

FREQUENTLY ASKED QUESTIONS

Bright Horizons Elder Care



FAQs: Overview

Bright Horizons Elder Care

Your employer has partnered with **Bright Horizons**[®] to help you better manage your many work, family, and personal responsibilities.

Bright Horizons Elder Care[™] provides personalized support to manage caregiving plans for your elder loved ones.

Benefit Details

Register for this free benefit by visiting:
<http://bh.social/3iXtZag>

Questions? Call 833-BH-ELDER (243-5337)

Bright Horizons Elder Care

What's included in Bright Horizons Elder Care?

This benefit gives you access to:

- Unlimited use of an online platform that will help you plan and coordinate care
- Ongoing support and personalized guidance from a dedicated, experienced Care Coach
- In-home assessments to determine a customized care plan based on what your loved one needs
- Legal and financial assistance, including free initial consultations and discounted legal services
- Specialized referrals to local service providers
- Quick access to all services, including in-home back-up elder care, through one landing page

How is it different from my EAP?

Bright Horizons Elder Care offers dedicated support from a Care Coach, as well as access to a comprehensive online platform. The benefit acts as your partner throughout the caregiving journey, while a conventional EAP elder care service is solely transactional.

How will I benefit from using Bright Horizons Elder Care?

Our goal is to support your work/life needs — helping all members of today's families is at the heart of everything we do. Your Care Coach will strive to understand and accommodate your communication style, work schedule, and values, while also aiming to reflect those values throughout your caregiving journey.

Care Coaches & Consultants

What is a Care Coach?

Planning for the future can be stressful and unpredictable. Your Care Coach — an expert in the field of elder care — can make life easier by facilitating family conversations, sharing timely resources, and offering support through phone consultations and family conference calls.

What credentials and qualifications do Care Coaches have?

Care Coaches are experienced professionals with a background that includes:

- A degree in a field related to elder care, such as counseling, gerontology, mental health, nursing, occupational therapy, physical therapy, psychology, or social work
- Experience working in the direct practice, administration, or supervision of individualized services to the elderly and their families
- 2+ years of post-degree supervised experience in elder care management

How and when will I be assigned to a Care Coach?

You're in the driver's seat. You can choose to engage with a Care Coach immediately upon enrolling in Bright Horizons Elder Care, or at a later stage. You also have complete discretion over what information a Care Coach can view within the platform. Once you've been assigned to a Care Coach, you'll remain paired throughout your entire caregiving journey. However, if you'd like to switch coaches for any reason, you can remove your current coach and request a new one.

How many financial assistance consultations can I schedule?

You have access to unlimited one-hour sessions via phone. For straight-forward questions, our financial consultants may be able to provide issue resolution and assistance on the spot during your initial call. For in-depth discussions, you can schedule a session for each financial issue

with an accredited financial counselor. And if you're looking for specialized financial assistance, you can make an appointment with a financial counselor for a more detailed consultation.

What financial issues are covered in these consultations?

Our experts handle a range of questions and topics including estate planning, wills, trusts, care arrangements, social security and retirement benefits, protection against elder abuse, and household budgeting.

Will a consultant help answer questions regarding Medicare/Medicaid?

Legal and financial consultants will answer your specific questions regarding eligibility for Medicare/Medicaid. They will also help you access the necessary paperwork, as it varies from state to state.

Platform Details

What are the benefits of the CareGeneral platform?

CareGeneral is designed to serve as a hub for planning, communication, and coordination of care tasks for everyone on your caregiving team. Through the platform, you can create and manage a detailed daily caregiving schedule, assign tasks, send alerts to other caregivers about pending or past-due tasks, post updates and exchange messages with other care team members, and securely store files. Plus, you can control each member's viewing and contributing permissions.

How does CareGeneral facilitate communication?

Members of the care team can communicate with each other in several ways, including:

- **Discussion Threads:** Each discussion has individual viewing permissions, and can only be seen by the care team members invited to participate. Threads are easy to access via the desktop and mobile apps.
- **Task Notifications:** Notifications for upcoming and overdue tasks can be automatically sent to the appropriate care team members on an individual task basis.
- **Direct Messaging with Your Care Coach:** You can access messages from the home page and the Expert Help tab. You can also include files and relevant links in your messages to provide context for a timely question or materials for the coach's review.

