

Bright Horizons   
**Care Advantage™**

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*A Bright Horizons Solution at Work*



# Frequently Asked Questions

October 2017

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REFERENCE INFORMATION

Colorado School of Mines

**FULL Program Website**

[www.careadvantage.com/mines](http://www.careadvantage.com/mines)

**Back-Up Care Program**

<https://backup.brighthouse.com/>

first time users click on [Create Your Profile](#)

Back-Up Employer Username

**Mines**

Back-Up Employer Password

**care4you**

**Program Parameters**

**Back-Up Care Visits**

10 days per faculty or staff per year  
All 10 days can be used consecutively

**Back-Up Care Copays**

Center-Based Care:  
\$10 per child per day  
\$15 per family per day

In-Home Care: \$4 per hour  
Collected by Bright Horizons

**Infant Transition Program**

Additional 10 days during your child's first year with the family, through birth or adoption  
Standard back-up care copays apply

**View a brief tutorial**

<https://www.brighthouse.com/brighthouse/MinesBHCA>

**Program Support**

Contact us at **877-242-2737** (BH-CARES) 24/7

*Complete your free registration for each program to access additional Q&A and support resources*

## FAQS

### OVERVIEW

#### What is the Bright Horizons Care Advantage Program®?

Your employer has partnered with **Bright Horizons®** to help you better manage your many work, family and personal responsibilities by providing the following programs and benefits:

- **Back-Up Child & Adult/Elder Care** – access to back-up care for both your children and adult/elder family members during a lapse or breakdown in normal care arrangements through the *Back-Up Care Advantage Program®*
- **Additional Family Support** – free access to an online database of regular caregivers, pet care services, elder care resources and household help; discounts on tutoring and test prep services; and regular child care benefits with preferred enrollment and tuition discounts at a network of centers
- **My CareAssist™** – If Bright Horizons is unable to secure care through a current network provider, you have the option of finding your own back-up provider and being reimbursed for related care. has authorized Bright Horizons to offer to reimburse you for a limited number of uses annually

### BACK-UP CHILD AND ADULT/ELDER CARE

#### What is the *Back-Up Care Advantage Program*?

The *Back-Up Care Advantage Program* can be used anytime you need to be at work, but your family member needs assistance or support.

#### **Examples of when you can use back-up child care include:**

You have a new baby and need care while you transition back to a normal work schedule.

Your child's school or center is closed for breaks, teacher in-service days or inclement weather.

You are in between child care arrangements.

Your child is mildly ill and cannot attend their regular care program.

You have a change in your work schedule and need in-home child care for evening and weekend hours.

Your stay-at-home spouse is called in for jury duty or has an appointment.

#### **Examples of when you can use back-up adult care include:**

Your parents have a regular in-home care provider who is out sick or on vacation.

Your teenage/adult child is mildly ill and you want someone with him/her while you are at work.

Your grandparents live out of state and need assistance, or just companion care.

Your parents live with your sister and your sister needs a break.

Your mother-in-law is in the hospital and you would like someone to be with her for support.

Your spouse (or other adult family member) is recovering from an illness or injury and needs assistance.

## What type of back-up care is available?

Center-based child care for well children, in-home child care for well or mildly ill children, and in-home adult/elder care is available. Care recipients may include infants, toddlers, preschoolers, school-age children, teens, adults and elderly family members.

## Where is back-up care available?

The program gives you access to a nationwide network of high-quality, licensed child care centers, including hundreds of accredited Bright Horizons child care centers across the country, so chances are good there are options near your home and your work site. In addition, we have partnerships with approximately 900 in-home care agencies that employ almost 200,000 experienced caregivers between them who travel up to 35 miles to provide care in your home or the home of your dependent. Care options depend on the availability of these network providers in your area and on any given day.

