



Caring for those who care for others

Caregivers—friends or family—take care of others. We take care of the caregiver.

Managing your health or a loved one's comes with twists and turns, ups and downs.

As an Independence Blue Cross (IBX) Medicare Advantage plan member, you have access to caregiver support services from Carallel. This support is available to you if you are a caregiver for a loved one or for those helping to care for you.

At Carallel, we know caring for others can be rewarding, yet difficult. That's why we're here to help guide and support you.

Carallel can help caregivers with:

- Talking through what you are experiencing.
- Connecting with support groups to gain community.
- Figuring out safety at home.
- Planning follow-up care and recovery.
- Navigating and managing important insurance, medical, and financial documents.
- Staying coordinated with Care Management at IBX.
- Tips and resources for self-care, wellness, and more.

Contact Carallel today to receive caregiver support

Call 1-877-715-0877 (TTY/TDD: **711**), Monday through Friday, 8 a.m. to 7 p.m.

Or visit:
app.carallel.com/ibxmedicare



Before, I was out on a limb. But now, I feel anchored thanks to Carallel. It makes a big difference. This wonderful organization will help whether you think you need it, or not."

— Sylvia, a Medicare Advantage member and caregiver who gets assistance from Carallel

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 difficult to handle caregiving responsibilities. It can feel that you're not 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 IBX Medicare Advantage plan benefits. There is no cost to use the service.

Who can use Carallel services?

Any IBX Medicare Advantage member, or the family and friends of an IBX member can use Carallel services. Just have the member ID number ready when you call.

How do I get started?

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Carallel is an independent company that provides caregiver services.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company —independent licensees of the Blue Cross and Blue Shield Association.

Independence Blue Cross offers PPO, HMO-POS, and HMO Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross PPO, HMO-POS, and HMO Medicare Advantage plans depends on contract renewal.