

# Care Specialists

Life happens, we're here to help

Aging parent need help? Moving? Kid going to college? Our highly qualified Care Specialists offer 24/7, 1-on-1 advice and coaching for daily distractions through major life changes. Get expert advice, vetted provider options, and concrete action plans to empower decisions and save time and stress.



## How It Works

1

Submit your request online, through the app, or by calling 866-814-1638.

2

Select the topic for which you want to request Care Specialist assistance.

3

We'll match you to a Care Specialist to get the guidance and support you need.

“This service makes it extremely easy for me: a working mother and wife. *Thank you for simplifying my “to do” list and reducing my stress levels.*”

— Care Specialist Client



**97% customer satisfaction**  
score with their specialists

Enroll or login to submit a request today

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# Care Specialists

## Frequently Asked Questions

### Who are the Care Specialists?

Our Care Specialist team includes former teachers, nannies and autism specialists; social workers and gerontologists; paralegals and relocation professionals—all who have, at minimum, a Bachelor's degree and on average 6.5 years of experience. You will be connected to a Care Specialist who has expertise in your particular area of need.

### How do Care Specialists help?

Our Care Specialists will save you time by researching and identifying licensed providers and care resources that meet your unique needs. Our Care Specialists are available day or night to:

- Assess your needs (e.g., budget, location, type of care, etc.)
- Help you understand care options
- Identify, pre-screen and qualify potential providers using our nationwide database, saving you on average 13 hours per request.
- Follow up to ensure your needs are met.

### What are the qualifications of referred providers?

All providers in our database must at minimum operate in compliance with their state and local licensing regulations. Plus, Care Specialists pre-screen each potential provider before they are referred to ensure they can meet your needs. As part of the qualification process, Care Specialists also check online ratings/ reviews as appropriate—and relay pertinent information with referrals.

### How often can I use Care Specialists?

You have unlimited access to this benefit.

### Are Care Specialists services confidential?

Yes, all services are completely confidential. This means when you contact us for assistance, neither your employer nor anyone else will know you have used the services unless you choose to tell them.

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