How does Senior Care Management help you?

**RELIABLE:** Senior care managers are experts in their field with years of experience assisting seniors and their families.

**COMPREHENSIVE:** You can receive a face-to-face consultation to assess all of your loved one's needs. It will include evaluations on everything from home safety and diet to medications and day-to-day activities.

- In-home assessments
- Facility reviews
- Post-hospitalization assessments
- Ongoing care coordination

**PERSONALIZED:** You can receive a detailed care plan that's customized to your loved one's needs based on the findings from their in-person evaluation.

Log in Today

http://member.lifecare.com

When prompted enter Registration Code: EMORY
Frequently Asked Questions about Senior Care Managers (formerly known as Professional Care Managers)

What are Senior Care Managers and what services do they provide?
Senior Care Managers are social workers or nurses who are trained in assessment, care planning, and care management of adults with special needs, ill spouse/partner and older adults. Our Senior Care Managers are available nationwide to conduct an assessment of a loved one’s:
- Physical and mental condition
- Housing and support needs
- Support systems (friends, neighbors, emergency alert systems, etc.)
- Legal, financial and insurance (Medicare, Medicaid, long-term care insurance, etc.) needs
In addition, they typically prepare a detailed care plan that provides recommendations for supportive services and care.

What type of credentials do the social workers or nurses have?
Each Senior Care Manager must:
- Hold a bachelors, masters or Ph.D. degree with at least one degree held in a field related to care management; i.e., counseling, nursing, mental health, social work, psychology or gerontology
- Be primarily engaged in the direct practice, administration or supervision of client-centered services to special needs adults, the elderly and their families
- Have two years of supervised experience in the field of gerontology following the completion of the degree
- Be licensed by the state in which he/she practices
- Have professional liability insurance

Does the Senior Care Manager provide documentation or instructions on next steps after my loved one is assessed?
The Senior Care Manager provides you and your family with a detailed Care Plan. In this Care Plan your loved one’s current situation, history and future needs are documented and detailed. The Senior Care Manager identifies areas of concern that need to be addressed and offers a comprehensive written plan of next steps and resources, specifically compiled to meet your loved one’s current needs.

What if my loved one is resistant to Senior Care Management services? How can the Senior Care Manager help?
If your loved one is resistant to Senior Care Management services, a LifeCare Specialist will assist and coach you in helping your loved one understand the benefit of the services and how helpful the assessment and visit can be. The Senior Care Manager can also be available to meet your loved one outside of the home to get to know him/her and start the process. Another option is for the Senior Care Manager to meet only with you to discuss the needs of your loved one and provide assistance.

How do I access my Senior Care Management benefit?
You can access the services via the dedicated toll free number (1-866-338-5271) which connects you directly with a LifeCare Specialist. The LifeCare Specialist will conduct a detailed needs assessment, provide a thorough overview of the program, and walk you through the next steps for implementing the Senior Care services.