

# Support for Caregivers

Taking on the role of caregiver can happen for various reasons throughout your life. When you need to provide important support for a family member, Citi is here to support you.

This guide provides an overview of the programs and resources available to support your caregiving needs. You can find more details about Citi's caregiving benefits on [CitiBenefits.com](https://www.citibenefits.com).



## Navigating Health Care



### Health Care Guidance

Even if your family member does not have Citi benefits, you can call [Health Advocate](tel:18664499933) at 1 (866) 449-9933 for free assistance finding doctors, making appointments, handling billing issues or understanding your family member's health condition.

### Expert Second Opinion

You have free access to top doctors who can offer another perspective about a diagnosis and treatment plan for your eligible family members, which includes parents and parents-in-law. Contact [Included Health](#) to request a second opinion or assistance finding specialists for your needs.

## Finding Caregiving Services



### Caregiving Support

Whether you're looking for elder care options, need childcare while you focus on your ill family member or want guidance on supporting a child with special needs, Bright Horizons can help. Call 1 (877) 286-3138 or visit [my.brighthouse.com](https://my.brighthouse.com).

### Family First Services

If you're a [MetLife Legal Plans](#) member, you can turn to the caregiving experts at [Family First](#) for comprehensive support and guidance as you develop a caregiving plan for your family member.

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## Taking Care of Yourself



### Live Well at Citi Program

Being a caregiver is stressful. Make sure you're taking care of yourself, too. Use the many free resources available through the [Live Well at Citi Program](#), such as health coaching or meditation apps. In addition to accessing a wide variety of online resources, you can receive one-on-one support from a health coach to help you implement effective stress reduction strategies.

### Be Well Program

Speak to a [Be Well counselor](#) at 1 (800) 952-1245 anytime (or use live chat on the [Telus Health](#) website or app — universal username: bewell; password: livewell) for immediate emotional support for yourself or your family members. You can also request referrals to needed services, such as therapists, substance abuse programs, financial advisors, legal experts and much more. You also get up to four hours of free consultation with an elder care expert.

### Learn More

Visit [CitiBenefits.com](#) to learn about all of Citi's benefits. You'll find a wide array of programs and services to meet your diverse needs — many of them are available without charge or prior enrollment. Look in the menu under **Work/Life** for information about benefits you may find especially valuable as a caregiver.