## I do not see a local provider on my *Back-Up Care Advantage Program* website. What should I do?

You should contact the Bright Horizons Contact Center at 1-877-BH-CARES (1-877-242-2737) to determine if there are contracted providers in your local area. The contact center has the most up-to-date access on our contracted network, and they will try to help you find options that will suits your care requirements.

## Who is considered an adult/elder relative?

It is any adult relative for whom you have care responsibilities. This could be a parent, grandparent, spouse/domestic partner, in-law, adult child, etc.

## Up to what age can a care recipient use the program?

For center care, age limits will vary by location. Most centers can serve children from 6 weeks to 6 years of age; some serve children through age 12. For in-home care, there is no age limit.

## How can I provide feedback regarding my care experience?

Our goal is to make the process of scheduling care as easy as possible for you. We will email you a link to a survey following the last date of care each time you schedule care with us. Please take a few minutes to complete this survey and let us know how we're doing.

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## [Center-Based Back-Up Child Care](#)

### **How can I be assured a center is a safe environment for my child?**

All the child care centers in our network — Bright Horizons' centers as well as those we invite to join our provider network — meet stringent quality requirements and are licensed by the state in which they operate. Each center offers a developmentally-appropriate curriculum led by qualified teachers, follows strict health and safety policies, and ensures appropriate teacher-to-child ratios for each age group.

These centers are specifically designed to provide a warm, inviting, and engaging environment where children actively explore and participate. Teachers in back-up care settings are specially trained to tune into your child's needs and interests, to help you comfortably transition at drop-off time, and to help your child feel welcome, secure, and at ease in what is usually an unfamiliar and new environment.

### **Can center staff administer medication?**

Each child care center in the back-up care network has their own policies regarding medications based on local and state regulation. Please check with the center you will be using should the need for medication administration exist or arise at any point during the provision of care.

### **Are there child care centers that accommodate sick children?**

While we have several centers in our network specifically designed to accommodate and care for sick children, the vast majority of centers welcome well children only. In the event your child becomes ill during the course of the day in a center, the center staff will contact you and will keep your child comfortable in a quiet area until you arrive to take your child home. Mildly ill child care is accommodated primarily through the in-home care option.

### **What information will I need to bring to a child care center?**

Once you schedule care, you will need to complete an enrollment packet and submit this to the center. The specific materials required vary based on state and local requirements, but may include birth certificate, immunization records, and primary care physician contact information. The enrollment packet is required by state licensing for the safety and care of your child and must be completed and given to the center in order to receive back-up care. Our Care Consultants can provide more details on specific requirements.

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## [In-Home Back-Up Child and Adult/Elder Care](#)

### When would I use in-home care for my children?

In-home child care can be used when your child is mildly ill or when you prefer to have care take place in your home rather than a center-based setting.

A mild illness is defined as temporary and non-progressive in nature. For example, the child feels too ill to engage in normal everyday activities; however, does not feel so ill that they need to stay in bed, and may need short rest periods until feeling better. They may have low grade fever controlled by Tylenol or Ibuprofen and able to tolerate food and fluids. Typically, a child is considered mildly ill if they cannot attend school or their normal child care arrangement.

In-home care can also be used when a child is well. One in-home caregiver can care for up to three children.

### When would I use in-home care for my adult family members?

In-home adult care is available to cover a wide-variety of care needs. In-home care is provided to your adult family member in the comfort of their own home (or assisted living facility) and is available anywhere in the U.S. within established proximity of our in-home care agency partners. Any adult that you have care responsibilities for (relative or non-relative) is covered. Some reasons you may choose to use in-home care for adult/elder family members include:

- Companion care can be used when you have an adult family member that lives out of town and you simply want a caregiver to provide companionship to them
- Respite care is perfect if your adult family member's normal caregiver is not available, or if your adult relative's primary caregiver needs a day outside the house
- In-home care is a great option if your adult family member has had minor surgery and needs someone to be with them for the first few days after they arrive home during recovery

### How can I be assured the in-home caregivers provide a safe environment?

In-home care is designed to provide comforting, individualized care for your child or adult/elder relative in the familiar surroundings of home. Whether your family member is recovering from a mild illness or is in need of temporary care or assistance, our qualified caregivers provide in-home support so you can get to work free of worry.

