

# LifeCare Specialists

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24/7 personalized assistance from highly trained Care Specialists and helpful online resources to support you with everyday care needs and life events.

## Care Specialists can help you:

- Locate child or senior care that meets your specific criteria
- Navigate financial hardship or strain
- Access legal consultations and services
- Organize a move or relocation
- Find the right emotional support program
- Research colleges, grants, and scholarships
- Provide disaster relief support & resources

## Personalized support

24/7 one-on-one help with parenting, child and senior care, education and more.

## Online resources

Exclusive access to content including guides, articles, webinars and more.

Parenting & Child Care • Seniors • Education • House & Home • Pets •  
Emotional Health • Wellness • Legal & Financial • Career



## Frequently Asked Questions

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### Who are the Care Specialists?

Our Care Specialist team includes former teachers, nannies and autism specialists; social workers and gerontologists; paralegals and relocation professionals—all who have, at minimum, a Bachelor's degree and on average 6.5 years of experience. You will be connected to a Care Specialist who has expertise in your particular area of need.

### How do Care Specialists help?

Our Care Specialists will save you time by researching and identifying licensed providers and care resources that meet your unique needs. Our Care Specialists are available day or night to:

- Assess your needs (e.g., budget, location, type of care, etc.)
- Help you understand care options
- Identify, pre-screen and qualify potential providers using our nationwide database, saving you on average 13 hours per request.
- Follow up to ensure your needs are met.

### What are the qualifications of referred providers?

All providers in our database must at minimum operate in compliance with their state and local licensing regulations. Plus, Care Specialists pre-screen each potential provider before they are referred to ensure they can meet your needs. As part of the qualification process, Care Specialists also check online ratings/reviews as appropriate—and relay pertinent information with referrals.

### How often can I use LifeCare Specialists?

You have unlimited access to this benefit.

### Are LifeCare Specialists services confidential?

Yes, all services are completely confidential. This means when you contact us for assistance, neither your employer nor anyone else will know you have used the services unless you choose to tell them.

## How it Works:

- 1 Enroll and log in to your account through your company's Care.com website to get started.
- 2 Choose the option for the help you need.

