

PALS, People Able To Lend Support



PALS, People Able to Lend Support, is a volunteer service credit program providing non-medical help to Highmark Medicare Advantage members. This assistance with daily living tasks – free of charge – to needy individuals, currently serves members who reside in the seven counties listed below.

Carefully screened and trained PALS volunteers provide help with everyday activities such as grocery shopping, simple household chores, yard work, running errands or just friendly talk and visits. These are beneficial services that are not covered by Medicare or traditional insurance programs. Caring PALS volunteers lend a hand to those in need ... so they can maintain an independent and healthful way of life.

How can PALS help you and your Highmark Medicare Advantage patients?

As a physician who provides primary care to many individuals on a regular basis, you may be able to recognize when someone needs a little extra support. Frequently, these are older individuals recovering from an illness or injury at home who do not need constant assistance. Or they may have a chronic condition that does not require regular skilled care. Sometimes, they are alone or socially restricted individuals who simply need regular interaction with someone who cares. In any case, receiving help or just a friendly visit could make life easier and less worrisome.

If you believe one of your patients could use a helping hand, please make them aware of PALS. You, your staff or the patient can enroll the member by calling our toll-free phone number: **1-800-988-0706**.

What kind of services does PALS offer?

PALS volunteers offer help with the simple, everyday tasks individuals normally do for themselves. These include:

- grocery or other shopping
- reading or writing
- respite care
- basic yard work, such as raking leaves or weeding
- running errands
- friendly visits or telephone calls
- walking or feeding a pet
- transportation to and from doctor's appointments, religious services, the drug store, etc.

Caring volunteers make PALS work

PALS is able to provide help without charge because caring Highmark Medicare Advantage members and individuals in the community volunteer their services. After a screening process, PALS matches those needing services with volunteers who can help.

Volunteers earn "credits" for each service they provide. These service credits are deposited in the PALS "service bank." The volunteer can donate these earned credits to a specific Highmark Medicare Advantage member to redeem for services, donate them to the general community pool, or "bank" them for his or her own use for services needed at a later date.

And of course, if any of your patients are interested in becoming a PALS volunteer, we would be delighted to welcome them. Again, just call us toll free at **1-800-988-0706**.



1-800-988-0706
TTY 800-988-0668
for information and referrals

PALS In-Home Services provided to all counties listed

Friendly Visit
Reading & Writing
Phone Reassurance
Shopping/Errands

Minor Home Repairs
Reading
Transportation

Laundry
Pet Care
Respite Care
Yard Work

Central PA and the Lehigh Valley – counties serviced by PALS as of September 1, 2007

MedigapBlue or FreedomBlue

Cumberland - BC*

Lackawana - BC*

Luzerne - BC*

Dauphin - BC*

Lehigh - BC*

Northampton - BC*

York - BC*

*** BC – Book Club**

*** QC – Quilt Club**

*** WC – Walking Club**

Community Resource Guide

Reminder: Be sure to view the other *Geriatric Resources* listed online in the Geriatric Resource Binder, available at www.highmarkblueshield.com in the Provider section – including links to helpful community resources, by region/county.

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