NU Senior Care Connections: Frequently Asked Questions

Your NU Senior Care Connections benefit provides you with the support and guidance of Care.com’s Senior Care Planning team. This team is made up of experienced Senior Care Advisors who can assist you and your family along your journey through the uncertain terrain of caregiving. This benefit is offered by your employer, Northwestern University, at no cost to you. The following FAQs will explain the services provided in more detail.

1. **Q: How can NU Senior Care Connections help me?**
   **A:** We know that each family’s situation is unique which 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 numerous caregiving challenges so you can focus on what’s most important—spending time with your loved one and taking care of yourself. And with our vast network of screened providers and resources, we deliver solutions to meet your family’s 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 experts with significant expertise in the senior care field. Our sole purpose is to use our knowledge and training to help you meet your needs and the needs of the adult or 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.
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 caring for a 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 needs. This service supports you by presenting you with information and guidance about types of service providers, associated costs as well as caregiving tips and resources. We also facilitate family meetings where we allow every family member’s voice to be heard. It can be very helpful for an objective third party to work with the entire family to develop the most appropriate plan and to achieve consensus, as much as possible.

Q: What is a Customized Action Plan?
A: In addition to the services provided in a Care Consultation, a Customized Action Plan offers detailed information on potential provider options. These providers are chosen from our screened provider network and matched to your specifications. We are often able to negotiate rates with private pay providers on your behalf, which means savings for your family. You will also receive a written 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.

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 partnerships with home care agencies, 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.

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.

Q: Is there a limit to how many Care Consultations and Customized Action Plans I can have?
A: You have unlimited use of your NU Senior Care Connections benefit. You can use this service for aging parents, extended family members, and even yourself at no cost to you. However, you will be responsible for the cost of the care option you choose.

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.

Q: How do I contact a Senior Care Advisor?
A: To get started choose one of the following options: call 855-781-1303 ext. 3, go to care.com/northwestern, or email nuseniorcareconnections@care.com. We’re available from 8:00 a.m. to 5:00 p.m. CT.

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