



Medicare  
Advantage  
Plan by PTHP

# Here to help.

We all need a pal sometimes. That's why University Hospitals Medicare Advantage Plan by PTHP is partnering with Papa to offer you access to a network of friendly helpers—Papa Pals.

## Help right to your front door.

Papa Pals can provide great company and help with everyday tasks such as errands, <a ride to an appointment,> grocery shopping, meal prep, and more. Papa is here when, where, and how you need it.



Do you need a board game buddy or a walking partner?



Looking for a ride to the doctor or to run some errands?



Would you like a hand with dinner or light house tasks?



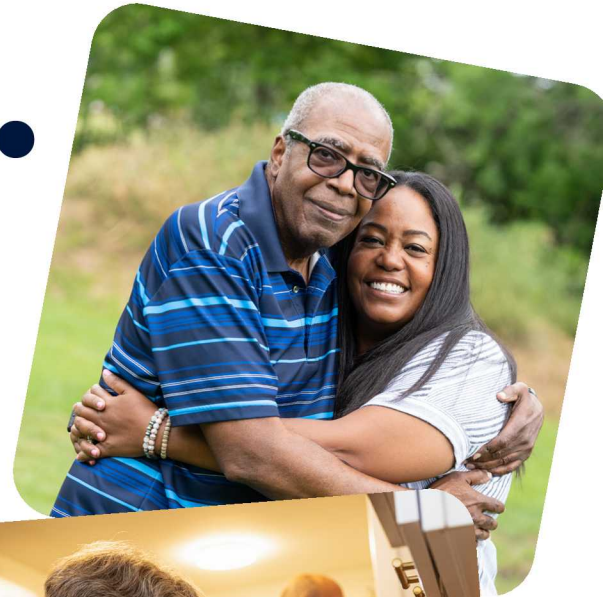
Need tech help with computers or smartphones so you can keep in touch with family and friends?

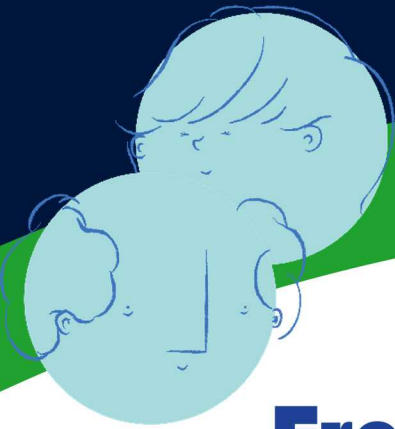
Through your health plan, you have access to 40 hours of help from a Papa Pal per year at no cost to you.

## Scheduling is easy.

Call 833-215-8611 (TTY:711); everyday, 8 a.m. – 8 p.m. local time.

Visit the **Ask Us Anything** section at [papa.com/members](https://papa.com/members) for our safety policies, Community Standards, and visit regulations.





# Frequently asked questions

## What is Papa?

Papa is a companion care benefit available through your health plan. A network of background-checked Papa Pals offer a hand to help, when, where, and how you need it most. Papa Pals support you in-person or by phone with companionship and everyday tasks.

## What types of services can Papa Pals provide?

Papa Pals do a lot, but they don't do it all. They provide companionship, assist with house tasks, will give you a ride when you need it, help run errands or go grocery shopping, offer pet help, tech help, an exercise buddy, assist with meal prep, and more. Papa Pals don't assist with medical care, such as bathing, medication administration, dressing, toileting, brushing teeth, and feeding.

## What type of house tasks can my Papa Pal help with?

Papa Pals can help with light house tasks such as dusting open surfaces, wiping down counters, sweeping, folding clothes, organization, meal prep, and physical safety tasks, like changing lightbulbs. Papa Pals don't do activities you would pay a professional to do such as deep cleaning, lawn care, power tool usage, climbing ladders, or lifting over twenty pounds.

## How many hours do I get with my Papa Pal, and is there a cost?

Through your health plan, you have access to 40 hours of help from a Papa Pal per year at no cost to you.

## I love my Papa Pal. Can I request the same one for all my visits?

Yes! You may request "preferred" Papa Pals. As long as they're available at your requested time, they'll be there!

## What safety precautions are followed when hiring Papa Pals?

Papa Pals come to Papa because they care about helping people like you, in their communities. Prior to enrolling any new Papa Pal into the program, we conduct an extensive background check and perform motor vehicle record searches in every state for those conducting transportation visits.

We also educate Papa Pals on our Community Standards, which they must agree to before each visit; and we provide onboarding information covering topics like the role of a Papa Pal, services that are in and out of scope, safety policies, and how to respond in an emergency. For more information on all that we do to keep our members safe, please visit [papa.com/papa-safety](https://papa.com/papa-safety).

