

# How to choose the right family care provider for your organization

An effective family care program can empower your employees and business, increasing engagement, productivity, and the retention of top talent. But selecting the right provider can be challenging. There are many things to consider, including alignment with your organization's values, philosophy, budget, and goals.

To help you get started we've rounded up the critical questions you should ask vendors to see if their solution is the right fit—from services to pricing, implementation, and launch.



## Questions to ask family care solution providers



### Program scope

- Does your program address the full spectrum of caregiving needs (pregnancy/infant care, childcare, self care, eldercare, neurodivergence, veterans, disabilities, end-of-life/ bereavement, etc.)?
- How does your solution personalize care for the unique needs of each family or employee?
- What are your global capabilities? What languages do you support? Is the offering consistent across regions?
- What is your pricing model? Do you offer utilization and PEPM options?



### Tech platform

- What are the ways in which employees can interact with your solution and receive help?
- What resources are available via your technology platform (articles, videos, community groups, etc.)?
- What are your capabilities in terms of customizing the user experience and content to the individual's needs?
- In what ways does your solution offer peer support and integration with ERGs?
- Does your solution integrate with existing employee benefits, such as mental health support, wellness programs, leave policies, and how?



## Services team model

- What are the backgrounds and qualifications of your care team members?
- Do employees receive a dedicated care team member?
- How can employees engage with the care team (video, chat / messaging, email, etc.), and in which time zones?
- How do you support employees with both immediate caregiving crises and long-term care planning?
- How do you provide culturally-sensitive or geographically-specific support for diverse workforces?



## Engagement & customer success

- What is typical utilization and what strategies do you put in place to communicate the benefit to employees?
- What does implementation entail and how long does it take?



## Program results

- What kind of reporting do you provide? How do I know our employees are benefiting from the platform?
- How does your solution reduce absenteeism and turnover, and improve performance and well-being?
- What is your client retention rate, member satisfaction score, and Net Promoter Score (NPS)?



### The employer's guide to family caregiving

Impacts, challenges, and solutions



Download **The employer's guide to family caregiving: Impacts, challenges, and solutions** to drive engagement, productivity, and retention.

Get Guide

