

Frequently Asked Questions (FAQs)

Q What is Torchlight?

A Torchlight is a family caregiver support benefit available to employees who are managing caregiving scenarios for loved ones of any age. The self-service digital platform and advising services from the nation's top specialists provides access to relevant action plans, decision-making tools, and knowledge base needed to address and resolve day-to-day challenges.

- **eGuides & Toolkits** – Tutorials and tools with personalized recommendations.
- **Webinars & Podcasts** – Live and on-demand, covering relevant topics.
- **Daily Management** – Record keeping for storing, organizing, tracking information.
- **Team Sharing** – Ability to share content with family members and care teams.
- **Ask-the-Expert Forum** – Knowledge base of questions answered by our experts.
- **Advising Services** – 1:1 telephonic, action-oriented sessions with an expert advisor.

Q Is there a fee for creating a Torchlight account?

A No. Torchlight is provided to you and your family members by your employer at no cost.

Q What type of caregiver concerns can Torchlight help me with?

A Torchlight helps users navigate a wide variety of caregiving scenarios to solve pressing issues for their children, elders, or themselves. Whether they are experiencing a situation as a result of a disability, special need, illness, or simply need guidance through a particular developmental phase or day-to-day life.

- **Torchlight Child** – Autism and special needs support, IEP process and support tools, accessing public benefits, managing issues such as cyberbullying, screen-time addiction, getting homework help, best practices for collaborating with public school systems, medical and legal professionals, information on obtaining free resources to support a child, helping a child advocate for him/herself, recognizing the signs of depression, and more.
- **Torchlight Elder** – Support addressing the needs of an aging loved one, sick spouse, or plan for their own present or future needs, avoiding senior scams, navigating housing options for aging loved ones, managing issues such as estate planning, Alzheimer's and dementia screening, obtaining free public services, home safety, housing options, how to confront taking the car keys away from Mom or Dad, and many more.

Q What if I can't find what I need on the Torchlight digital platform?

A Torchlight users have two options:

- **Ask-the-Expert Forum** – A user can ask a specific question or search the list of existing questions to find the answer they are seeking. Once a question is submitted, an advisor will respond within 2-3 business days, or sooner depending on the complexity of the question.
- **Expert Advising Session** – If a user prefers to speak with an advisor he/she can schedule a telephonic advising session right through the platform. Requests are confirmed immediately and are typically scheduled within 2 business days. After the session, a follow-up email is sent to the user that includes a relevant action plan, recommended tools available on the platform, and appropriate outside resources.

Q Is the content on the torchlight platform accurate and up-to-date?

A Yes. Torchlight engages top professionals to offer the latest information. All content is either created or fully vetted by Torchlight's Practice Leaders who are experts in their fields with decades of experience

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Q What are the qualifications of Torchlight's ExpertAdvisors?

A Our Expert Advisors cover several multidisciplinary disciplines including counseling, advocacy, legal/regulatory support, challenge/condition/disease subject matter expertise, etc. and have a variety of credentials: MSW, LCSW, PhD (psychologists), EdD, MEd, MA, MS, MPH, CCC-SLP, OTR/L, LCP, JD, MBA, CLU/CLAP, and Consultant/Certified Consultant.

Q Is the information that I provide kept private?

A Yes. Torchlight protects user's privacy with the utmost care. Only the user can invite someone to view the information the filled out on the platform. The Torchlight Privacy Policy further details the extensive measures taken to ensure your privacy and is available on the platform for colleagues to access any time.

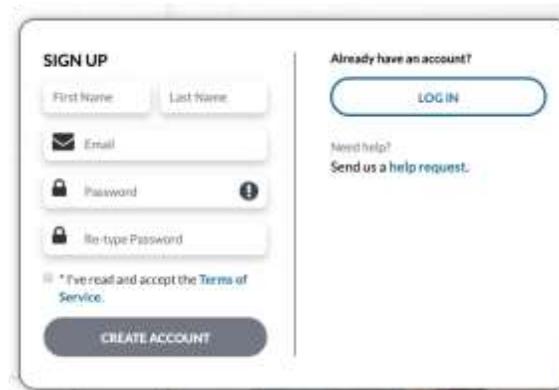
Q Is there a secure way to store or share records and documents?

A Yes. Torchlight offers a secure electronic filing cabinet to store and selectively share any documents related to a user's loved one. The filing cabinet enables users to tag and sort by the types of digital content stored, making it easy to organize and access when needed.

Q How do I sign up for the Torchlight Program?

A First, click on your company specific link. This will take you to your branded landing page where you will see Torchlight Child and Torchlight Elder.

1. Click on the **LAUNCH TORCHLIGHT CHILD** button first.
2. Complete the **SIGN UP** form:



3. Once you are verified you will be prompted to **LOG IN** to Torchlight with the username (email address) and password you created in Step 2.

Please note that you will need to follow the same process to create a separate log in for Torchlight Elder. You can use the same user name (email address) and password that you created for Torchlight Child.

Q How does Torchlight's digital platform work?

A Upon registration, the digital platform prompts users to complete a profile of their child, elder loved one, or themselves and guides them through a series of specific questions. This process will take less than 5 minutes. Based on the responses given, the recommendation engine then populates and contextualizes a dashboard with relevant digital content, and answers that provides information and support needed to resolve caregiving issues.

It is not mandatory to complete a profile upon registration. Users who are not ready to or do not choose to complete a profile upon registration can use the search engine to explore a particular topic or concern on their own.

Q Can Torchlight be accessed from a mobile device or tablet?

A Yes. The Torchlight platform can be accessed 24/7 from all mobile devices and tablets by accessing your company specific link:

<https://mtd.torchlight.care>