

# Frequently Asked Questions

 To speak with a Care Expert visit [family-first.com](https://family-first.com) or call (800) 214-5410

## What is Family First?

Family First is a benefit offered by your employer that provides you access to a team of experts to support you in your caregiving journey. Whether you're caring for an aging parent, a child, neighbor in need, or you'd like support yourself – Family First offers personalized caregiving solutions to help you achieve a healthy work-life balance. The benefit is 100% confidential and HIPAA-protected.

## How does it work?

After a comprehensive intake of your caregiving situation, you will be paired with a dedicated Care Expert who will offer guidance and practical advice throughout your journey – regardless of how long it lasts. Depending on your needs, your Care Team may also include highly-trained professionals with expertise in mental health, aging, child and adolescent wellbeing, Medicare navigation, and complex family dynamics.

Your Care Team will work with you and your family to:

- **Understand your caregiving situation**
- **Develop a care plan that evolves over time and as circumstances change**
- **Participate in clinical team discussions and family meetings, as needed**
- **Ensure you and your loved ones are on the correct care path**
- **Address mental health, stress and caregiver burnout**

In order to make sure your family is on the right care path, there is no limit to the number of loved ones we'll help with. On average, our cases include four additional family members.

# Frequently Asked Questions

## What type of caregiving problems can you help with?

Employees call Family First for all types of reasons from the simple to complex.

Here is a small sample of our expertise:

- **Eldercare**
- **Child and adolescent wellbeing**
- **Cognitive issues and dementia**
- **Aging in place**
- **Homecare and placement**
- **Crisis intervention**
- **Mental health and emotional support**
- **Substance use disorders**
- **New and chronic diagnoses**
- **Financial challenges, such as bill pay**
- **Insurance and medicare navigation**
- **Legal issues, such as POA & wills**

## How do I get started?

You can start an engagement with Family First online by visiting [www.family-first.com/get-started](http://www.family-first.com/get-started). To reach us by phone, call (800) 214-5410 between 8AM-8PM EST Monday – Friday.

An Intake Specialist will ask a few questions about your caregiving situation and work quickly to connect you with your dedicated Care Expert.



**76%**  
of our members  
discover they need  
to be on a different  
care path.