

Senior Caregiver Assistance

Powered by DUOS

The senior population in the US is becoming more significant than ever, shifting our nation's demographics and health and social demands. In addition to their sheer numbers, baby boomers have different expectations than their predecessors. Nearly 90% want to age at home¹ but will end up living alone, increasing their risk of accidents, loneliness, nutrition issues, transportation problems and the like.

The burden of care is often placed on adult children or other family members, many of whom have full-time jobs and kids of their own. Unpaid-caregiver burnout among these "sandwich generation" individuals often impacts their performance and engagement at work.

4 out of 5 participants stay engaged in the program after 3 months

World-class Net Promoter Score of 70+

Magellan Healthcare's Senior Caregiver Assistance, powered by DUOS, combines human contact with technology that can give caregivers much-needed support and enable seniors to live full lives.

How it works

Our solution pairs the caregiver and their senior with a trained personal assistant, or Duo. The Duo meets with the caregiver to do a comprehensive assessment of the needs of their loved one. The Duo then works with the senior via texts, phone calls or video chats.

During regular check-ins, Duos:

- Provide companionship
- Help manage social determinants of health
- Assist with social determinants of aging

Taking the burden off the caregiver

The DUOS platform aggregates all seniors' insurance benefits and free community resources to address social determinants of health. Individuals work with their Duos to connect with social support and resources to manage:

- Healthcare access
- Behavioral health needs
- Transportation access
- Safety concerns
- Housing challenges

Duos take all this work off the caregiver's shoulders, enabling them to enjoy their time with their loved ones.



Ready to talk to someone about transforming your employee experience?
Visit MagellanHealthcare.com/eMbrace or email MHCinfo@MagellanHealth.com.

1. AARP