

Generations

Aging Adult & Caregiver Support Program



Frequently Asked Questions

What is a Nurse Coach? Health Advocate's Nurse Coaches are licensed Registered Nurses (RNs) with extensive experience in case management, eldercare, palliative care, and chronic disease management. Many have advanced certifications, including Certified Case Manager (CCM), Certified Dementia Practitioner (CDP), and Certified Care Education Specialist (CCES). All Nurse Coaches complete ongoing professional education to stay current with best practices in caregiving and aging care.

How does a Nurse Coach assess a member's loved one's needs? The Nurse Coach begins with a detailed Caregiver and Care Recipient Intake and Assessment, covering medical history, daily care needs, safety, emotional well-being, and available supports. Based on this information, the Nurse Coach creates a personalized Care Plan and coordinates additional resources such as provider locators, benefits assistance, and care coordination services.

When and how can a member reach their Nurse Coach? Participants have access to their Nurse Coach during Health Advocate's business hours (8 AM –10 PM ET, Monday–Friday). Support is available through scheduled appointments, chat, email, phone, or video conferencing. Additional help is available 24/7 through Health Advocate's general nurse line and secure member website and mobile app.

Is the Nurse Coach available online only? The Nurse Coach connects virtually by phone, email, or video, ensuring nationwide accessibility. While meetings are virtual, the Nurse Coach helps coordinate in-person and home-based care when needed, including referrals to home care agencies, adult day programs, assisted living, and skilled nursing providers.

Who is eligible for the Generations program? The program is designed for employees caring for adults—such as parents, spouses or partners, in-laws, or adult children—who require care, supervision, or long-term support. Employees caring for an adult child with a disability are also eligible for Generations services.

Are members who are caring for an adult child with a disability eligible? Yes, employees caring for an adult child with a disability are eligible for the Generations program. The Nurse Coach can assist with care planning, long-term support coordination, and connecting caregivers with community programs, benefits, and clinical or home-based services appropriate to their needs.

What kind of "caregiving" makes a member eligible for this program? The Generations program focuses on supporting employees who are caregivers for adults—including parents, spouses or partners, in-laws, and adult children who require care or supervision. While the program does not specifically focus on caregiving for young children, employees with those responsibilities can be connected to other Health Advocate resources that support families and children.

How to get started

Participants can access the Generations program through Health Advocate by phone, chat, email, or the secure member website. You can also connect through the mobile app to reach your Nurse Coach, manage appointments, and securely share or receive documents and resources—all in one convenient place.



Registration code:

Call • Email • Message • Live Chat 