There is no age limit for in-home care. In-home caregivers are all employed by the agencies Bright Horizons has contracted with and they are professionally trained, screened, and credentialed. Experienced in child or geriatric care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid.

As in any situation where third parties have access to your home while you are out, please take reasonable precautions to secure your cash, credit cards and other valuables or information of a financial nature.

## What is the definition of “mild illness”?

Mildly ill care is defined as temporary and non-progressive in nature. For example, the care recipient feels too ill to engage in normal everyday activities however, does not feel so ill that they need to stay in bed, and may need short rest periods until feeling better. The family member may have a low grade fever controlled by Tylenol\* or Ibuprofen and is able to tolerate food and fluids.

*\* Please note that caregivers in the Back-Up Care Advantage Program are not allowed to dispense medication, however they can remind your adult/elder dependent when it is time for them to take their own medication.*

## Can I set up a “meet and greet” with an in-home caregiver prior to needing care?

You may request to set up a “meet and greet” to meet the caregiver in advance however, we cannot guarantee that the caregiver you meet will be available on a day when you actually need back-up care. When a “meet and greet” is scheduled, your employer’s specific program policies would apply for the caregiver to come to your house (see [Reference Information](#)). All applicable care minimums apply. Please note it is also a requirement for the caregiver to contact you prior to care to introduce themselves, discuss your child and care needs, etc.

## Who is authorized to greet and release the in-home caregiver?

When the scheduled care is for a child, an adult (at least 18 years of age) must be present both when the caregiver arrives and departs. The adult must be someone who is willing to take responsibility for the care recipient(s) should the caregiver fail to arrive or otherwise be unable to provide care at the last minute. (This can include, but is not limited to, a parent or guardian, a grandparent, an adult sibling, or a friend of the family). The adult, or adults, must be identified at the time care is requested.

The parent or guardian must take responsibility for greeting and/or releasing the caregiver in the event that the adult designated is unable to perform that function. Adult care recipients generally do not require a designated greet and release individual.

## Can the in-home caregiver do light housekeeping?

An in-home caregiver can perform light housekeeping as it relates to the care of the care recipient only. Light housekeeping normally includes: cleaning kitchen after meals/snack preparation, straightening up family/living room and children’s room (if the child has played in the room during the day), etc. Light housekeeping does not include the following: vacuuming, laundry, dusting, cleaning of restrooms/bathing areas, etc. (The only time a caregiver may provide any of the above services is when the care recipient has created a mess requiring the above services).

## Can the in-home caregiver prepare meals?

An in-home caregiver can prepare meals as it relates to the care of the care recipient only. Meal preparation normally includes: cooking meals and preparing snacks for the care recipient to be eaten during the hours of care. Meal preparation does not include preparing meals for upcoming days/weeks or preparing meals for other family members not using the benefit.



## Can the in-home provider administer medication?

In-home caregivers may not dispense prescription or over-the-counter medication directly to any care recipient in their care. Caregivers may apply non-prescription topical ointments to a care recipient in their care. Caregivers are only allowed to remind the care recipient to take his or her pre-measured medication at an assigned time where authorized by the employee. You may make other arrangements for third parties to dispense medications (such as a neighbor), provided the caregiver is notified in advance.

In-home care professionals that can dispense medication vary by state regulations, but generally are Registered Nurses (RNs) or Licensed Practical Nurses (LPNs). Medical care must be requested at the time the reservation is placed and an additional fee of \$50 per hour (1 hour minimum) will apply if dispensing of medication and/or certain medical procedures (including wound care) are required for the care provided.

