

# Our Process

1

## Structured Intake

Every case starts with a comprehensive intake with a dedicated Care Expert. Care Experts lead our Care Teams and serve as your single point of contact.



2

## Expert Discovery

We don't accept assumptions — we challenge them. Our discovery process includes interviews with loved ones, virtual in-home assessments, medical records review, and much more.



3

## Comprehensive Solutions

Data we collect is integrated into our Expert Caregiving Platform, which helps our Care Teams uncover gaps in care that others may miss. Comprehensive solutions and recommendations are presented in a Care Plan, which serves as a guide to getting you and your loved ones on the right path.

76%

of our members  
discover they need  
to be on a different  
care path.

4

## Ongoing Support

Caregiving is a process. It's normal for care needs to change and new challenges to arise. It's why our Care Teams offer ongoing support to you and your loved ones and adjust Care Plans as circumstances change.

