

Care Coach Support during COVID-19



When someone schedules a Virtual Coaching Session, calls, emails or reaches out through their company's landing page, the very first thing we will do is set up a case and connect them with a dedicated Care Coach. Phones are answered by Coaches who will get a high-level idea of the situation at hand. Once the case is setup, the Care Coach will discuss their situation to determine what their specific needs are and develop a plan of care and approach.

It is important to note, our Coaches recognize this is an ever-evolving situation with information coming out daily. We are tailoring our approach and responses based on the latest information available.

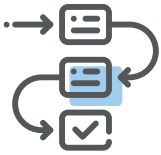
Below are answers to the most common questions we've been receiving.



What is your position and capabilities specific to back-up care and emergent care for children and adults?

Our Coaches can assist members with locating and vetting emergent care resources for both children and adults, including assisting with navigating any insurance parameters for in-network and out-of-network options, as well as available resources for financial assistance, if needed.

Our Coaches can assist members with finding and vetting alternative resources for childcare and adult care—both in-home and community resources. We will provide information on the services included, pricing, availability and processes for enrollment/service implementation.



What processes are in place to protect individuals receiving care and also your employees that are providing care (or associated contacts in which you partner)?

We don't provide actual hands-on caregiving services, rather the resources for obtaining those services, however, we are happy to assist our members with the types of questions they can ask their current providers to ensure their loved ones are receiving the care they need in the safest manner possible. We can also vet providers—looking at licensure, quality scores, any actions against or complaint filings and ownership changes to ensure the highest quality of care, as better providers equal better protection.

We are always happy to assist our members in any way needed to secure the care and resources they, as caregivers, require!



How are you supporting members during this time through back up care, ongoing caregiving, considerations if someone is in isolation, safety precautions, etc.?

Our Coaches assist guiding families through areas like these on a routine basis. We will continue to encourage members to reach out by phone so we can really understand what our members are experiencing and the best way to support them. We will continue to provide resources, make calls and vet providers as needed, including arming our members with questions to ask healthcare professionals and facilities, as well as providing information specific to their situation.

For those with family members in isolation, we will first determine whether they are in a facility or living on their own. For those living at home, we will address specific concerns related to things like meal preparation, falls, follow up doctors' appointments, grocery or prescription delivery, loneliness, or possible risks for depression. For those who are living in a nursing home, we will educate our members on ways to ensure appropriate measures being taken for the resident to be able to communicate with family members, as well as ways for family members to remain updated on their loved ones' wellbeing.

For questions related to ongoing caregiving, we would ensure loved ones are able to get the support they are needing from existing agencies and address any potential needs for secondary/backup care and/or support services.

If backup care is an issue, our Coaches would provide options and vet appropriate available resources whether for elder or childcare. Coaches would discuss the pros and cons of resources, provide questions to ask any potential care providers, and offer strategies for planning for various contingencies.

Learn more on how we can help during the COVID-19 outbreak
<https://www.cariloop.com/caregiver-resources/>