## Can the in-home caregiver provide transportation?

Caregivers may not transport any care recipient in a private vehicle. Caregivers are only allowed to accompany a care recipient using public transportation (i.e. taxi, bus, train, or special transit) when required in connection with the care provided and only with the prior authorization of the employee and notification of Bright Horizons. In the case of adult care, caregivers are allowed to accompany a care recipient when driven in a private vehicle by the care recipient or an acceptable family member or acquaintance of the care recipient.

## Can the in-home caregiver engage in outdoor activities with my family member?

Caregivers are required to provide care for care recipients in the homes of employees, the adult relative, or other authorized locations. Caregivers may leave the premises only with your prior authorization. Outdoor activities are limited by the transportation policy.

Caregivers may not accompany care recipients to any body of water (public or backyard pools, lakes, etc.) other than in connection with a pre-arranged activity with a third party responsible for the activity (such as a swimming lesson with an instructor) and only with your prior authorization.

## Are visitors allowed to come to my home while I am using in-home care?

No visitors are permitted on the premises without your prior authorization. No authorized visitors may be under 18 years of age (not residing in the home). Authorized individuals must provide photo identification in order to be given access to the care recipient.

## If I like a specific in-home caregiver, can I request them in the future?

Yes. Bright Horizons will work to secure care with your preferred in-home caregiver. However, the caregiver may not always be available if they are confirmed for another family's back-up care request.

### If I am traveling for work and need to bring my child, is care available in my hotel room?

Yes. Care that takes place at a hotel is provided by our in-home agency network. With approval from you, the caregiver and the care recipient(s) are allowed to leave the room during care. Additionally, the caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from you, which must be provided to Bright Horizons prior to care taking place.

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## [Back-Up Care Payments and Reimbursements](#)

### What does it cost to use back-up care?

In most cases, your employer is subsidizing the cost of care (see [Reference Information](#)).

### How do I pay for the service?

Any applicable copayments are either collected by Bright Horizons (payable by credit card, debit card, or Electronic Fund Transfer / EFT) or by your employer, typically through payroll deduction. You will need to provide payment information in order to place a reservation request and credit/debit cards will be pre-authorized, as applicable. If copays are collected by Bright Horizons, charges will be processed daily after the services are provided. For your employer's specific policy, please see [Reference Information](#).

### Can I use payroll deduction?

Only if this is the policy implemented by your employer (see [Reference Information](#)).

### Can I use my current child care and get the discounted price?

You are required to utilize centers and in-home providers that are contracted with the *Back-Up Care Advantage Program*. Back-up care provided outside of this program will not be subsidized by your employer.

### If my child becomes sick and has to leave the care facility, will I receive a refund for that day of care?

As with any child care program, if your child becomes sick while at the child care provider then you will need to remove your child to prevent sickness from spreading to other children. There will be no monetary refund or credit to your number of days used with the *Back-Up Care Advantage Program*.

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## [Back-Up Care Eligibility and Registration](#)

### Who is eligible to participate?

All full-time benefits eligible faculty or staff are eligible to participate in this program.

Care recipients include children, spouses, domestic partners and adult/elder relatives, such as parents, in-laws and grandparents. Employee self-care is also an option.

### How do I register?

You and your family member(s) must be registered for the *Back-Up Care Advantage Program* before you may make a reservation and use the back-up care services. We strongly recommend that you register in advance so that you are ready to use the *Back-Up Care Advantage Program* when you need care. There are two ways to register: Online (see [Reference Information](#) for the website and access details) or by calling the toll-free number at 1-877-BH-CARES (1-877-242-2737). Care Consultants are available 24 hours per day, 7 days a week.

### How do I create a “Care Profile” and what information do I need?

On the home page, click on the blue “[Create Care Profile](#)” button and follow these steps:

1. **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.
2. **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.
3. **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, friend) as an emergency contact and/or authorized to pick up care recipients.
4. **Enter Care Locations:** Let us know where you will typically need care.

### Can I still use the service if I'm on FMLA or on a leave of absence?

Yes, employees who are on FMLA or any other approved leave of absence are eligible to utilize this benefit.

