

One platform for family caregivers

Frequently Asked Questions

Who is ianacare for and what types of care situations does it cover?

ianacare helps family caregivers coordinate care across any and all conditions and ages. Caregiving situations might include, but are not limited to:

- Chronic conditions, like cancer, Alzheimer's/dementia, diabetes, kidney disease
- Children/adults with special needs/disabilities
- Mental health issues/disorders and addiction
- Eldercare
- Accidents and temporary care
- Veteran support

How does ianacare work to provide resources, 1-1 support, & community?

If you're caring for someone who needs support, ianacare helps to coordinate care and connect you with practical and emotional resources. You can use ianacare for a few weeks or a few years. There is no caregiving situation too big or small to get support when you need it most.

- Start your team and invite supporters to follow your journey or to provide help
- Coordinate, request, and accept practical support from family and friends, such as help with meals, rides, respite care, child care, pet care, house errands
- Keep everyone updated in a private feed - no more text chains or one-off messages
- Connect to curated and vetted local services and resources by any U.S. zip code
Please note that employees will only be able to return U.S. based results at this time.
- Unlock employee benefits that you already qualify for
- Get matched with a personal Caregiver Navigator to guide you through the journey as well as access to on-demand chat

How do I sign up and get started accessing all of ianacare's layers of support?

- [Create your free account](https://app.ianacare.com/affrm): app.ianacare.com/affrm
- Enter your work email address
- Log in on your desktop or download the free mobile app

Who is eligible to participate in the program and access all of ianacare's resources?

All employees and their covered dependents are eligible to use ianacare's solution at no cost. In order to unlock all the layers of support the employee must join the ianacare team as one of the Team Leader roles: care recipient or caregiver.

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| Caregiver | As the primary point of contact, this person is responsible for taking care of a friend or loved one who is unable to care for themselves and requires assistance with daily activities. Caregivers might also be categorized as secondary or remote. Regardless of location, a caregiver is the person with care responsibilities. This role has access to all layers of support including unlimited access to the Caregiver Navigator. |
| Care Recipient | A person receiving short- or long-term care and support for any condition or age. This role has access to all layers of support, including unlimited access to the Caregiver Navigator. |
| Organizer | A person who helps the care recipient or caregiver coordinate support by rallying the team. This person does not have access to the Caregiver Navigator services. |
| Supporter | Family, friends, neighbors, community members who are available to provide emotional and practical support when they can. An unlimited number of supporters can be invited to Personal Social Circles. However, supporters do not have access to local resources, employee benefits, or Caregiver Navigator services. |

Where can I find ianacare’s curated and vetted resources?

In the “Resource” section of the mobile and web app, ianacare groups caregiver resources into 6 key pillars of support: physical health, mental health, care management, work/life, finance/legal, and basic needs support. Within those 6 pillars employees can access expert content, employee benefits and U.S. based local resources.

If I can’t unlock local resources as a non-U.S. based employee, do I have access to all the other layers of support through ianacare?

Yes! While international employees do not have access to return results in their home countries, you have full access to 4 out of 5 of the layers of support:

1. Creating a team
2. Expert content
3. Employee benefits
4. Getting matched with a Caregiver Navigator

Who is a “Caregiver Navigator”?

After you create your ianacare account, employees have access to book a meeting with a Caregiver Navigator. They are a dedicated support system with an expertise in caregiving and provide unlimited, ongoing, and proactive support throughout your caregiving journey.

What information do I need to provide to start the process with a Caregiver Navigator?

To book an initial meeting with a Caregiver Navigator, you will be asked to fill out a quick [intake form](#) within the mobile or web app. This helps the Navigators provide clear and concise emotional and practical support as they start their support journey.

How can a Caregiver Navigator help me with my personal caregiving needs?

Caregiver Navigators provide a wide-range of support unique to your caregiving journey(s):

1. Evaluate your family situation, your loved one’s health condition and your caregiver’s needs.

2. Emotional support: Provide emotional support to the family caregiver, helping them to cope with stress and emotions during your own caregiving/caregiver needs.
 3. Provides resources and assists with researching and referrals for your needs, such as a wide range of checklists (accessibility to end-of-life), financial assistance, legal services, etc.
 4. Continuously monitors the family caregiver's progress and follows up with them regularly to ensure that they are receiving the services and support they need, and can adjust as needed.
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If I don't live in the U.S., how can a Caregiver Navigator support me?

Once a Caregiver Navigator is assigned to you, a Navigator will be able to provide resources regardless of your geo-location, create plans, provide check lists and guide you through your unique situation.

Caregiving example question #1: I am a Polish-based employee. My father is terminally ill with cancer. What resources are available to me through ianacare as I navigate his end-of-life?

Answer: Since each end- of- life journey is so unique and emotional, Caregiver Navigators are experts in providing both practical and emotional support tools and tactics. Navigators walk them through different scenarios, from how to communicate with medical professionals, how to advocate for a loved one, to walking through complicated family dynamics.

Caregiving example #2: As an active employee with parents residing in another country, how can ianacare assist in locating in-home or facility care for my parents, especially when I don't have family who lives nearby? (e.g., parents live in Asia and employee is based in North America)

Answer: Caregiver Navigators can walk you through the best way to find in-home or facility care for your loved ones.

How do I start and manage a team?

For additional support, please review the "Getting Started with ianacare" PDF. After you create your account, all employees have access to start a team, invite friends and family, and manage caregiving responsibilities in one, streamlined platform.

Caregiver example: An ianacare caregiver created a team for their Mom and Dad going through a wide-range of medical issues. She invited her brother, sister-in-law and neighbors to the team.

They track all medical appointments, as well as 18 medications required for her parent's care. They use the system to make requests for help: "Can someone drive mom to her PT appointment next Tuesday?" Etc. They also use the "Updates" feature to share major care milestones so everyone is on the same page. This eliminates the need for text chains and is a private space available only to the team members who download the app.

How does ianacare work with my health insurance?

You do not have to be enrolled in your employer's health plans to use ianacare. Health plan benefits are integrated in ianacare's solution, but it will be clearly indicated if you qualify for that specific benefit based on your plan selection. Local, on-the-ground-services, medical support and other professional resources may have a separate fee structure. All pricing and costs will be listed upfront before you are given the option to continue.

What if English is not my native language?

For caregivers looking to work with a Caregiver Navigator, we will use a translation service to speak with non-native English speakers.

Are other ianacare resources in the app available in other languages?

While we will use a translation service for the Caregiver Navigator layer, other languages are not currently available in the mobile app or web portal at this time. (Check back here for updates.)

Can the mobile app work globally?

Yes. ianacare can be downloaded and used in any country. The local resources layer will only provide programs available in the U.S. at this time.

Is my personal information secure?

We are committed to protecting your security and privacy. We encrypt and store data securely. We only share info to deliver services or benefits at your request. Your employer cannot see your personal data.

If I need customer support, who do I reach out to?

Email info@ianacare.com or reach out to your Caregiver Navigator directly through the web or mobile app's chat feature.

We're here to support you!

Please email info@ianacare.com with any questions or feedback.