



## We've Got Your Back and Your Caregiver's Too.

Caregivers play an important role in keeping you well. We want to make sure that your caregivers have what they need. **eFamilyCare brought to you by Molina Dual Options MyCare Ohio (Medicare-Medicaid Plan)** wants to help.

### How Does It Work?

- Once your caregiver signs up, they **are connected with an adviser for support.**
- After signing up on the app, the **caregiver is paired with a professional care adviser.**
- The caregiver can **send and receive confidential messages** with the adviser in the app with **unlimited, on-demand messaging.**
- The **adviser will share important updates with your health plan team.** This program is not meant to replace the care you receive from your health plan team.
- Our advisers are ready to help. We are **committed to timely responses and will respond within a two-hour time frame.** Please allow 12 hours for a reply on nights, weekends, and holidays.



**SIGN UP NOW**  
[efamilycare.com/molina](https://efamilycare.com/molina)

### What can the adviser help with?

**Your adviser is a health care professional trained in elder care that can provide helpful resources.**

For example:

- Coordinating with physicians
- Health insurance questions
- How to ask for help
- Finding social services and referrals in the community
- Dealing with stress and burnout
- Organization and time management

### How do I sign up?

- Join the program online. Go to the Apple App Store or Google Play and download the eFamilyCare app onto a phone or tablet.
- You can also visit [www.efamilycare.com/molina](https://www.efamilycare.com/molina) from your computer. Click on SIGN UP NOW and then choose the web app button to view on your computer. The member's ID number is required to sign into the app. This can be found on the Molina Dual Options MyCare Ohio member ID card.

### Any Questions?

Send us an email at [info@efamilycare.com](mailto:info@efamilycare.com), text us at (330) 443-1815, or call us toll-free at (866) 605-6371 TTY:771 between 9am – 5pm ET.