



my care manager
adult & eldercare services

PRODUCT FEATURE LIST

	ELDERCARE SUPPORT	ELDERCARE MANAGEMENT	ELDERCARE CONCIERGE
Online access to information and advisory factsheets: <ul style="list-style-type: none"> • Current benefits advice • Current funding levels and financial support planning / criteria for care services • How to access emergency care and advice • Information on various illnesses and disabilities 	✓	✓	✓
Email bulletins: <ul style="list-style-type: none"> • Alerts to latest good practice • Relevant workforce/eldercare matters 	✓	✓	✓
Telephone helpdesk (6 calls max per annum): <ul style="list-style-type: none"> • One point of contact • Trained staff to support accessing of information, directing to right place and advising on next steps 	✓	✓	✓
Product launch (half day) and associated literature/packs Workplace seminars x2 days per annum	✓	✓	✓
Eldercare and adult care directory: <ul style="list-style-type: none"> • Regional listings of care services by categories • List of mcm preferred partners 	✓	✓	✓
Preventative advice and guidance plan for potential care needs: <ul style="list-style-type: none"> • Based on submitted information 	SUPPLEMENTARY SERVICES	✓	✓
Access to care consultants (with an agreed number of contacts per annum): <ul style="list-style-type: none"> • Trained care managers • Specialist advice and guidance • Planning options • Signposting 		✓	✓
Access to care consultants and/or email update summary (up to 12 contacts per annum): <ul style="list-style-type: none"> • Trained care managers • Specialist advice and guidance • Planning options • Signposting 		SUPPLEMENTARY SERVICES	✓
Personalised care needs assessment and support plan options.			✓
Eldercare and adult care selection and implementation: <ul style="list-style-type: none"> • Seeking availability and matching choice of appropriate care to as sessed needs, taking into account expressed choices, preferences and financial position. • Arranging admission or commencement of service provision 			✓
Visits to elder or adult dependent for befriending/review/contact feedback and report (max 6 per annum).			✓

Please see call for further information and full terms & conditions.