



## What is Wellthy?

Wellthy is your modern healthcare concierge, improving the healthcare experience for families with complex care.

## Why Wellthy?

We believe that there is a silent, massive caregiving crisis impacting families, companies, and our country. This is caused by a confluence of factors—we have a large aging population, these people will live longer with more chronic conditions than ever before, families live apart from one another, and our healthcare and eldercare systems are the most complex, opaque, and expensive in history. The result for families is that managing complex care ends up being enormously stressful and overwhelming. We want to make it easier!

## How does Wellthy work?

With Wellthy, PNCE Health and Welfare Trust members and their families get assigned a dedicated Care Coordinator (think: personal healthcare project manager) who:

- schedules appointments
- refills prescriptions
- handles prior authorizations
- sources and vets in-home aides
- handles a move into a care facility
- contests insurance bills
- and much more

Especially for PNCE Health and Welfare Trust members with sick or aging loved ones (i.e. parent with Dementia, spouse with Cancer, child with Autism), they will save time, money, and stress by getting Wellthy's expert Care Coordinator to help.

## When is the service available?

Starting January 1, 2019 PNCE Health and Welfare Trust members have fully covered access to Wellthy as part of a pilot program.

## What family members are covered?

Covered families can use Wellthy to help with parents, in-laws, children, spouses, and siblings. In some cases, we've had employees who are legal guardians for their aunt and uncle and others who are living with and helping to take care of grandparents. We will dive in and help out regardless of the relationship as long as it is a close enough relationship that care needs are impacting the employee.

## How to get started?

- Go to [wellthy.com/pncehwt](http://wellthy.com/pncehwt)
- Click **Get Started**
- Create an account
- Answer a few questions about the complex care situation
- When asked **Does your employer cover the cost of Wellthy or offer a Discount?**, select **Yes, I'm Covered!** and enter **PNCE**.

## What are employees' responsibilities?

We ask that they're responsive and respectful of our Care Coordinators and their time. We want to do the best we can for families but sometimes this requires us to gather additional information and guidance from the employee. The more helpful employees can be to us, the more help we can provide!

## What are some use cases for the service?

Here are some examples of families we're helping:

- Parent who is older and has Dementia
- Spouse with a Cancer diagnosis
- Child with rare autoimmune conditions
- Sibling with mental health concerns
- Parents-in-law with multiple conditions including MS, Alzheimer's, heart disease

## Is there a cap on time a Care Coordinator will spend helping a family?

There is no maximum on the time we'll spend to ensure all PNCE Health and Welfare Trust families are supported!

## Is information confidential?

We take privacy very seriously. With employees' 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 in their best interest.

## Are there out-of-pocket costs?

As part of the pilot, Wellthy's service fees are fully covered by PNCE Health and Welfare Trust. But, when we set up services and professionals (i.e. transportation, an in-home aide) that are not covered by insurance, the family is responsible for covering the cost. We will always provide transparent information and options when there are out-of-pocket fees involved.

## What conditions can Wellthy help with?

Any and all! We let doctors and specialists focus on treating conditions. We help with everything else, including assisting with the administration and logistics (resources, service providers, billing, appointments, etc.). We work closely with employees, so if the conditions require specific considerations, we can be there every step of the way.

## Where is Wellthy available?

The Wellthy service is available nationwide in the US. Since the service is virtual and powered by technology, we can connect and work with people on the East Coast, West Coast, and everywhere in between.

## What is the background of a Wellthy Care Coordinator?

Wellthy's Care Coordinators are mostly social workers by background, and in many cases, can personally relate to the families we work with. They have previously worked in hospital, insurance, and other healthcare settings. Most importantly, they are passionate about working with families to ease their care burdens. We carefully screen all candidates before certifying someone as a Care Coordinator.

## What will a Wellthy Care Coordinator do for a family?

Wellthy's Care Coordinators are skilled and trained to help families navigate and manage all aspects of care. Just like enlisting a financial planner to help with your investments or a wedding planner to manage your special day, families should seek expert assistance to help guide them through major care decisions and events. Care Coordinators will put together a gameplan and then get things done.

As seen in