

# Backup Care

Here when your regular care isn't

Backup Care offers a high quality, subsidized solution when your regular care is unavailable. School closed? Caregiver sick? Senior recovering from a fall? Our flexible care options for kids and seniors let you find the right care, whether through our network or using a preferred caregiver.



## Booking Backup Care is easy.

1

Start your request online, through the app, or by calling 866-814-1638.

2

Choose your preferred option for great care for your loved ones: in-home or in-center.

3

We'll match you to a caregiver, and you save time, stress and money.

Prefer to use a caregiver outside of the Care network? No problem! Just make a reimbursement claim within 30 days of the care taking place.

“I booked backup care when my kid's school was closed. ***It was much easier than having to arrange something on my own,*** and the nanny that came to our house was really nice and professional.”

— Google app store review



**90% would  
recommend  
Backup Care**

to a coworker

Enroll or login to book care today  
**[care.com/yourbenefits](https://care.com/yourbenefits)**



# Backup Care

## Frequently Asked Questions

### **What kind of information do I need to provide to submit a claim?**

- Date and time of care
- Employee name
- Employer name
- Receipt for care that took place
- The amount you paid for care
- Direct deposit information

### **Do I need to let you know in advance that I'm using Personal Network?**

No. While you're welcome to enter your claim as soon as you realize you need care, you have 30 days after the care takes place to submit the claim.

### **How do I get reimbursed for care?**

For in-home or in-center Personal Network Backup Care you will be reimbursed up to your company's maximum for the type of care provided. You're still responsible for your co-pay. Log into your Care.com 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 wallet will be deducted. For adult Backup Care, please call 855-781-1303.

### **My caregiver/center offered to give me a receipt on their own. What info should it contain?**

- The care provider's name, address, and phone number
- Your full name plus your loved ones's full name
- Your child's age
- Type of service and number of hours provided
- Date of service
- Hourly rate and total amount paid, if applicable
- Signature of provider and date signed

### **How long will it take me to get my reimbursement?**

You will need to provide your bank account information to get reimbursement via direct deposit. If you would prefer, we can mail you a check. It can take up to 10 business days after processing your claim to receive your reimbursement.

### **Is there a receipt template?**

Yes, you can download a sample receipt at [care.com/media/cms/receipt.pdf](https://care.com/media/cms/receipt.pdf). You can also use a receipt from your Personal Network care center or caregiver if it includes all necessary information.

### **What if something changes after I've submitted a claim?**

You can edit or delete your claim at any time before it has been approved for payment. Login to your Care.com account, and select "Child care reimbursement" or "Adult care reimbursement" then "Reimburse Me For Backup Care" then "View Claims." Select "Edit" next to the claim you want to change or delete. If you delete a claim, the Backup Care utilization day will be added back to your account to be used at a later date.

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