

Carallel | Priority Medicare benefit brief

Short description Caregiver support

Vendor Carallel®

Summary Carallel's caregiver support provide an unlimited service to help caregivers. Members/ caregivers are matched with Care Advocates who have a vast knowledge of topics such as:

- Social needs
- Housing insecurities and resources
- Family communication coaching
- Community services
- Legal aid
- Making sense of legal documents
- Key financial planning
- And more...

These Care Advocates have all been caregivers themselves.

Members/caregivers are matched to specific advocates based on their unique needs. Care Advocates provide on-demand support and guidance by building trust, developing a personalized plan and working to close the loop to resources.

Where services may be performed Services can be performed virtually or telephonically.

Authorization required? No.

Accessing and using the benefit Members can sign up for Carallel's caregiver support services by calling **877.715.7872**, 8 a.m. to 7 p.m. ET, Monday through Friday. TTY users call 711.

They can also sign up online at app.carallel.com/priorityhealth to access MyCareDesk, a digital platform that includes a comprehensive suite of digital tools and resources dedicated to family caregivers and their questions and needs. Registration requires a PriorityHealth member ID.

**Coverage
criteria**

Eligible plans include PriorityMedicare Vintage, Edge and D-SNP. Members with other PriorityMedicare plans are not eligible for Carallel services.