

# Why Child Backup Care?

With kids, you need to be prepared for anything. From school holidays to the nanny's vacation to last-minute sitter cancellations, it is possible to cover it all and still do your job. 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 to care for newborn to teenage children for work-related care needs — 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 for center-aged children. Care is available Monday through Friday during center hours. In-center Backup Care can be booked up to 30-days in advance.

## PERSONAL NETWORK BACKUP CARE:

Schedule care on your own and get easily reimbursed. Simply arrange care with your go-to center or caregiver, make sure to get a receipt, and submit a claim.

## Use Backup Care for children when:

- School is closed
- Your babysitter or nanny is sick or on vacation
- Daycare is closed
- Your child is mildly ill or has a low-grade fever
- You have to work late or have business travel
- You are working from home and need someone to care for your children

### Your benefit year:

January 1–December 31

### Backup Care days:

Up to 10 days per year

### Backup Care rate:

\$6/hour for in-home care  
\$10/child/day for in-center care

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# Frequently Asked Questions

## How are in-home child Backup Care providers screened?

All caregivers are vetted and required to complete orientation and health and safety training. Their screening process includes: child care reference checks, video or in-person interviews, Criminal Background Check, National Sex Offender Public Website Check, name and address verification via SSN, and U.S. work eligibility verification.

## How does Care@Work 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.

## 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.

## Can I talk to the caregiver beforehand?

Yes, this is encouraged. You and the in-home caregiver should feel comfortable with each other prior to the day of care. They will call prior to providing care to make an introduction. You may also contact your Backup Care center prior to the day of care.

## Will my Backup Care provider do all the things my regular caregiver does?

Caregivers come prepared to make sure your children are safe and happy, and to keep your home in the same condition you left it. They are not expected to do laundry, errands, or house cleaning.

## 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?

For in-home requests, your credit card will be charged \$30 if you cancel after your reservation is confirmed. You will be charged \$60 if your caregiver is on the way or has already arrived. For in-center requests, your credit card will be charged your daily copay if you cancel within 24 hours of the date of care. The day will be counted toward your allotted days of care.

## How does it work if I have my own caregiver or center?

For in-home or in-center Backup Care you will be reimbursed up to \$125 per day. You're still responsible for your co-pay. Log into your Care@Work account and go to "Reimburse me for care." From this page you can add a claim and upload your receipt. Care that qualifies is work-related Backup Care and cannot include your family's regular care expenses. If your claim is already in the Care.com system, you can edit and upload your receipt. Once your receipt is approved, Care.com will send you a reimbursement via direct deposit or by mailed check. Your claim needs to be submitted within 30 days of care. Anything after this deadline will be automatically rejected. After you submit a claim, your Backup Care utilization count will be deducted.

## How does it work?

1. Log in to your account in the Care@Work app or on your company's Care@Work 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.
4. Share your feedback. We will send you a brief survey after care is complete.

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