

CareGiver Connections

Program Manual
Care Management for Caregivers Program
Aging-Allies, Inc.



Aging– Allies, Inc. Mission

Our purpose is to provide education, guidance, and advocacy to individuals regarding the complexities of government health insurance programs, including Pennie (Marketplace), Medicaid, Medicare, VA, and Tricare benefits.



- Aging Allies was established to provide comprehensive support to individuals with government health insurance.
- As a one-stop resource, we eliminate the need for clients to seek assistance from multiple agencies or organizations.
- Clients can simply schedule an appointment, and as long as they have government-funded health insurance, we provide comprehensive guidance throughout the entire process—offering support from start to finish, regardless of their age or location.
- If we do not initially have all the answers, our team will thoroughly research solutions and collaborate with other agencies or organizations to ensure progress in each unique situation.
- No issue is too minor or too complex for our attention.

Many individuals with government health insurance are required to make important decisions about their coverage without fully understanding the complexities involved, which can result in inadequate healthcare. At Aging Allies, clients work directly with impartial health insurance coaches who are not agents and have no vested interests, ensuring that the guidance provided is unbiased and tailored to each person's needs.

We are client focused!

We blend expertise, creativity, and a progressive mindset to cater to our clients' changing needs, all while upholding the utmost standards of professionalism.

Clients are always our top priority. Aging Allies is dedicated to serving each individual with integrity. We do not earn commissions based on client choices and are not affiliated with any insurance companies. Our commitment is to take the necessary time with every client to thoroughly address and assess all aspects of their health insurance costs and requirements.

CareGiver Connections

Program Overview



Aging Allies will launch the first Care Management for Caregivers Program across Northeastern Pennsylvania in 2027. The program supports caregivers by simplifying access to essential services, reducing stress, and helping them provide high-quality care for their loved ones. Caregivers frequently face challenges navigating Medicare, Medicaid, Skilled Nursing Facility issues, Waiver applications, PA ABLE accounts, and other complex systems. This program provides structured, knowledgeable support to help caregivers manage these responsibilities efficiently.

Program Purpose

- Facilitate access to essential aging and disability services.
- Empower caregivers to navigate complex systems confidently.
- Help older adults remain safely at home.
- Serve as an intermediary between caregivers and service providers.
- Reduce the time caregivers spend searching for resources independently.



Driving Innovation

We are always on the lookout for new methods to support our clients. By fostering innovation and welcoming new ideas, we provide solutions that effectively address our clients' needs and enhance our communities.

“Our clients are the driving force behind everything we do.” ~ Dana Oravitz, CEO



Counties Committed to Our CareGiver Connections Program

We are dedicated to introducing our CareGiver Connections Program in the following counties:

- Bradford
- Carbon
- Lackawanna
- Luzerne
- Monroe
- Pike
- Schuylkill
- Sullivan
- Susquehanna
- Wayne
- Wyoming



ELIGIBILITY CRITERIA

Eligible Participants

- Caregivers residing in NEPA.
- Individuals caring for aging or disabled loved ones.
- Caregivers needing assistance navigating care systems.

Not Eligible

- Individuals seeking direct medical care.
- Care recipients without an identified caregiver.

SERVICES PROVIDED

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- Medicare navigation.
 - Medicaid application assistance.
 - Skilled Nursing Facility guidance.
 - PA ABLE account education.
 - Provider research (home care, nursing homes, specialists).
 - Application and paperwork assistance.
 - Advocacy during calls, interviews, and appointments.
 - Ongoing follow-up as needs evolve.
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Care Management Structure

A. INITIAL CONSULTATION

The care manager conducts a comprehensive intake meeting to:

- Identify caregiving challenges.
- Document care recipient needs.
- Establish ten primary goals for the loved one.
- Review current services and gaps.

B. TEN PRIMARY GOALS

Each caregiver outlines ten essential goals for their loved one.

These goals serve as:

- A road map for care management.
- A benchmark for measuring program success.
- A tool for prioritizing volunteer assignments.

C. THE CARE MANAGER

- Assigns tasks to trained volunteers.
- Oversees research and information gathering.
- Ensures accuracy and alignment with caregiver preferences.
- Presents organized options to the caregiver.
- Assists with calls, interviews, and next steps.

Roles & Responsibilities

Volunteer Roles & Responsibilities

- Researching providers and services.
- Gathering resource options.
- Compiling organized lists for care manager review.
- Assisting with administrative tasks.
- Documenting findings clearly and accurately.



Together We Practice

- Confidentiality and privacy standards.
- Communication protocols.
- Understanding aging-related services.
- Professional conduct expectations.

Care Manager Responsibilities

- Conduct intake and establish goals.
- Assign tasks to volunteers.
- Review and verify volunteer findings.
- Present options to caregivers.
- Assist with calls, interviews, and next steps.
- Maintain advocacy and ongoing support.
- Track progress toward the ten goals.
- Document outcomes and barriers.

Workflow Process

Step 1: Intake

Caregiver completes intake form and identifies top ten goals.

Step 2: Assessment

Care manager evaluates needs and prioritizes tasks.

Step 3: Task Delegation

Volunteers complete assigned research and report findings

Step 4: Presentation of Options

Care Manager provides organized options and recommendations.

Step 5: Support & Advocacy

Care Manager assist with call, interviews, and applications.

Step 6: Follow-Up

Regular check-ins ensure evolving needs are addressed.

Step 7: Completion & Evaluation

Success measured by completion of the ten goals with the arranged timeframe.



Measuring Success

- Completion of caregiver's ten goals.
- Improved caregiver confidence.
- Reduced stress and time spent navigating services.
- Increased access to appropriate resources.
- Positive feedback from caregivers and partners.

Program Values

- Compassion
- Advocacy
- Respect
- Efficiency
- Empowerment

Recommended Donation

The program recommends a suggested donation between \$35 and \$50 per goal list to support the ongoing services provided. This donation helps sustain the quality and availability of case management and volunteer assistance.

