

In-Home Support



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 available called Papa Pals. These helpers can support you with everyday tasks such as running errands, meal prep, folding 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.



For Your Benefit

- ◆ \$0 copay for a set number of hours of Papa Pal services based on your plan:
 - Up to 30 hours per year for Plan I
 - Up to 60 hours per year for Plan II
- ◆ 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.



We're Here for You



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