

2026

Diabetes & Heart Care (HMO C-SNP)



In-Home Support & Companion *Benefit*



Friendly helpers offer support with everyday tasks.

Through our partnership with Papa, you have access to a network of trained and vetted non-medical helpers called Papa Pals. These helpers can support you with everyday tasks such as running errands, meal prep, laundry, assistance with technology, and even helping with pets. They also provide companionship, whether you like to do puzzles, play games, or take walks while engaging in great conversation.

Papa Pals are available in-person and by phone. They cannot assist with medical or personal care that a licensed professional would handle or perform house tasks you would normally pay a professional to do.



Highlights:

- ◆ \$0 copay for up to 60 hours per year of Papa Pal services.
- ◆ Contact your Healthcare Concierge if you would like to use this benefit. All services must be provided by Papa.
- ◆ Learn about Papa's safety and community guidelines by scanning the QR code or visiting papa.com/members.



Your Healthcare Concierge is here to help you make the most of your benefits. Just call or email for fast, friendly assistance.

888-965-1965 (TTY 711)

conciergeHTA@htanc.com

8 a.m.–8 p.m.

Oct. 1–March 31, 7 Days a Week
April 1–Sept. 30, Monday–Friday