

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 in your care.com account within 30 days of the care taking place.

Child and Adult Backup Care Details:

In-center Backup Childcare: \$15/day for each child

In-home Backup Adult or Childcare: \$6/hour 4-hour minimum/10-hour maximum per day (requests above 10 hours will count as two days of care)

Personal Network Backup Childcare

(In-home and In-center): You pay the provider directly for the full cost of care, then request reimbursement. Care will deduct the standard copay from your total claim (\$6/hour for in-home or \$15/day per child for in-center), then reimburse you up to \$125 per day. Claims must be submitted within 30 days of the date care is received.

Enroll or login to book care today
www.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 work hours
- 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
- Employee work hours
- 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 the receipt template](#) here or find it linked for download when starting a care reimbursement claim in your care.com account.

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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