

Senior Care Solutions

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. Your Senior Care Solutions benefit gives you professional guidance and assistance, whether your aging loved one lives close by or across the country.

Senior Care Planning

Work with a Care Specialist to receive one-on-one guidance and support for your loved one. Care Specialists have the expertise in adult and senior care. You'll receive a personalized care plan with clear steps and strategies. And, with our vast network of screened providers, we can help you find additional resources that meet your family's needs.

Use Senior Care Planning To:

- Develop a care plan for care for 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 safety concerns at your loved one's home
- Help family members come to a caregiving consensus

Family Care Hub

Use this platform for ongoing coordination and communication around your loved one's care needs. In one secure place, care providers, family members, friends and your Senior Care Advisor can manage tasks, share important documents and organize important information.

Use The Family Care Hub To:

- Coordinate transportation, meal prep, personal care help, appointments, etc.
- Assign tasks to members of your loved one's care team
- Maintain up to date records
- Communicate changes in care or the needs of your loved one
- Access articles and other informative content to support you in your caregiving journey



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Frequently Asked Questions

How can Care Specialists help me?

Whether you need help adjusting to the new responsibility of caring for a parent who can no longer care for themselves, or you need a trusted expert to research and locate the right provider for your loved one, assisting families and seniors in navigating the ever-changing world of senior care is what we do. We will create a personalized care plan with clear steps and strategies so you can focus on what's most important—spending time with your loved one and getting some respite for yourself.

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 pays is involved.

Who can I invite to join the Family Care Hub?

Using your desktop or mobile device, you can invite anyone who's part of your loved one's care team. That may include family, friends, or caregivers who work with your loved one. You have the option to invite people to the entire project or restrict their access to specific tasks or documents.

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.

How it Works:

- 1 Enroll and login to your account at iu.care.com. You can also call 855.781.1303.
- 2 Schedule a call with a Senior Care Advisor to discuss your caregiving needs and next steps.

Not ready to schedule a call? You can still set up your Family Care Hub where you'll be able to invite family, friends, or caregivers to participate, create tasks or upload documents. To access the Family Care Hub, sign in to your account at iu.care.com. Select "My adult loved ones">"I want help with Senior Care Planning">"Get Started". From this Senior Care portal, you can create and manage your Family Care Hub.



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