



IMPERIAL
HEALTH

Papa Frequently Asked Questions

What is Papa?

Papa is a companion care benefit available to you through your health plan. Our network of friendly, vetted Papa Pals offer a hand to help and an ear to listen—when, where, and how you need it most. Papa Pals support you in-person or by phone with companionship and everyday tasks.

What types of services can Papa Pals provide?

Papa Pals do a lot, but they don't do it all. They provide companionship, assist with light house tasks and technology, provide transportation to appointments or the grocery store, and can help run errands. Papa Pals don't assist with medical care, such as bathing, medication administration, dressing, toileting, diaper changing, brushing teeth, and feeding.

How do I schedule a visit with a Papa Pal?

Call 1 (833) 200-6924 (TTY:711), any day of the week, from 8:00 a.m - 8:00 p.m local time* to enroll and schedule your next visit! Once enrolled, you can also view, book, reschedule, or cancel visits from your computer or mobile device at any time by logging onto your online homepage at app.papa.com—no password required! *Papa is closed on Thanksgiving Day, Christmas Day, and New Year's Day.

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

Through Imperial Health Plan, you may have access to up to 60 hours of help from a Papa Pal per year at no cost to you.

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! When scheduling your future visits, simply inquire with the Papa Member Engagement 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, safety precautions, and more.

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