

Seniorlink COVID-19 Related FAQs

How has Seniorlink responded to the COVID-19 pandemic?

Seniorlink has transitioned the entire organization—545 full and part-time staff—to remote status. Additionally, through a combination of phone and the use of Vela, our HIPAA- secure communication and collaboration app, our care teams are communicating with the families we serve across the nation and conducting assessments and home visits virtually, in accordance with federal and state guidance. We have also updated our extensive library of care protocols, that you may know as CarePaths, to include COVID-19 related content to help families as they care for their loved ones at home.

How is Seniorlink supporting caregivers during the COVID-19 pandemic?

All of our care teams and care advisors are working remotely. Thanks to Vela, our HIPAA-secure communication and collaboration app, we are able to “visit” our families virtually, so they can remain safely at home. During these conversations, our care managers and coaches are supporting families with our CarePaths, proven care protocols that address topics that are tailored for family caregivers. Protocols include COVID-19 Risk Management for Caregivers, Hand-washing and Coughing Etiquette, Reducing the Spread of Illness in the Home, Managing Stress during Quarantine and Isolation, Planning for Advanced Directives and more.

Is Seniorlink accepting new families?

Yes. We are accepting new families that meet state eligibility requirements. We are a resource for families during this difficult time. If you are receiving questions from members, please have them fill out the “request services” form listed at the top of this site or have them call one of our care advisors who can consult with them regarding their eligibility for one of our programs. Call hours are Monday - Friday (9 a.m. – 5 p.m. EST). The number is: 866-797-2333.

What is Seniorlink?

Seniorlink is a tech-enabled health services company focused on keeping care in the home, where family caregivers play a pivotal role. Our solutions combine collaboration technology through our proprietary app, Vela, evidence-based clinical protocols, and the human touch of dedicated care teams working in partnership with family caregivers. Seniorlink's solutions

lead to improved outcomes, cost savings, and improved consumer engagement and satisfaction for health plans and providers.

What is Vela?

Vela is our HIPAA-secure communication and collaboration app. We ask caregivers to download Vela so they can regularly communicate with their care teams, including Seniorlink care coaches and nurses. Vela's most used features are its chat function, setting appointments/reminders, sharing and storing files. We also use Vela to push payor messages, at their request, to members through their family caregivers. Vela enables us to capture daily notes completed by the family caregiver in an electronic format and to use the information to monitor participant health and caregiver support needs. Vela has great benefit for our partner organizations- offering a window into the home in between scheduled interactions which is particularly useful now that home and medical office visits are not occurring. Vela allows us to capture actionable intelligence from the caregiver, allowing us to deploy tailored surveys (e.g. COVID health screens) to identify challenges in the home, including SDOH challenges, and help to close care gaps ultimately impacting health outcomes. To learn more, go to vela.care

Who is on a care team from Seniorlink?

Our care teams are comprised of nurses, social workers, care coordinators and care coaches.

What do our care coaches do?

With some clients/ in some states we employ care coaches. Our coaches are supported by our clinical leadership and go through the Seniorlink Coaching Program where they learn strategies on coaching caregivers and using our technology, Vela so that they can be a designated support resource for family caregivers. This typically means they will support family caregivers in caring for their loved ones via Vela, our communication and collaboration app or on the phone. They address key questions around the health of their loved one, and share information, education, and local resources in the community. Essentially, coaches are available to give your families the help they need, when they need it.

Are you only supporting people who are 65+?

Seniorlink supports adults 65 and over, individuals with disabilities, as well as people who meet other eligibility requirements depending on state, program, and complexity of care needed.

Could Seniorlink be a good partner for my business?

We support partners that care for families where family caregivers play a pivotal role in care. We work with state governments, health plans, Senior Care Option/One Care Plans, Medicare Advantage insurers, select employers, as well as a variety of other referral agencies and partners. Please reach out if you'd like to know more about Seniorlink.