

# Coordinating Care for Your Aging Parents



## Advocacy Services\* can help provide the personalized support you need.

Advocacy Services\*, included with your Critical Illness coverage at no extra cost, provides more than help navigating through a critical illness. It also provides care coordination services for your aging loved ones. Services are provided to elderly parents and coordinated through you.



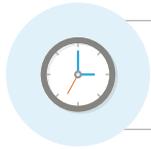
Caregivers are often unpaid family members



10% of adults ages 60-69 with living parents serve as caregivers



1 in 4 family caregivers is a millennial



Millennials average 21 hours a week caring for a loved one

Sources: AARP.com, 2020. Kaiser Health News, 2018.

\* Complex cases requiring extraordinary time or resources, or those cases deemed outside the scope of typical services provided by Gilsbar, may require a direct contractual arrangement with you.

## Managing care for an aging loved one can consume time and energy. That's why our Care Advocates are here to assist you in care coordination.

### Care Coordination Services for Aging Parents

- Assistance with making arrangements for visiting nurses or personal care providers, hospice, home health, or medical equipment
- Assistance finding a doctor, hospital or community resources
- Help scheduling appointments with primary care physicians and specialists
- Assistance with referrals and pre-authorizations
- Assistance transferring medical records, including x-rays and test results
- Explanations of test results after a doctor visit or health screening
- Clarifications regarding recent diagnoses - what they mean and what treatment options are available
- Clarifications regarding recommended treatments, explained in simple and straightforward terms
- Help obtaining a second opinion if requested
- Assistance with coordination of transfers between hospitals or other medical service providers

Contact Advocacy Services at 866-372-5577, Monday thru Friday, 7 a.m.- 7 p.m.

You can also email [customerservice@gilsbar.com](mailto:customerservice@gilsbar.com) at any time.