How can CareGeneral help with scheduling?

The platform can help you with tracking appointments, medicine dosages, exercise regimens, and the many other tasks that support your loved one's ongoing needs.

Will Bright Horizons Elder Care help me choose respite care or paid caregivers?

Yes. Your Care Coach and extended team can help you find any number of local service providers, including paid caregivers for respite care and other needs. Your Care Coach can also obtain information on local providers, verify that they provide the services you've requested and operate during the hours needed, and provide you with contact details and supporting information directly through the platform. Your Care Coach will be available to answer any questions and can join you on exploratory calls with potential providers.

Mobile Application

Can I access the platform through a mobile app?

Yes, you can download the CareGeneral app right to your phone for quick, easy access to key discussions, important files, and more. Just search “CareGeneral” in the [App Store](#) or [Google Play](#).

What features can I access through the mobile app?

The mobile app will give you access to the features you’ll need most often, including:

- Discussion threads
- Caregiving plan
- To-do lists that allow you to see detailed tasks for today, tomorrow, and what’s coming up
- Access to care plan reports and files
- Biometric reporting on key health data right from the home screen (where applicable)

Who can use the mobile app?

You can invite and interact with all members of your care team through the Discussion and To-Do features in the mobile app. Care team members can then send and respond to discussion comments, as well as assign to-dos.

On-Site Assessments

Who conducts the on-site assessments? What are their qualifications?

When you request on-site assessment services and related assistance through Bright Horizons Elder Care, your Care Coach will identify a local geriatric care expert certified by the Aging Life Care Association, one of the nation's largest and most widely recognized trade associations for geriatric care professionals.

Aging Care Professionals, or ALCPs (formerly known as Geriatric Care Managers), have the following qualifications:

- At least one degree in a field related to elder care, such as counseling, gerontology, mental health, nursing, occupational therapy, physical therapy, psychology, or social work
- Experience in the direct practice, administration, or supervision of individualized services to the elderly and their families
- 2+ years of post-degree supervised experience in elder care management
- At least one ALCA-approved certification, such as:
 - Care Manager Certified (CMC)
 - Certified Case Manager (CCM)
 - Certified Advanced Social Work Case Manager (C-ASWCM)
 - Certified Social Work Case Manager (C-SWCM)

How does the assessment work?

The local ALCP your Care Coach identifies will contact you to coordinate an introductory call. During this call, the ALCP will review the assessment process, discuss expectations, provide an overview of how the on-site assessment will go, and explain what the resulting plan will cover.

The on-site assessment will likely take several hours and include interviews with your loved one and his or her caregivers, as well as a review of the living space. Once it's complete, the ALCP will work with your Care Coach to create a detailed care plan, including information regarding your loved one's living arrangements.

What does the assessment cover?

The assessment can cover topics such as strategies for addressing declining mobility or cognitive function, recommendations on current and anticipated care needs, evaluation of the current living environment, and proposal of any modifications required for your loved one's safety and well-being, and many more.

Back-Up Care

What if I need back-up care for my elder loved one?

Through your benefit, you also have access to *Bright Horizons Back-Up Care™* and can use it whenever you or your loved one need an extra hand. Back-up care can be provided to your adult or elder family member in the comfort of his or her own home, an assisted living facility, or your own home. Any adult or elder for whom you have caregiving responsibilities is covered. Some reasons you may choose to use back-up care for an adult or elder family member may include:

- **Respite care** — which is perfect if your adult or elder family member's normal caregiver is not available, or if that primary caregiver needs a day outside the house.
- **Recovery care** — which is a great option if your adult or elder family member has had minor surgery and needs a caregiver for the first few days of recovery at home.

To access details on your benefit, visit backup.brighthouse.com and use your employer username **GW** and password **Benefits4You**. Questions? Call 877-BH-CARES (877-242-2737)