### Does the family member who needs care have to be covered under my insurance to receive care?

No. Any care recipient who relies on you as a primary caregiver, or a direct adult relative (i.e. parent, in-law, grandparent) qualifies to receive care through the *Back-Up Care Advantage Program* when normal care arrangements break down. Those eligible care recipients are not required to be covered under your insurance.

### Does my adult family member needing care have to live with me?

No, the adult family member does not have to live with you. Back-up care is available nationwide, so even if the family member lives in a different community or state, you can still take advantage of the program.

## Can spouses/domestic partners register?

Upon registration, Bright Horizons will verify your eligibility by requesting specific information related to your employment. For that reason, you are required to initiate the registration process online or over the telephone. Once a username and password has been created for your online account, your spouse/partner could complete the registration on your behalf.

## What information is needed to register my family member?

Information such as the care recipient name, birth date, any known allergies and emergency contact will be required. When you contact Bright Horizons, a Care Consultant will help you understand the specific registration materials needed.

## Do I have to register every year?

No. You only have to register once and can do this anytime. However, depending on the care needed, you may need to provide additional information for the unique center or in-home provider you use.

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## [Back-Up Care Reservations](#)

### **Is registering the same as making a reservation?**

No. You and your family member(s) must be registered for *the Back-Up Care Advantage Program* before you may make a reservation and use the back-up care services. When you contact the *Back-Up Care Advantage Program*, a knowledgeable Care Consultant will help you complete registration. Registration is free, so we strongly recommend that you register in advance so you are ready to use the program when you need care.

### **Why do I have to make a reservation?**

Reservations allow our Care Consultants to secure the type of care you need, on specific day(s) that you need care and also alert the care provider to the specific needs of your family so they are prepared for the day of back-up care. You can make reservations for back-up care services up to 30 days in advance of the date care is needed – either online at your program website (see [Reference Information](#)) or by calling 1-877-BH-CARES (1-877-242-2737). When you need to make a reservation for back-up care by phone, a Care Consultant will ask you a few questions to fully understand your needs, such as information about your family member, when you need care, and the location where care is needed. The Care Consultant will review potential options with you and make the arrangements with the provider on your behalf.

### **How many times can I use the service?**

Your employer offers a specific number of back-up visits annually – please refer to [Reference Information](#) for your program parameters.

### **Am I able to use my allotted days of care consecutively?**

Yes. There is no limit to the number of consecutive days that you can reserve care – up to the maximum annual visits offered by your employer.

### **If I do not use all of my allotted days during the year, do they rollover?**

No. Your annual allowance of back-up care days must be used during your allocated use year. Any unused days are forfeited.

### **What if I've used all my days and need additional back-up care?**

If additional back-up care is needed, please contact your Human Resources liaison to discuss care options available.

## What is the Infant Transition Program?

To better support new parents, your employer offers additional back-up days during a child's first year – please refer to [Reference Information](#) for your specific program parameters. To access your additional days, please contact a Care Consultant at 1-877-BH-CARES (1-877-242-2737) and be sure to mention the Infant Transition Program or click on [Special Programs](#) within the Benefits tab, to reserve back up days from your ITP bank.

## Both my spouse/domestic partner and I work for the same employer. Do we both receive back-up care?

Yes. Each individual eligible employee receives your own allotment of care days each year.

## If I work non-traditional hours, such as evenings and weekends, can I still use the program?

Evening and weekend care (typically in-home) is available and there are no additional charges. However, you must be working during the time care is needed.

## Am I required to use this program?

The *Back-Up Care Advantage Program* is a service, subsidized by your employer to assist with temporary care for your family members. You are not required to use this program; however, your employer will only subsidize care if it is provided through the *Back-Up Care Advantage Program*.

## Will my employer know that I am using the program?

Yes, Bright Horizons will provide monthly utilization reports to your employer to show who is registered and has used the program.

