

FEELcare – uniting worlds.

The ability to balance  
care and work looks  
good on everyone.



In cooperation with



**Malteser**

*...weil Nähe zählt.*



**Hallesche**

ALH Gruppe

# Because there should no need to decide between care and work.



## Two worlds - one emotional concern.

More and more people have to reconcile caring for relatives and their job at the same time. Given the constantly ageing population, this challenge will continue to play an increasingly important role in the future - politically, economically, and socially.

With FEELcare, Hallesche offers an innovative company care solution as an extension of its first-class company health insurance (bKV).

Here, the focus lies on your employees and the preservation of their ability to work. With a wide range of support services and personal support as well as financial assistance the double burden is reduced noticeably. FEELcare turns "deciding" between these two worlds of care and work into "combining".

## 6,6 million

people in Germany care for family members at home.<sup>1</sup>

## Support that makes hearts beat faster.

As the name "FEELcare" suggests, our care concept is designed for all those who value the well-being of their loved ones. Employees want their relatives to be well looked after and do a good job at the same time. With FEELcare, employers not only demonstrate foresight, but also heart by providing their employees with special support in these situations.

### Reasons why now is the perfect time for FEELcare.

## 84 %

of people in need of care (4.2 million) are cared for by relatives at home.<sup>2</sup>

## 53 %

of family members who regularly provide care on weekdays are employed.<sup>3</sup>

## 65 %

of family members who regularly provide care on weekdays do so for more than 10 hours a week.<sup>4</sup>

## 70 %

of family caregivers are under medium to high stress in terms of their life satisfaction and their physical and mental health, among other things.<sup>5</sup>

## 51 %

of part-time/hourly employees who care for relatives have reduced their working hours to provide care.<sup>6</sup>

## 44 %

of working family caregivers want support in organizing, coordinating and managing care.<sup>7</sup>

<sup>1</sup> Gesund.bund.de, o.J. Psychische und körperliche Belastung bei pflegenden Angehörigen.

<sup>2</sup> Statistisches Bundesamt (Destatis), 2021. Pflege im Rahmen der Pflegeversicherung, Deutschlandergebnisse.

<sup>3,4</sup> Fraunhofer-Institut für Angewandte Informationstechnik (FIT), 2022. Daten zur Informellen Pflege Pflegebedürftige und Pflegende.

<sup>5,6,7</sup> Schwinger, A. und Klaus Zok, 2024. Häusliche Pflege im Fokus: Eigenleistungen, Belastungen und finanzielle Aufwände. WIdO-monitor 21 (1): 1–12.

# FEELcare: Simply an all-round success!

FEELcare is a support service for employers that aims to reduce the time, financial, physical and emotional burden on employees who provide care. Here you can see at a glance which assistance services we can support your employees with.



Please note that the coverage of the individual benefits is determined by the insurance conditions.



## Perfect support thanks to best partners.

The unique company care solution FEELcare combines the expertise of two strong partners: Hallesche and Malteser. Everyone benefits from this added value - the employees, their family members and your company.



As the inventor of long-term care insurance, we now also offer our decades of experience in the corporate environment. With FEELfree, we have already established an innovation in the company health insurance market from which all employees can benefit to the maximum. FEELcare is the next step in providing companies with the best possible protection for the future.

Malteser is one of the top providers in the care market with almost 31,000 full-time employees. The respected non-profit organization not only offers excellent care solutions, but also manages many social projects. This makes Malteser one of the most reputable employers in the health and social services sector.

## First class advice.



### Good advice is included.

When a relative needs care, working family members often have numerous questions. FEELcare provides them with answers.

#### 24-hour hotline

Personal advisors help with general questions about care.

#### Applications and certificates

We offer support and assistance if applications have to be filled out or if the necessary certificates for long-term care insurance need to be obtained.

#### Care and dementia advice by phone

Specially trained staff are on hand to answer questions about care and dementia.

#### Forms

All important forms - including on topics such as health care proxies and living wills - are provided.



# Well looked after.

## Know you are in good hands, always.

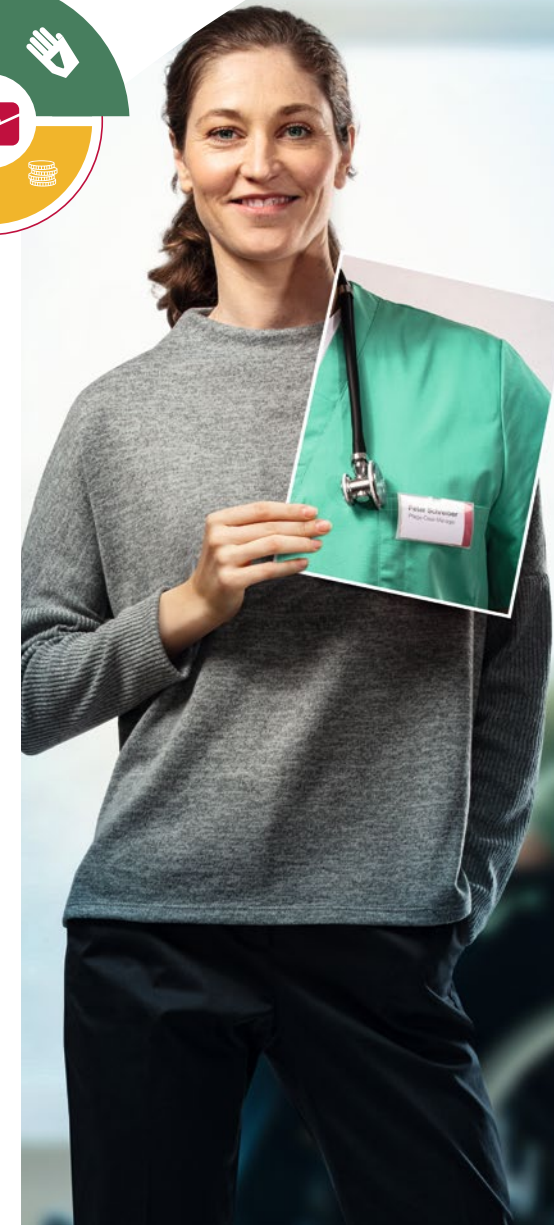
We recommend and organize an entirely worry-free package of all different care services for optimum assistance.

