

**CAROL A. GLICK  
5 HORSEMAN'S LANE  
MUTTONTOWN, NEW YORK 11791**

Ms. Amy Seigel, RN  
Advocare, Inc.

Dear Ms. Seigel:

South Florida is a wonderful place for Northerners to retire to. The weather is appealing; numerous retirement communities cater to retirees' varied hobbies and interests; and the retirees' children and grandchildren, whom they leave behind in New York, New Jersey or Connecticut look forward to visiting their parents in the Sun Belt, especially when the thermometer is freezing at home. Everything is perfect...until a retiree experiences a catastrophic illness.

When my mother had a debilitating stroke this past winter, I dropped everything and flew to Florida to monitor my mother's condition and take care of my father, who is incapable living on his own without my mother's care. However, I could not stay in Florida indefinitely because of my career and family obligations up North.

Needless to say, it was truly daunting to contemplate leaving Florida when, it was clear, my parents needed someone on the scene speak to doctors, therapists and other medical professionals and to monitor the day-to-day progress of my mother's rehabilitation. That is when I heard about Advocare from a helpful clergyman.

The first time I called Advocare, before I was even a client, I needed information quickly about stroke rehabilitation facilities. You were a fount of information not only about local rehabilitation facilities, but also about hospital discharge procedures and cutting through HMO red tape. You helped me to make informed decisions regarding my mother's post-hospital care.

Moreover, the case manager you assigned to monitor my mother's progress is warm, knowledgeable and thoroughly professional. You even had recommendations about finding a caring home health aide for my father. Above all, I greatly appreciated your expertise and assistance in mounting a successful appeal against an adverse HMO ruling seeking to discontinue benefits for my mother's skilled care.

Advocare's caring professionals continue to keep a watchful eye over in South Florida which, in turn, gives me the peace of mind to fulfill my day-to-day responsibilities in New York.

Very truly yours,



Carol A. Glick