



Caregiving can be challenging. We Make it Easier.

Caregiving Support

If you are caring for a loved one, you may want help making caregiving decisions and reducing the hassle that comes along with caregiving. And if you are receiving care from a family member or friend, now you can help them too by giving them access to **MyCareDesk!**

Support you can trust

MyCareDesk provides tools and resources caregivers need so they can focus on making good decisions about their loved one's care with more confidence and less hassle.

Contact Information

 1- 833-676-0660 (TTY 711)

 morecare.mycaredesk.com

Everything you need. All in one place.

At MoreCare we care about you and your loved one. We appreciate how challenging caring for another can be—and how challenging it can be to depend on others for care. We're here to support you and your caregivers with resources and tools to make your lives easier.

That's why we've given you access to **MyCareDesk** and the **Care Advocate Support Line**. You'll find the information, tools and resources that support and guide you through your caregiver journey - to care for your loved one...and yourself!

- 1 Organize:** Keep track of important documents, appointments, tasks, photos and videos.
- 2 Consult:** Speak with our trusted and experienced Care Advocates.
- 3 Collaborate:** Create your own care team and then share information, tasks and decision making.
- 4 Learn:** Access tools and resources on topics like health, finances, lifestyle, senior living and in-home care.

Getting Started with

MyCareDesk™

Provided by

MoreCare®

A Medical Home Network Affiliate

How Do I Set Up a MyCareDesk Account?

To get started, visit morecare.mycaredesk.com and click on “Register”. You’ll need to enter:

- Your MoreCare Member ID
- An active Email Address
- The Name of the primary MyCareDesk account user (this could be you or your caregiver!)

You can also register by speaking to a Care Advocate at **(833) 676-0660**.

Remember: You or your caregiver will need to provide an email address to register for MyCareDesk.

Reminder

You can begin using MyCareDesk and the Care Advocate Support Line as soon as your benefits are effective.

Who can use MyCareDesk and the Care Advocate Support Line?

This benefit can be used by a MoreCare member or the member’s caregiver.

Tip! Once you create a MyCareDesk account, you can include other friends and family in the caregiving process by creating a Care Team.

How much does this cost?

This benefit is **available at no cost** for MoreCare members and their caregivers.

Questions? We’re here to help.

Contact MoreCare Member Services at **844-480-8538 (TTY 711)**.

Using MoreCare’s Care Advocate Support Line

What is a Care Advocate? How can they help?

Care Advocates are trusted, senior care experts. They listen, advise, guide and help create a path forward that you can feel confident about, for a wide range of caregiving topics, from advanced life planning to just providing a listening ear.

How do I connect with a Care Advocate?

Care Advocates can be reached by phone at **(833) 676-0660**.

- Monday – Friday, 7 a.m. to 6 p.m. CST.

Remember: You’ll need to have your MoreCare Member ID handy.

Tip! You can also connect with a Care Advocate through email or live chat at morecare.mycaredesk.com.

Do I need to have a MyCareDesk account to use MoreCare’s Care Advocate Support Line?

No! You don’t need a MyCareDesk account to access Care Advocates over the phone.

Just remember to have your MoreCare Member ID handy.