We are conducting a cluster-randomized controlled trial of the effects of Guided Care on patients, unpaid caregivers, insurers, and primary care practices. Fourteen “pods” of primary care physicians (2-5 per pod) and their high-risk older patients were randomized to either Guided Care or usual care for 18 months. The primary outcome is the participants’ physical and mental health (SF-36). Secondary outcomes include quality of care, unpaid caregivers’ strain, primary care physicians’ satisfaction with the care provided by their practice to patients with chronic conditions, and insurers’ total expenditures. Self-reported data will be collected through participant and caregiver interviews conducted at baseline and six and 18 months after the baseline. Claims data will be provided by three insurers. Physician surveys will be completed at baseline and at the end of the study period. Eight practices, 49 primary care physicians, 927 high-risk older persons, and 314 informal caregivers are participating.