

What is a Geriatric Care Manager, Part Two

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In my previous article, I defined a geriatric care manager, identified who needs this service and described the frequent problems that a geriatric care manager deals with. Today I will define the tasks that are the domain of the geriatric care manager and discuss the family conflict that may be addressed.

What does a Geriatric Care Manager Do?

Geriatric care managers do most or all of the following:

- Assess the needs of elderly clients to make recommendations and referrals.
- Coordinate and monitor the implementation of services to the client.
- Guide families to support aimed at helping the older

person remain independent in a home environment.

- Assist clients to prepare an advance medical directive, or “living will,” recording instructions on medical measures.
- Advocate for the preparation of power-of-attorney documents.
- Provide counseling service to the elderly and their families, including bereavement support and intervention when necessary.
- Act as advocates for the elderly.
- Perform in-home assessments.
- Provide phone conversations to family members living at a distance.
- Administer insurance claims for reimbursement, resolve Medicare, Medicaid and other insurance issues.
- Suggest financial strategies for long-term care by which the

elderly can safeguard their assets, preserve their estates and avoid impoverishment.

- Help families resolve problems and disagreements regarding elder care.

Family Contact

The help of a geriatric care manager can be particularly valuable in soothing conflicts between adult children and elderly parents. Common issues include:

- Control. Who decides?
- Money. False expectations, miscommunications and tension over finances are frequent.
- Where the parents “should” live. Most often the parent should not live alone, does not want to go to a nursing home, and may ask “If you’re so concerned, why can’t I live with you?”