

FAQs

- ✓ **What kind of resources are available?** Robin Care offers guidance, support, and vetted resources across clinical, emotional and administrative needs. This includes everything from help managing chemotherapy-related symptoms to organizing medical records. For more on the resources available, sign up and chat with Robin Care's experts about your needs.
- ✓ **Does it cost anything to use Robin Care?** Robin Care is available at no cost, is voluntary, and is completely confidential.
- ✓ **What hours is Robin Care available?** Care Advocates are available 24/7, via the phone or in-app
- ✓ **Where do you offer services?** Robin Care is completely virtual and can help those with cancer regardless of where they live. Care Advocates provide expert guidance and local resources that are personalized to each individual. While Robin Care is only available in English, their resources and support are available globally.
- ✓ **Are there age restrictions on using Robin Care?** Robin Care supports individuals who are 18 or older. If you have a dependent that is under the age of 18 who is diagnosed with cancer, you can sign up for Robin Care and receive guidance and support on their behalf.
- ✓ **What type of training do your experts have?** Robin Care offers a multidisciplinary team of experts to ensure that they can support across any challenges you might face. Experts are hired for deep domain expertise in their respective fields. Experts include oncology nurses, licensed professional counselors, medical billing specialists, financial counselors, trained benefits experts, and health coaches.