### A small selection from our support services

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Care facilities, assistance and care services, self-help groups, therapy centers, shared care apartments, assisted living, counseling facilities and psychologists</li> </ul> | <ul style="list-style-type: none"> <li>• Housing advice</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Nursing home place within 24 hours</li> </ul>   | <ul style="list-style-type: none"> <li>• Meal service</li> <li>• Mobile nail/foot care and hairdresser</li> <li>• Professional care training</li> </ul> |
| <ul style="list-style-type: none"> <li>• 24-hour care assistant</li> </ul>   | <ul style="list-style-type: none"> <li>• Care mediation</li> </ul>  |
| <ul style="list-style-type: none"> <li>• On-site advice</li> </ul>   | <ul style="list-style-type: none"> <li>• Providing assistance with errands and shopping, laundry cleaning, apartment cleaning</li> </ul>                |
| <ul style="list-style-type: none"> <li>• Provider of care aids</li> </ul>  |   |

## The care manager: One-on-one and individual.

Each care case is coordinated by a personal care case manager who provides comprehensive advice, including pro-active care calls. The care case manager also organizes the care staff and facilities.



## Wide range of organizational services.



## Support from a professional.

In a care situation, it is important for the caregiver to be able to concentrate on the essentials: their loved one. With our organizational services, we initiate many things that help to save time, energy and nerves.

### For example, we organize:

- An out-patient nursing service for basic care
- Personal accompaniment when visiting the doctor or authorities
- Household and shopping assistance
- Transportation to doctors, hospitals, physiotherapy or therapy
- A place in a hospice
- Care aids
- Social care
- Psychosocial counseling
- A medication blister service

## Malteser home emergency call.

Because even with the best care, accidents can always happen, the Malteser home emergency call service offers the option of calling for quick help at the touch of a button.

- Easy to use
- Small and handy to wear like a wristwatch (also available as a necklace on request)
- Professional stand-by service, available 24 hours a day

## Guaranteed financial support.



### Info

A carer of a close relative (including parents, children, parents-in-law and grandparents, spouses or partners and their children) is someone who provides care for at least ten hours a week, regularly scheduled over at least two days a week.

## 50%

budget subsidy for 24-hour care assistants. Up to €125 of the budget can be used for errands, groceries, cleaning, laundry and social care.

## Reducing the stress on soul and budget.

### Which care services are reimbursed and how are they financed?

As a company, you decide which monthly care budget will be available for your employees. The maximum monthly reimbursement contribution that your employees receive as carers per care case (care level 2 and higher) depends on the level you choose.

Monthly care budget	Monthly premium per employee
300 €	13,30 €
600 €	24,90 €
900 €	32,00 €

Because the funds provided by other cost bearers are quickly used up and are often insufficient, our care budget provides additional financial relief - enabling your employees to benefit from services such as:

- Nursing aids
- Short-term care
- Vacation replacement
- Day/night care
- Transportation service
- Basic care
- Home emergency call system
- Psychosocial counseling
- Personal care advice on site



## A signal to your employees.

If your employees themselves become a care case (care level 2 and higher), you can use the one-off payment to help ease their financial worries.

One-time payment	Monthly premium per employee
15,000 €	6,20 €
20,000 €	8,30 €
25,000 €	10,30 €

If the cause is an work-related accident, the one-time payment is doubled.

**Take advantage of the cooperation with the innovation leader in the bKV sector and strengthen your image as a modern, attractive company.**

- Increase employee loyalty, motivation and health
- Strengthen your image as a health-conscious employer (social responsibility)
- Reduce the burden on your employees with relatives in need of care and thus possible periods of absence
- Find solutions today for the ever-increasing problem of balancing care and work
- Expand your recruiting concept

**For world unifiers – FEELcare is the smart concept for responsible employers.**

### **Start the movie!**

You can access the FEELcare video via the QR code.

Or visit us at  
[www.bkvFEELcare.de](http://www.bkvFEELcare.de)



## **Our benefit for your employees.**

Good to know: with FEELcare your employees are given access to Hallesche's unique health services at any time.

### **Healthcare hotline**

- 24/7 medical advice, in more than 20 languages

### **Medical specialist service**

- Appointment service for arranging specialist appointments

### **Consultation with video call**

- Live online consultation via video chat
- Doctors from various disciplines

### **Hallesche**

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