

Member FAQs: Care Planning

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What is Wellthy?

Wellthy is a digital caregiving support solution that meets you where you are in your caregiving journey. Whether you need hands-on support from our team of care experts, or prefer to use the suite of tools within the Care Dashboard on your own, Wellthy is here to help.

What is Care Planning?

Care Planning is a recently launched planning tool designed by a team of Wellthy caregiving experts that reduces the time, stress, and financial strain of future caregiving responsibilities. Through a comprehensive, step-by-step plan, Care Planning prepares members for caregiving by offering curated educational content and actionable to-dos within an organized, user-friendly digital platform.

How does Care Planning work?

Start a Care Plan to prepare and answer common questions related to future caregiving responsibilities. Care Plans are structured into Care Paths, so you can stay organized and address a wide-range of caregiving situations.

Once you finish a Care Path, feel accomplished, you're one step closer to completing your Care Plan. Care Paths intuitively group action items so you can see all of their related tasks together.

Complete step-by-step action items to capture notes, upload documents, and learn from a collection of curated caregiving information.

Who is Care Planning for?

Care Planning addresses the needs of caring for an aging loved one. Future releases will provide content serving all stages of life, including planning for childcare needs and loved ones with complex health conditions. Care Planning empowers you to confidently prepare for those who look to you for care. Nearly a decade of providing caregiving support, Wellthy care experts have determined that the largest need today is planning for an aging loved one.

What are some examples of Care Planning?

- Planning and researching long-term housing
- Understanding financial needs associated with caregiving
- How to plan and have conversations around end-of-life

How do I get started?

Log in to your Wellthy account and click “Plans” from the left-hand side navigation window. If you are new to Wellthy, simply create an account and click “Plans”. If you need additional assistance, please contact support@wellthy.com.

What if I'm already using a Care Coordinator?

No problem at all. Working with a Care Coordinator and Care Planning is a perfect match. While Care Coordinators help you with current and immediate needs, they can also walk you through the Care Planning tool and show you the best Care Paths to help prepare you for future caregiving needs.

Who can I share my information with?

You can share information from Care Planning with anyone you'd like. Some examples may be a family lawyer, others within the loved one's care circle, a physician, or a Care Coordinator.

Does my employer have access to this information?

No. All information shared with Wellthy is subject to HIPAA compliance and is not accessible to your employer. We take privacy very seriously. Only with your consent, a Care Coordinator may share information with doctors, family, caregivers, or other providers in order to arrange care. Care Coordinators only share employee/family information if it's approved by you and in your best interest.

Where is my information being stored?

All of your information is safely stored on Wellthy's secure servers and is accessible to you 24/7.

What happens if I leave my current position?

No problem at all. If you leave your current position that is offering Wellthy as a benefit, you can:

1. Continue to use Wellthy through a private pay option, or
2. Download your information to a computer or another storage option.

This is your planning information and it's only valuable if you can access it throughout the process.

Who can I contact with additional questions?

If you have any questions, don't hesitate to reach out to a Wellthy Care Coordinator. For those who are new to Wellthy, please feel free to email us at support@wellthy.com or give us a call at (877) 588-3917.