My Health Care Manager

Who is My Health Care Manager?
My Health Care Manager is a national company focused on helping seniors and their caregivers manage the issues and options of aging. They employ nurses as Health Care Managers to be your trusted advisors who offer unbiased professional advice and support.

Is My Health Care Manager affiliated with any organizations (e.g. hospital, insurer, assisted living home)?
No, My Health Care Manager is an independent company and is not affiliated with any other organization. They don't accept commissions or referral fees, promote or sell any medical products or any insurance.

How is My Health Care Manager different from home health care agencies and others who say they help manage health care?
My Health Care Manager provides information and guidance, works with your loved one to find a good service provider and then follows up on the quality of the care they're receiving. In-home health agencies are not information and guidance services.

Eldercare Services

What services are included in my Eldercare plan?
The Fact Finding Consultation and In-home Assessment are included in your Eldercare plan and are available at no cost to you.

Will my employer be informed that I am using this service?
No. Your employer will not have access to any individual employee information, including who chooses to work with My Health Care Manager or any other details of their personal situation.

What is the Fact Finding Consultation?
The Fact Finding Consultation is a telephone consultation with a Health Care Manager to determine key areas of your concern. This consultation also initiates your one-on-one relationship with your Health Care Manager. After your first phone call, you'll receive an Issues and Options Report that summarizes the issues discussed and recommendations for addressing them. On-going, your Health Care Manager is available to answer questions and re-assess issues when situations change.

Can I include other family members on the Fact Finding Consultation?
Yes, your Health Care Manager will provide you with a conference line to include as many family members as you wish. We only ask that you provide their names at the time of scheduling the appointment.

What if I would like more help with caring for my senior loved one after the Consultation?
On-going, your Health Care Manager is available to answer questions and re-assess issues when situations change. You can also utilize the In-home Assessment, which is included in your Eldercare plan and available at no cost to you. Based on your individual needs, you can choose to utilize On-going Hourly Services.
What is the In-home Assessment?
During an In-home Assessment, a registered nurse visits your senior loved one anywhere in the U.S. to perform a holistic assessment at home. The nurse will evaluate the senior’s: Safety; Physical, mental, emotional and spiritual well-being; Unmet needs; Cognition. Based on needs identified in the In-home Assessment, the Health Care Manager develops a Recommendations Summary and Care Plan for the your family. An ongoing relationship with the Health Care Manager allows you to discuss plans and receive coaching during Care Plan implementation.

What are On-going Hourly Services?
If you wish to utilize services beyond the Fact Finding Consultation and In-home Assessment, you may do so at an hourly service rate. Your Health Care Manager can provide further individualized senior caregiving guidance and services. Examples of services include: customized caregiver support, vetting of housing options, facilitating family communications, care coordination, transportation to health care providers’ offices and documentation, and insurance organization. Hourly services will vary based on your individual needs. As of 1/1/2010, the current discount rate for hourly services is $90 per hour, which reflects a discount from the retail price of $125.00 per hour.

Can I use Eldercare for help with a senior loved one other than my parent? Both parents? In-laws?
Yes. You may take advantage of Eldercare for any senior loved one that currently falls under your caregiving responsibilities. In addition to a parent, this could be an aunt, uncle, sibling, grandparent, and/or close family friend. Your Eldercare plan also applies to assisting you in caregiving for both of your parents, regardless of the situation. You can even use the services for your in-laws.

Can my spouse use Eldercare, even though I am the covered employee?
Yes. Your spouse can use the services.

What are the age requirements for my senior loved one?
Typically, My Health Care Manager provides services for caregivers and their senior loved ones who are 65 and older. However, we consider exceptions based on individual circumstances.

Will my Health Insurance or Medicare cover the costs that my employer doesn’t?
No. The services provided through Eldercare are not covered by Health Insurance or Medicare. Some Long Term Care Insurance programs may cover the costs. You should check with your provider to find out more.