



Papa Frequently Asked Questions

What is Papa & what do Papa Pals help with?

Papa is the service provider for your plan's In-Home Support Services benefit. Our network of friendly, vetted Papa Pals is here to offer a helping hand and a listening ear—when, where, and how you need it most. They provide in-person support with companionship and everyday tasks, including light housekeeping, help with technology, and transportation to medical appointments.

How do I get started & schedule visits?

Getting started is simple—enroll online at papa.com/enroll. Once you're signed up, visit your online portal at app.papa.com on your computer or mobile device to schedule visits at anytime. From there, you can easily book, reschedule, or cancel visits—no password required.

Have questions? Call us at (855) 485-9692 (TTY:711), available daily from 8:00 a.m. to 8:00 p.m. local time.*

How many hours do I get with my Papa Pal, and is there a cost?

Through your health plan, you may have access to a select number of hours of support from a Papa Pal each year at no additional cost to you.

Benefits vary by plan. Call us or visit www.globalhealth.com to review your Evidence of Coverage for specific benefit information, including frequency, limitations, and exclusions.

I love my Papa Pal. Can I request the same one for all my visits?

Absolutely! You may request “Preferred” Papa Pals. As long as they're available at your requested time, they'll be there! Simply give us a call and ask a Papa Member Experience Specialist about setting up a Preferred Pal.

What safety precautions are followed when hiring Papa Pals?

Every Papa Pal is required to meet rigorous safety measures before they are ever allowed to accept visits on our platform, including: robust background checks, identity verification, a manually reviewed assessment, and custom-built learning covering the role of a Papa Pal, safety policies, how to respond to an emergency, and more. Further, Papa conducts ongoing criminal and Motor Vehicle Record monitoring of all Papa Pals and provides comprehensive ongoing education. To learn more about all that we do to keep our members safe, please visit papa.com/papa-safety.

Where can I learn more about my Papa benefit?

To learn more about your Papa benefit, visit our online resource center at papa.com/member-central. There, you'll find articles on what to expect on your first visit, tips for working with a Papa Pal, the types of tasks they can help with, safety precautions, and more.

** Papa is closed on Thanksgiving, Christmas Day, and New Year's Day.*