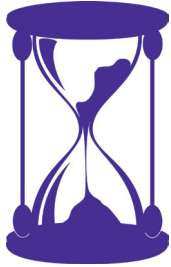


# Eldercare Services

Expert help with eldercare for union members and their families.



Caring for elderly family members can be an emotional and financial strain. But it isn't a strain AFSCME members have to face alone. The Eldercare Services AFSCME Advantage program can help you get the information and resources you need, while providing the peace of mind that comes from dealing with an experienced eldercare services provider.

Finding and coordinating eldercare services often requires in-depth knowledge about health care, insurance and housing options. Most caregivers, who are juggling their own jobs and family responsibilities, don't have time to research all the options and ensure they are making the best decisions for their older relatives.

## Union Plus Eldercare Services is designed to help union members and their families:

- Simplify the search for eldercare services and save you the time it takes to research all the options.
- Save on the increasing cost of eldercare with special AFSCME discounts for union families.
- Lower the stress of dealing with daily eldercare responsibilities.
- Connect with an experienced eldercare specialist with in-depth knowledge of complicated systems such as health care, insurance and housing options.

**Call today for a FREE initial phone consultation.** An eldercare specialist will answer questions about the program and discuss your immediate needs.

**Receive comprehensive services or a low \$24.95 annual fee.** Members can access more services, including unlimited advice and discounts. Members who sign up receive:

- **Unlimited telephone access to an experienced eldercare specialist** for short and long term planning of eldercare needs.
- **Eldercare referrals and placements.** Researched, custom referrals.
- **Member discounts for senior services and programs** from participating providers.
- **Access to certified VA Benefits Consultants** for help with veterans benefits:
  - **Free pre-qualification analysis for eligibility** for the Veterans Administration's Aid & Attendance benefits. (a VA pension benefit designed to help veterans, their spouses and widows pay for out-of-pocket medical expenses).
  - **Free download of a step-by-step guide to filing an application for the VA's Aid & Attendance benefits.** (Or access to one-on-one pre-filing counseling with a certified VA Benefits Consultant for an additional fee.)
  - **Personalized Care counseling** to identify financial options to pay for care including Medicaid, eligibility for short and long term care needs **for an additional fee.** If it appears you could be eligible for VA benefits, AWG is accredited by the Department of Veterans Affairs to assist with the preparation, filing, and tracking of claims **at no additional cost.**
- **Online access to resource information,** caregiver support and links to preferred providers and information for those who prefer to research on their own.
- Free access to The Rx Guardian, providing timely and personalized drug safety reports, safety alerts and product recalls.

The program includes access to an eldercare specialist who will:

- Assess your current caregiver situation.
- Educate you on the eldercare options most appropriate for your family or loved one.
- Coordinate contact between you and those resources.
- Facilitate the initiation of services such as in-home care, adult day care or respite care or referral to a senior living community.

## Who's eligible?

Dues paying AFSCME members and retirees, including their family members and domestic partners

## Member Access

Call **1-866-570-8588** Mon. - Sat.,  
8 a.m. - 8 p.m (ET) or visit  
[www.afscme.org](http://www.afscme.org)

## Availability

Available in all states.

## Cost

\$24.95 annual fee, per family  
(free initial phone consultation)

## Program Advantages

For a \$24.95 annual fee:

- Unlimited telephone access to an experienced eldercare specialist.
- Eldercare referrals and placements.
- Member discounts for senior services and programs from participating providers.
- Access to certified VA Benefits Consultants for help with veterans benefits:
  - Step-by-step guide to filing a VA Aid & Attendance application
  - Eldercare referrals and placements
  - Online access to resource information
  - Provider quality assurance and member satisfaction assurance monitoring programs.
- Monthly caregiver newsletter, and more.
- Online member caregiver support group.
- Free access to The Rx Guardian



**Union Plus**  
Working For Working Families

## Eldercare Services

SE HABLA  
ESPAÑOL

# 1-866-570-8588

[UnionPlus.org/Eldercare](http://UnionPlus.org/Eldercare)

# Questions & Answers

---

## Who provides the Eldercare Services program?

**AFSCME Advantage** has partnered with Aging With Grace™ (AWG) a comprehensive eldercare management company. AWG offers members one stop shopping for eldercare resources and referrals. AWG has been in the business of helping people with eldercare services since 1999, and has experience working with unions and large employer groups nationwide to achieve work-life balance, provide solutions and practical support in all areas of eldercare.

