

Combating Caregiving Stress with Family First

*Included for employees enrolled in the MetLife Legal Plan.



Caregiving is a rewarding and noble act, but it can feel overwhelming, stressful, and isolating. A caregiver provides care for another person in need, regardless of age or relation, and often manages a person’s daily life, from simple tasks to complex items.

MetLife Legal Plans has partnered with Family First to provide customized caregiving solutions. **Receive UNLIMITED access** to a confidential, multi-disciplinary team of highly trained experts who will examine your unique caregiving situation and create a holistic care plan for your loved one.¹



The cost savings ²	Without a MetLife Legal Plan	With a MetLife Legal Plan
Family First Offering	\$4,200 a case	\$0 a case**

Potential savings
\$4,200

**included with MetLife Legal Plan enrollment

Here is a sample of caregiving challenges that this benefit supports:

- Eldercare
- Child and adolescent wellbeing
- Cognitive issues and dementia
- Aging in place
- Homecare and placement
- Crisis intervention
- Mental health and emotional support
- Substance abuse and addiction
- New and chronic diagnosis
- Financial challenges, such as bill pay
- Insurance and Medicare navigation
- Powers of Attorney & wills



Real member scenario

When doctors recommended hospice for my father-in-law, I was paralyzed by the unknowns. My husband and I were already at capacity with raising three teenagers and managing full time jobs. Our Family First Care Expert had a tremendous amount of knowledge and experience dealing with hospice, eldercare and the emotional journey for a family. She let us know what to expect, questions to ask and the choices we have. She helped us make an informed decision. Without her, my family would have been scrambling in chaos and confusion, not knowing where to go for help.

Getting started is easy!

Take advantage of your UNLIMITED caregiving access today

Step 1

Confirm your enrollment in the MetLife Legal Plan. Visit <https://rrd.bsswift.com> or call 1-877-773-4236



Scan the QR code or visit members.legalplans.com under 'Injury & Insurance' or call 1-800-821-6400

Step 3

Complete and submit an **intake form** to be matched with a dedicated Care Expert

Step 4

Connect with your **dedicated Care Expert** and receive **on-going support**

¹ Unlimited access refers to Family First coverage only

² Cost may vary. The listed cost takes into consideration the average case length and hours of usage for Family First customers.

Group legal plans are administered by MetLife Legal Plans, Inc., Cleveland, Ohio. In California, this entity operates under the name MetLife Legal Insurance Services. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, RI. For costs and complete details of the coverage, call or write the company. Some services not available in all states. No service, including consultations, will be provided for: 1) employment-related matters, including company or statutory benefits; 2) matters involving the employer, MetLife and affiliates and plan attorneys; 3) matters in which there is a conflict of interest between the employee and spouse or dependents in which case services are excluded for the spouse and dependents; 4) appeals and class actions; 5) farm and business matters, including rental issues when the participant is the landlord; 6) patent, trademark and copyright matters; 7) costs and fines; 8) frivolous or unethical matters; 9) matters for which an attorney client relationship exists prior to the participant becoming eligible for plan benefits. Coverage for defense of criminal matters is excluded from insurance coverage for individuals located in New York. For all other personal legal matters, an advice and consultation benefit is provided. Additional representation is also included for certain matters. Please see your plan description for details.