

Papa for Employers

Frequently Asked Questions

What is Papa, and who are Papa Pals?

Papa provides flexible family care to employees and their family members, right to the front door. Papa is powered by our Papa Pals, a national network of adults who provide friendly human support, when, where, and how employees and their families need.

What can Papa Pals help my employees with?

Papa Pals are ready to help your employees and their loved ones—including spouses, parents, children, and pets—both in-person and virtually. They can assist with companionship, transportation, household tasks and errands, entertaining children or pets, and more! Papa Pals do a lot, but they don't do it all. They can't provide assistance with specialized medical care, such as bathing (including changing diapers), medication administration, dressing, feeding, ambulating, and tending to personal hygiene.

How does it work?

Our Papa Care app makes it simple for employees to enroll, schedule, and manage at-home or virtual visits, and specify personal, child, or elder care needs. Once the employee requests a Papa Pal, we use a powerful algorithm to determine the best match for your employees or their family members, and the visit is scheduled.

Where is Papa available?

Today we are available in all 50 states.

When are Papa Pals available?

Papa Pals are available 7 days per week and cannot conduct overnight visits. Papa Pals' availability may vary by location—while work hours are flexible, the most active hours are 9am to 5pm local time.

How are Papa Pals vetted?

Trust and security is key at Papa. Papa conducts the gold standard of background checks available, motor vehicle record checks and insurance verification, identity verification, and exclusion list screenings. Papa's Safety and Integrity Program, along with Community Standards, protect our Papa Pals, our clients, and the members we serve.

How are Papa Pals enabled?

Papa Pals receive educational onboarding and enablement resources to learn about being a Papa Pal. Our powerful tech platform, including the Papa Pal app, give Papa Pals easy access to timely tips and client-specific resources. Ongoing engagement through marketing campaigns, a cohort of Pal advisors, and more, provide continuous education and feedback opportunities.

How long does it take to implement Papa?

Papa's easy implementation takes only 8 weeks from kick-off to go-live.

Can Papa be integrated into other employee benefits?

Papa's experience with 100+ leading health plans and employers has given us deep insights into integrations, as well as what members want and need. As an employer, we'll work with you to align our offering with your benefits ecosystem—ensuring a complementary approach to engaging employees.

Discover why leading employers partner with Papa to increase productivity, enhance well-being, and support a changing workforce.