

# Generations

Compassionate support  
to navigate caregiving  
with confidence



Health Advocate understands the challenges and sacrifices caregivers face. No matter where an aging loved one is on their journey, from being self-sufficient to needing end-of-life care, our Nurse Coaches and advocates guide employee caregivers, their loved one, and family to make the transitions as smooth and stress-free as possible. **We'll help you navigate the challenges of caregiving with compassion and expertise.**

## Caring for your loved one

### A dedicated Nurse Coach: Your ally in care

Through the Generations program, employee caregivers are connected with a Nurse Coach to support your whole family. Your Nurse Coach will:

Assess  
your loved one's  
medical needs and  
**uncover any  
urgent issues**

**Create a personalized  
clinical care plan**  
tailored to you and  
your loved one's  
unique situation

**Provide ongoing support**  
through regular check-ins,  
monitoring your loved one's  
condition, and addressing  
your evolving needs



Whether you're caring for an aging parent or in-law, aunt or uncle, grandparent, sibling, or even an elderly neighbor, this program can help you.

## Comprehensive assistance for your caregiving needs

Our advocates offer a wide range of resources to empower employee caregivers and their loved ones. We will help you:

- Navigate issues relating to your loved one's insurance, whether it is employer-provided, retiree benefits, Medicare or Medicaid
- Sort out billing and claims issues; negotiate payment for non-covered care
- Find in-network doctors and specialists appropriate for your loved one's needs, schedule appointments, and transfer medical records
- Manage stress, depression, and other emotional challenges associated with caregiving and aging loved ones
- Understand Long Term Care policy benefits, amounts, duration, and qualification requirements
- Locate senior care services, living facilities, dementia care, palliative care, and hospice
- Connect with legal experts to get answers to questions about estates, wills, powers of attorney, living wills, end-of-life orders, etc.
- Access financial experts for guidance on managing the costs associated with caregiving, retirement, estate planning, and more
- Navigate end-of-life care and guide on important issues after your loved one passes



## Self-care support for you, the caregiver

This program is also designed to support you and help you maintain your personal well-being. We provide you with:

- Emotional support from licensed counselors to help manage the stress, depression, and overall feelings of love and sadness that happen when a loved one ages
- Life & Work Specialists to research, locate and arrange for resources to help you better balance work, life, and caring for your loved one
- Guidance from our advocates to help you stay on top of your own health and insurance issues
- Online well-being resources including articles, webinars, courses, and mindfulness and stress management tools to help you maintain your personal health and wellness



### How to get started

Connecting with the Generations program is easy.

Just call **the dedicated phone number 855.558.2004**.

You can also access our services online or through our mobile app, where you can quickly reach an advocate through chat.

To reach Generations, call **855.558.2004**

Call • Email • Message • Live Chat 

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