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family first

# Combating Caregiving Stress with Family First

Caregiving is a rewarding and noble act, but it can feel overwhelming, stressful, and isolating. MetLife Legal Plans has teamed up with Family First to provide customized caregiving solutions. **Receive UNLIMITED access at no additional cost** to a team of highly trained experts who will examine your unique situation and create a care plan for your loved one.[1]

## Holistic caregiving solutions

With a team of certified nurses, social workers, mental health professionals, and physicians, Family First delivers effective and personalized caregiving solutions. You will have a dedicated Care Expert to work alongside you throughout your journey, providing live, proactive assistance for as long as it takes to solve every challenge. They can help you find resources, research solutions, book appointments, create a custom Care Plan for your loved one, navigate obstacles with insurance companies, and so much more!

## Innovative digital resources

Utilizing a database of 500,000 organizations across the U.S., Family First helps caregivers leverage their employee benefits, health plan offerings, as well as private and public programs. They also offer a wealth of online tools to streamline caregiving tasks, reducing stress and burnout.

**Online articles and education tools**

**Cloud-based document storage**

**Sharable calendar to track events and appointments**

**Digital collaboration tools**

## Family First helps caregivers with:

### School-aged children/ neurodiversity

- Provide accommodation/IEP resources
- Obtain childcare/daycare
- Assist with life transitions (new schools, college preparation, etc.)
- Find tutoring resources

### Chronic illness, injury, or disability

- Obtain medical records
- Locate support groups
- Navigate Family and Medical Leave Act (FMLA)
- Schedule appointments/transportation
- Provide in-home care resources

### Aging loved ones

- Establish dementia and Alzheimer's care
- Navigate Medicare/Medicaid and SSDI
- Review assisted living/nursing homes
- Address caregiver burnout

### End-of-life care

- Locate grief and counseling services
- Research palliative or hospice care
- Review powers of attorney, wills, and estate plans

**...and much more!**

[1] Unlimited access refers to Family First coverage only

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## Alice's caregiving journey

Family First uncovers and supports a full spectrum of caregiving challenges. Learn how Family First Care Teams supported an actual caregiver below.

Alice reaches out to Family First to discuss the care she is providing to her parents in their home a few days a week.

A Care Expert conducts a comprehensive intake with Alice and develops an initial care plan. The Care Expert uncovers that Alice believes her mother shows signs of dementia, and that Alice is emotionally and financially overwhelmed with her caregiving responsibilities.

Alice's Care Expert collaborates with an Expert Care Team of clinicians and community resources to assist Alice. The Care Team identifies an adverse drug reaction causing dementia-like side effects and facilitates a care conference with Alice, her mother, and the treating physician.

The Care Expert finds and schedules weekly home care and meal delivery services to relieve Alice of some day-to-day caregiving responsibilities.

For Alice, the Care Expert finds and schedules no-cost financial counseling to help Alice budget for her parents' financial needs and a local support group for caregivers.

With her parents getting the in-home care and emotional support they need, Alice has found stability and greater peace of mind.

## Get started today

Scan the QR code or visit us online at **members.legalplans.com**

Click **Personalized Caregiving Through Family First** or select **Injury & Insurance > Caregiving Support & Resources**

You will be directed to the Family First landing page to connect with your **dedicated Care Expert**

**Questions?** Call the MetLife Legal Plans Client Service Center at **800-821-6400**

This benefit provides the participant and their family a highly trained Care Team, provided by Family First, to navigate caregiving challenges. Family First is not a corporate affiliate of MetLife Legal Plans.

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**Protection at every step.**

**MetLife Legal Plans, Inc.** | 1111 Superior Avenue, Suite 800 | Cleveland, OH 44114

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