

Child Backup Care

Even the best laid plans fall through. You can use in-home or in-center vetted and subsidized care for your children when your regular care is not available.

In-Home Child Backup Care:

Request a vetted Backup Care provider to come to your home. You can book in-home Backup Care up to 90-days in advance. After you request care, a Care Specialist will identify a caregiver that best fits your needs.

In-Center Child Backup Care:

Choose from our vetted network of centers near your home or workplace when requesting in-center Backup Care. Center care is available Monday through Friday during center hours. In-center Backup Care can be booked up to 30-days in advance.

Use Backup Care for children when:

- School is closed
- Your babysitter or nanny is sick or on vacation
- Daycare is closed
- You must work late or have business travel
- You are working from home and need someone to care for your children

YOUR BENEFIT YEAR:

9/15/21-9/14/22

BACKUP CARE WALLET:

Up to 10 days per year

BACKUP CARE RATE:

\$0/hour for in-home care
\$0/day for in-center care



Frequently Asked Questions

When can I use child Backup Care?

When your regular care isn't available during work hours. In-home child Backup Care is available for newborn to teenage children and providers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They should not be used for laundry, errands, or household chores. In-center Backup Care is available for center-aged children during center hours, which may vary.

How are in-home child Backup Care providers screened?

All individuals performing in-home Backup Care for children are required to complete a Backup Care services orientation and screening process that includes:

- Criminal Background Check
- National Sex Offender Public Website Check
- Identity Verification
- Reference Checks
- Social Security Number Trace

How does Care screen Backup Care centers?

Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center in our network. Centers must be state licensed, perform criminal background checks on the teachers and staff they employ, check against the National Sex Offender Registry, check against Central Abuse and Neglect Registry, and confirm eligibility to work in the U.S.

Can I talk to the caregiver beforehand?

Yes, this is encouraged. The in-home caregiver will call prior to providing care to make an introduction. You may also contact your Backup Care center prior to the day of care.

My child is sick. Can I still use Backup Care?

If your child has a low-grade fever, runny nose, mild cough or has started an antibiotic, you can use In-home Backup Care. For the safety of our caregivers, we can't provide care to children with fevers over 100°F or with highly infectious illnesses like Chickenpox, Coxsackievirus, or Pinkeye. In-center Backup Care is not available for children that are sick.

How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Part of your Backup Care is subsidized, so you are only responsible for your co-pay.

What's the cancellation policy?

Your credit card will be charged a \$30 cancellation fee if a Backup Care request is cancelled within 72 hours of the reservation start time and a provider has already been reserved to fulfill your request. Additionally, if the cancellation occurs within 24 hours of the reservation start time, one (1) day will also be deducted from your Backup Care wallet.

How it Works:

- 1 Log in to your account in the Care app or on your company's Care website. You can also call 855.781.1303.
- 2 Follow the prompts to complete your request for in-home or in-center Backup Care.
- 3 Our team will work quickly to identify a caregiver or center that meets your specific needs. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.

