

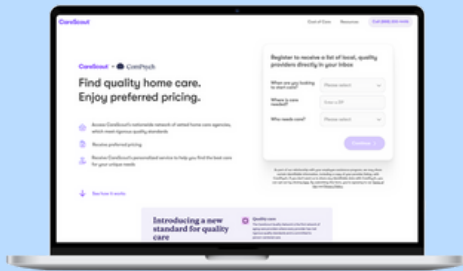
CareScout Quality Network

Finding quality home care support for a loved one can be complicated. CareScout helps families find care providers that meet high quality standards and offer preferred pricing.

From planning for aging care to finding quality care providers, CareScout is a trusted guide to help provide the right care for a better aging experience.



CareScout offers ComPsych members:



- Easy access to vetted, quality local care providers
- Guidance to help understand aging care and options
- Dedicated support for ComPsych members
- Preferred pricing up to 15% off what you would typically pay if you went directly to home care providers

It's Easy to Start Your Journey with CareScout

1

Click "Quality Care Network" in Guidance Resources app

2

Submit a CareScout form on CareScout to get a list of local providers

3

Receive your CareScout ID via email

4

Select your care provider and share your ID to access preferred pricing

24/7 Live Assistance

Call: GuidanceNowSM
 App: guidanceresources.com
 Online: guidanceresources.com

TRS: Dial 711
 Web ID:

→ Scan for more resources



CareScout Quality Care Network FAQs

How do members access CareScout?

Members can access CareScout through GuidanceResources® Online by navigating to the available resources and clicking on the icon “**Quality Care Network (HomeCare)**.” Members will also receive information about how to access CareScout in the Resource Packets provided by ElderCare Specialists.

How do members get started with CareScout?

Members enter a few details about their needs and submit the form to receive an email that contains a list of vetted care providers in their area and their CareScout ID.

How do members select a provider?

Members can call the listed providers in their area to learn more about their services and availability before selecting a provider. Once a provider is selected, the member shares the unique CareScout ID to receive preferred pricing.

If the member needs more support securing or managing a provider selection, who can they contact?

If a member has questions about the provider, they can call a dedicated CareScout support line for ComPsych® members: **888.200.4496**, M-F, 8:30 a.m. - 6 p.m. ET.

How do we know that our members are actually receiving a discount?

All invoices are verified by CareScout to confirm that the appropriate discount has been applied prior to the Provider billing the customer. This added service ensures that customers receive accurate rates and reflects our commitment to quality assurance.

The discount is “up-to” 15%. How is the percentage calculated by provider?

CareScout Quality Network providers agree to offer CareScout members a discount when they join the network. As a result, CareScout members typically receive a discount of up to 15% on standard rates.



How does CareScout choose the Home Care agencies that are in the Network?

To become a CareScout Quality Network provider they must provide up-to-date credentials, including licenser and insurance; undergo a survey of their business practices, staffing and training, demonstrate their financial health, and meet all applicable safety and regulatory requirements.



Live
Assistance

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