



What is Eldercare Information and Referral?

January 2023

Senior Management Services

Happy New Year! It seems to be the perfect time as a caregiver to review 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. This is about 40 million Americans. Employees are increasingly juggling their jobs and the demands of caring for parents.

Because of your Eldercare Information and Referral Benefit through Quest Employee Assistance Program, you can contact **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**
- **Elder law specialists**
- **Medicare and Medicaid assistance**
- **Any issues or concerns you may have about aging or caregiving**

The Caregiving Service is available to current employees who provide care and support for the following family members, 60 years of age or older, regardless of where they reside within in the United States: Employees, spouses, domestic partners, parents, parents-in-law, step-parents, grandparents or any other direct relative of the employee residing in the employees home.

These services can be provided 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.

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 additional information about Eldercare, please contact Quest at 1-800-364-6352.

Working Caregivers: <https://www.caregiving.org/advocacy/working-caregivers/>