

What is Eldercare Information and Referral?

Often we find ourselves unaware of a benefit that could help us in a time of need. With that thought in mind, here are the services and support you can access through **Senior Management Services**.

A recent study funded by AARP and the National Alliance of Caregivers estimates that today, 35% of the workforce may be involved with providing care or assistance to an older person. Employees are increasingly juggling their jobs and the demands of caring for parents.

Because of your Eldercare Information and Referral Benefit, you can contact M&S EAP for a referral to **Senior Management Services**, knowing that we will do our very best to respond to your inquiries with prompt, accurate and creative solutions to your questions.

Our professional counselors work directly and confidentially with you to help locate information and services such as:

- **Personal care facilities, nursing homes and other types of housing options**
- **Transportation services**
- **Senior Centers and Adult Day Care facilities**
- **Alzheimer's Disease and other behavioral or dementia-related disorders**
- **Long term care coverage**
- **Elderlaw specialists**
- **Medicare and Medicaid assistance**
- **AND ANY OTHER ISSUES OR CONCERNS YOU MAY HAVE ABOUT AGING OR CAREGIVING**



The older person can live anywhere in the United States since our counselors have access to a nationwide network of information and referral sources.

Employees can access Senior Management Services through a **nationwide toll-free telephone number**. During a time convenient for you (often non-working hours) you will be contacted by a counselor within 24-72 hours depending on the nature and urgency of the inquiry. Be prepared to provide the counselor with some basic, confidential information when you call, such as:

- Employee identification
- General information on the health, personal condition, and financial status of the older person
- The location of services requested
- Time frames required for receiving information

Once you have called **Senior Management Services**, a counselor will provide you with recommendations or begin to research your problem or locate the required services. As soon as the information is obtained, you will be personally contacted and provided a comprehensive package of information and materials mailed to your home within a few days.

We look forward to working along with you and your family to help guide you through the bewildering maze of health care alternatives available today. Even if you are not presently a care provider, we encourage inquiries to help families begin planning now to prepare for those inevitable crisis situations and family emergencies which can overwhelm you and your older family members.

For information about concerns related to your older relative, contact M&S EAP at 1-800-543-5080 for a referral to Senior Management Services.





FirstLight Home Care has partnered with Mazzitti & Sullivan EAP to provide an expansive range of service to help you with questions regarding care for seniors. When you don't know where to turn, or which steps to take, we can help. Please contact Mazzitti & Sullivan EAP at 1-800-543-5080 for assistance with this service.

A sampling of our partners:

Home Health

Skilled home care services include nursing and therapy (physical, occupational, and speech) support patients with care management and compliance.

Rehabilitation Centers

Rehabilitation Centers provide a variety of highly skilled nursing and therapeutic services that can be provided in-patient and out-patient by a skilled care team. Patients utilize these services to meet personal health goals.

Hospice

Hospice care is a type of care and philosophy of care that focuses on the palliation of a chronically ill, terminally ill or seriously ill patient's pain and symptoms, and attending to their emotional and spiritual needs.

Wealth Managers

An investment-advisory professional who incorporates financial planning, investment portfolio management and a number of aggregated financial services.

Long Term Care & Skilled Nursing

Facilities

A facility focusing on rehabilitative, restorative, or highly skilled nursing services for patients who cannot be in their own homes.

Insurance Agents

Providers give advice and assist with helping clients to choose plans and access benefits with other in-network providers in order to pay for both short term and long-term care needs.

Independent Living

Often located near or connected to Assisted Living. Independent senior living residents are permitted to use third-party home care and health services to meet additional needs.

Medicare Specialists

Medicare Specialists work with numerous Medicare companies to ensure that seniors get the most appropriate plan for their specific needs.

Assisted Living

Housing for seniors or vulnerable adults that provides nursing care, housekeeping, and prepared meals as needed, based on a comprehensive level of care assessment by an interdisciplinary care team

Certified Elder Law Attorney

CELAs counsel older persons and their families about the legal aspects of health and long-term care planning, public benefits, surrogate decision making, legal capacity, and the conservation, disposition and administration of estates.

Home Care

Provides personal care and companionship so that seniors can age in place. Assists with the activities of daily living including bathing, hygiene, mobility, meal preparation, transportation, medication reminders and companionship.

Realtor (SRES)

Senior Real Estate Specialists are able to meet the needs of the maturing American when selling, buying, relocating, downsizing, or refinancing later in life.