One platform for family caregivers

Frequently Asked Questions

Who is ianacare for and what types of care situations does it cover?

ianacare helps family caregivers coordinate care across any and all conditions and ages. Caregiving situations might include, but are not limited to:

- Chronic conditions, like cancer, Alzheimer's/dementia, diabetes, kidney disease
- Children/adults with special needs/disabilities
- Mental health issues/disorders and addiction
- Eldercare
- Accidents and temporary care
- Veteran support

How does ianacare work to provide resources, 1-1 support, & community?

If you're caring for someone who needs support, ianacare helps to coordinate care and connect you with practical and emotional resources. You can use ianacare for a few weeks or a few years. There is no caregiving situation too big or small to get support when you need it most.

- Start your team and invite supporters to follow your journey or to provide help.
- Coordinate, request, and accept practical support from family and friends, such as help with meals, rides, respite care, child care, pet care, house errands.
- Keep everyone updated in a private feed - no more text chains or one-off messages
- Connect to curated and vetted local services and resources by any zip code nationwide
- Get matched with a personal Caregiver Navigator to guide you through the journey as well as access to on-demand chat

How do I sign up and get started accessing all of ianacare's layers of support?

- Create your free account: app.ianacare.com/otsuka
- Enter your work email address
- Log in on your desktop or download the free mobile app

Who is eligible to participate in the program and access all of ianacare's resources?

All employees and their covered dependents are eligible to use ianacare's solution at no cost. In order to unlock all the layers of support the employee must join the ianacare team as one of the Team Leader roles: care recipient or caregiver.

Caregiver	As the primary point of contact, this person is responsible for taking care of a friend or loved one who is unable to care for themselves and requires assistance with daily activities. Caregivers might also be categorized as secondary or remote. Regardless of location, a caregiver is the person with care responsibilities. This role has access to all layers of support including unlimited access to the Caregiver Navigator.
Care Recipient	A person receiving short- or long-term care and support for any condition or age. This role has access to all layers of support, including unlimited access to the Caregiver Navigator.
Organizer	A person who helps the care recipient or caregiver coordinate support by rallying the team. This person does not have access to the Caregiver Navigator services.
Supporter	Family, friends, neighbors, community members who are available to provide emotional and practical support when they can. An unlimited number of supporters can be invited to Personal Social Circles. However, supporters do not have access to local resources, employee benefits, or Caregiver Navigator services.

How does ianacare work with my health insurance?

You do not have to be enrolled in your employer's health plans to use ianacare. Local, on-the ground-services, medical support and other professional resources may have a separate fee structure. All pricing and costs will be listed upfront before you are given the option to continue.

Are ianacare resources and the app available in Spanish or other languages?

We can match you with a Spanish-speaking Caregiver Navigator who can provide 1-1 support for you and your family. However, Spanish and other languages are not currently available in the mobile app or web portal at this time. (Check back here for updates.)

Can the app work globally?

Yes. ianacare can be downloaded and used in any country. The local resources layer will only provide programs available in the US at this time.

Is my personal information secure?

We are committed to protecting your security and privacy. We encrypt and store data securely. We only share info to deliver services at your request. Your employer cannot see your personal data.

We're here to support you!

Please email info@ianacare.com with any questions or feedback.