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# We're here to help.

We all need a pal sometimes. That's why your employer is partnering with Papa to offer you an extra set of hands—when, where, and how you need it most. Papa provides flexible family care for you and your loved ones—children, aging parents, and pets.



## Caring for Loved Ones

We can't always be there in person for the ones we love. Papa Pals are available as companion caregivers nationwide and virtually to provide a little extra help to aging or ill family members.



## Companionship

Papa Pals love a good card game, stroll down memory lane, or a new recipe. If it's good company you need, they've got it in spades.



## Child Care

We offer companion caregiving to members of all ages and their little ones. Parents can rely on Papa Pals for homework supervision, after-school snacks, and playtime.



## Transportation

Need a ride to a doctor's appointment, help running errands, or picking up groceries? They'll safely get you where you need to go.



## Everyday Tasks

Keeping up with the house can be overwhelming. Papa Pals offer light cleaning and yard work, meal prep, organizing, pet help, and more.



## Technology Assistance

Our Papa Pals help you set up and learn how to use devices and applications to stay in touch with loved ones, enjoy games, and so much more.

## Scheduling your visit is easy!

- 1 Enroll online at [papa.com/care/signup-info](https://papa.com/care/signup-info)
- 2 Download the Papa Care app in the Apple or Google Play store to request your live or virtual visits.

For more information call 1.844.299.4126 (TTY:711); Everyday 8 a.m. to 8 p.m. EST.

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# Frequently Asked Questions



## What is Papa and who are Papa Pals?

Papa provides flexible family care to you and your family members, right to the front door. Papa is powered by our Papa Pals, a national network of adults who provide friendly human support, when, where, and how it's need.

## What can Papa help me with?

Papa Pals are ready to help you and your loved ones—including spouses, parents, children, and pets—both in-person and virtually. They can assist with companionship, transportation, light household tasks and errands, entertaining children or pets, and more! Papa Pals do a lot, but they don't do it all. They can't provide assistance with specialized medical care, such as bathing (including changing diapers), medication administration, dressing, feeding, ambulating, and tending to personal hygiene.

## How does it work?

Our Papa Care app makes it simple for you to schedule and manage at-home or virtual visits, and specify personal, child, or elder care needs. Once you request a Papa Pal, we use a powerful algorithm to determine the best match for you, and the visit is scheduled.

## How many hours of time do I get with my Papa Pal and is there a cost?

Your coverage comes with a set number of Papa Pal service hours per year. You are eligible for 10 allocated hours of Papa Pal services per year at no cost to you.

## I love my Papa Pal. Can I request the same one for all my visits?

Absolutely! You (or your loved ones) have the ability to select and request "preferred" Papa Pals for every visit. As long as they're available at your requested time, they'll be there!

## How do you qualify Papa Pals, and do they follow COVID-19 protocols?

You can trust our Papa Pals. In addition to following COVID-19 safety protocols, they undergo criminal background checks (federal and state), a motor vehicle record check, and participate in ongoing training and education.

## My employer-sponsored plan includes child care, what are the details?

Our Papa Pals are here to support you with caring for children ages 3 and above, provided that the parent or guardian is present. Transportation is available if the parent or guardian is present and able to install the child's car seat, if applicable.

For information on the taxability of this benefit, please check with your employer to learn more.

The Self-Funded Program through Allstate Benefits provides tools for employers owning small to mid-sized businesses to establish a self-funded health benefit plan for their employees. The benefit plan is established by the employer and is not an insurance product. Allstate Benefits is a marketing name for: Integon National Insurance Company in CT, NY and VT; Integon Indemnity Corporation in FL; and National Health Insurance Company in CO, WA and all other states where offered. For employers in the Allstate Benefits Self-Funded Program, stop loss insurance is underwritten by these insurance companies in the noted states.