



“ I’m so grateful for the Care Coach service. My mom got out of the hospital recently and my sister and I couldn’t agree on what to do next. The service provided a telephone meeting with a Geriatric Care Manager who helped us make a plan that the whole family could agree on. ”

Care Coach: make caregiving *less complicated*

Care Coach provides a way to hold a telephonic “family meeting” with a qualified Geriatric Care Manager (GCM), who conducts a detailed interview of family members, and helps establish a geriatric care plan that family members can agree upon.

- Access one of our consultants by calling 866-320-4760 and indicate that you are interested in Care Coach.
- Invite all interested family members to join the care conference by dialing a provided toll-free conference call-in number.
- The GCM will conduct a series of assessments to identify challenges and determine what resources are available to provide any necessary assistance.
- All aspects of the elder family member’s current condition are discussed and evaluated.
- The GCM then creates a care plan document for the family members to follow.

Additional resources are available through your NYS Employee Assistance Program (EAP). For more information about EAP and other Work-Life Services benefits, please visit www.worklife.ny.gov.

Andrew M. Cuomo, Governor,
State of New York

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Please contact your Human Resources Office, EAP Coordinator, or Work-life Services at worklife@goer.ny.gov for the username and password to access this website or for the toll-free number to call NYS-Balance.

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less complicated