



Family Caregiver Support by Carallel®



You care. We help.

For the daughter **juggling** a full-time job and full-time care for her father with dementia, the person **helping** their best friend through cancer treatment, and the couple **planning** to live independently for as long as possible.

For the wife **trying to manage** their spouse's dialysis and keep their head above water and the son **worried** about his mom's driving and **unsure** what to do next.

For the sisters who **disagree** about their mom's medical care, and the person who **doesn't have time** to research home modification services or know where to start.

You are a caregiver, and Carallel is here for you.

With all you have to shoulder, you can depend on Carallel for support, guidance and easy-to-use resources.

Ask our Care Advocates how to:

- Stay safe at home
- Afford caregiving
- Plan for what's ahead
- Tackle difficult topics and conversations
- Manage your own health and wellness

24/7 access to digital tools

- Build community and manage tasks
- Access information about caregiving topics
- Watch videos to help you help your loved one
- Find the right resources for you

Call us to get started: 1-877-701-4532

Monday - Friday, 7 a.m. - 6 p.m. CT (TTY 711)

Log in: app.carallel.com/amerihealthcaritasvipcare

Frequently asked questions

Am I a family caregiver?

You are a caregiver if you provide care for a spouse, family member, friend or loved one. That could mean helping with doctor visits, medications, groceries, expenses, or planning for the future.

Why use Carallel?

It can be hard to cope with caregiving responsibilities or feel that you're doing the "right things". Carallel's Care Advocates and digital tools make it easier.

How can a Carallel Care Advocate help me?

Care Advocates are caregiving experts. They're here to listen, do research, and chart a path forward that you can feel confident about. They can help you manage your loved one's health conditions, navigate family dynamics, find in-home care providers, and more.

Is there a charge to use Carallel services?

No. Carallel is part of your AmeriHealth Caritas VIP Care (HMO D-SNP) plan benefits. There is no cost to use the service.

Who can use Carallel services?

Any AmeriHealth Caritas VIP Care member's family and friends can use Carallel services. Just have the member's ID number ready when you call.

AmeriHealth Caritas VIP Care is an HMO D-SNP plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to members. Enrollment in AmeriHealth Caritas VIP Care depends on contract renewal.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-964-4433 (TTY 711) de 8 a.m. a 8 p.m., los siete días de la semana. La llamada es gratuita.

تتويبه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجانًا. يُرجى الاتصال بالرقم ، من 8 صباحًا إلى 8 مساءً، سبعة أيام في الأسبوع. المكالمات مجانية. (TTY 711) 1-844-964-4433

You can also get this information for free in other formats, such as large print, Braille, or audio. Call 1-844-964-4433 (TTY 711), 8 a.m. – 8 p.m., seven days a week. The call is free.