## What kinds of provider referrals are available through the program?

Almost any type of eldercare assistance provider referrals are available, including: geriatric care managers, independent living/assisted living facilities, Alzheimer's care options, in-home care, adult day care, senior relocation specialists and community-based resources.

## How can the program help with my individual eldercare issues?

An experienced eldercare specialist works with the family to create a short-term plan to meet immediate needs as well as plan for future goals. The program will help educate members on the options available, assist with creating a long-term plan, coordinate the needed services, and facilitate the options through the Aging with Grace Provider Network™.

## Can the program help caregivers providing care long distance?

Absolutely! Services are provided nationally and are very helpful to those caregivers who are involved with a family member living at a distance. The program's eldercare specialists are very knowledgeable about the services and resources available in the area that they cover.

## Who is eligible to join the Eldercare Services program?

Active and retired AFSCME members and their families are eligible.

## Is assistance available for all members of my family?

Yes. Program members are able to access information and seek assistance for any member of their family in need of eldercare services.

## What's the Veterans Administration's (VA) Aid & Attendance Program?

U.S. veterans are entitled to health benefit programs from the federal government? However, few take advantage of the Non-Service Connected Improved Pension Benefit, commonly referred to as the "Aid and Attendance" benefits program. The program's purpose is to assist veterans as well as spouses or widows with paying their out-of-pocket medical expenses. VA considers the program as one of the department's most underutilized offerings.

To qualify for this important benefit, the veteran, either alive or deceased, must have served ninety consecutive days ACTIVE duty with at least one day during wartime with an honorable discharge.

Members of the Eldercare Services program receive a FREE pre-qualification analysis for eligibility for the Veterans Administration's Aid & Attendance.

## How much does it cost to become a member of the Eldercare Services program?

The Eldercare Services program is only \$24.95 a year per family. This fee may be recovered many times over through the significant discounts available to program members.

## How can I enroll in the Eldercare Services program?

To enroll, call the program toll-free at **1-866-570-8588**. An eldercare specialist is available to answer any questions you may have Monday through Saturday from 8 a.m. to 8 p.m. You may also enroll online by visiting [www.afscme.org](http://www.afscme.org).

## How does the Eldercare Services program differ from "free" Internet services?

"Free" Internet referral or placement services provide the following: they search the Internet for properties or services; they provide you with a "laundry list" of available properties or services; they send a "Referral Alert" to the community; and, they may set up an appointment for you to visit. And, for their efforts, they receive a commission from the property or service that you choose. The services that they provide can be easily accomplished by someone with access to a computer and a phone. It stands to reason that they will only refer you to communities or services where they will receive a commission, not necessarily the best place for your loved one.

As a member in the Eldercare Services program, you will receive a multitude of resources to help you with your eldercare issues. All members are entitled to unlimited access to an eldercare specialist, trained to assist you in finding the best solution to your situation. These solutions may range from coordinating services to assist an elderly loved one at home, to guiding a family in how to speak to a loved one on making life style changes, to finding the most appropriate housing option for that individual. Eldercare specialists at the program are salaried professionals who will guide you to the best solution for your situation, helping examine all options available to you and your loved one.

---

SE HABLA  
ESPAÑOL

**1-866-570-8588**

[UnionPlus.org/Eldercare](http://UnionPlus.org/Eldercare)