating personalized roadmaps with clear steps and strategies to help you face the challenges so you can focus on what's most important—spending time with your loved one and getting respite for yourself. And with our vast network of screened providers and resources on hand, we deliver solutions to meet your individual needs.

2 Q: How is Care.com different from other benefits?

A: Care.com provides you with objective caregiving options. Our Senior Care Advisors are senior care experts with significant expertise in the field. Our sole purpose is to use our knowledge and training to help you meet your needs and the needs of the senior in your life. We are skilled at working with you to craft solutions that address the difficulties you are facing in the present, as well as helping you anticipate and plan for potential challenges down the road.

3 Q: What is a Care Consultation?

A: Care Planning includes an in depth consultation with a Senior Care Advisor. It can be focused on any issues you are facing regarding caring for an aging loved one or finding care for yourself. We offer personalized, professional advice and support about how to plan for your short-term and long-term care needs. This service supports you by presenting you with information and guidance about types of service providers, associated costs and available benefits as well as caregiving tips and helpful resources. We also facilitate family meetings where we can allow every family member's voice to be heard, including your loved one who is receiving care. It can be very helpful for an objective third party to work with the entire family to develop the most appropriate plan to meet your loved one's needs.

4 Q: What is a Customized Action Plan?

A: A Customized Action Plan includes an in depth consultation with a Senior Care Advisor experienced in the field of gerontology who provides you with personalized professional advice, support, and strategies about coordinating care as well as detailed information on potential provider options. These providers are chosen from our screened provider network taking into account the information you have shared with us. We are often able to negotiate rates with providers on your behalf, which means savings for your family. You will also receive a written Customized Action Plan, which includes a complete summary of your needs, recommended next steps, information on providers, and additional resources. Your Senior Care Advisor will walk you through each part of your Customized Action Plan during a follow up call.

5 Q: What types of providers are part of your network and how are they screened?

A: Depending on the kind of care you need, we have relationships with home care agencies (skilled/non-skilled), senior housing facilities (assisted living, skilled nursing, Alzheimer's and dementia, and residential care facilities), geriatric care managers, adult day programs, transportation companies, and more. Our screening process is extensive and we ask our providers to go through a multitude of check points, including furnishing current copies of insurance and appropriate licensures.

6 Q: What obligation do I have to use the providers you list in my plan?

A: There is no obligation to use the providers presented to you. We simply present the options from our network that we feel are most likely to meet your needs. If, however, you find that they are not a fit, please let us know so that we can find options suited to you.

7 Q: What exactly is 'home care'?

A: Non-medical, or non-skilled, home care includes a variety of services. Examples are assistance with meal preparation, medication prompting, light housekeeping, and companionship. It also includes more involved services like help with bathing, dressing, and ambulating. Services can include transportation to medical appointments, grocery shopping and errands.

8 Q: What is your privacy policy?

A: Your privacy is of utmost importance to us. Your name and the information you share with us is not communicated to your employer. We do not sell your information to other companies and we only share it with potential providers we identify with your consent. To review our privacy policy, please visit care.com/privacy.

9 Q: How do I contact a Senior Care Advisor?

A: To get started choose one of the following options: **call 855-781-1303, ext. 2** or **email careplanning@care.com**. We're available from 9:00 a.m. to 6:00 p.m. ET.