## What is the cancellation policy?

You must cancel by 5:00 p.m. local time on the business day prior to the day of care. If care is cancelled after 5:00 p.m. local time on the business day prior to the day of care, you are charged the use against your annual limit and any applicable copayment will be collected per your employer's program parameters (see [Reference Information](#)).

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## ADDITIONAL FAMILY SUPPORT

### Overview

Your employer is also providing you with resources to help you secure your own regular, ongoing care needs, including:

- Preferred enrollment access at select Bright Horizons child care centers
- Discounts off tuitions for full-time care at select participating network child care centers
- Online, self-serve and self-pay resources to search for and connect with:
  - Babysitters and nannies for regular and weekend care (including children with special needs) and adult/elder caregivers – available through *Sittercity*
  - Pet sitters, dog walkers, groomers and more – available through *Sittercity*
  - Elder care resources, planning and referrals – available through *Years Ahead*
  - Tutoring, test pre and homework help – available through *BrightStudy™*
  - Housekeepers and additional homework help – available through *Sittercity*

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## Center-Based Child Care

### **What is Preferred Enrollment?**

Preferred Enrollment Access allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

### **Will discounts be offered at Bright Horizons centers?**

At this time, discounts are not offered at Bright Horizons Centers.

### **Do I have to pay for Preferred Enrollment?**

No. Preferred Enrollment Access is offered free of charge to you.

### **Do I have to pay a registration fee for Preferred Enrollment?**

Yes. You do pay a registration fee. However, that initial registration fee will be applied as a credit (up to a maximum of \$250) towards your next tuition payment after 30 days of enrollment at any participating Preferred Enrollment center. When selecting a center, you can click on a coupon which you should print and bring with you when you visit.

### **If I am already registered at another Preferred Enrollment Center location, am I still eligible for the Registration Fee Credit?**

Yes. If you enroll your child at a new Bright Horizons center location, the Registration Fee Credit is applied when you enter your second full month of enrollment. Therefore, you will be eligible at any participating center where you choose to enroll your child.

### **What is the Tuition Discount program?**

The Tuition Discount program provides you with a discount of up to 10% off of the child care tuition and a waived registration fee at select participating centers.

### **What age groups are eligible for a Tuition Discount?**

Tuition Discounts are generally only available for children aged 2 and older.

### **What if I am currently enrolled in a participating center for the Tuition Discount program?**

If you are currently enrolled in a participating center that offers a Tuition Discount, please reach out to your center director to inquire about the discount program. You will then be eligible to receive 10% off of your tuition moving forward. Some discounts are only available for new enrollments. Please refer to your landing page to identify the discounts available to you. Discounts cannot be applied retroactively.

### How do I find child care centers where I have access to Preferred Enrollment and Tuition Discounts?

Visit your program website (see [Reference Information](#)) and click on the [Center-Based Child Care](#) link under the Additional Family Support section of the program website. This will bring you to the Preferred Enrollment & Tuition Discounts site where you will be able to use the center search locator to find center options in your desired area.

### Is care available for special needs family members?

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges. Our programs also strive to accommodate parents/guardians with disabilities, so that they can fully participate in our programs and services.

### What if I am in the process of custody arrangements for my child?

Bright Horizons cannot limit any parent's or guardian's access to their child without legal authority. If you believe any access or custody issues will arise during the course of your child's care, you must provide a copy of a signed court order prior to care.

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## [Babysitters, Nannies & Housekeepers](#)

### **What services do I have access to under this program?**

Your free membership with *Sittercity* provides you with access to online forums, tools, and resources that will help you find and choose caregivers that meet your preferences and needs for occasional and everyday child care, care for children with special needs, homework and household help, and even pet care.

### **Who is eligible for care through *Sittercity*?**

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through *Sittercity* for anyone you want, as many times as you want.

### **How do I access care through *Sittercity*?**

To access these tools and resources, go to your program's landing page (see [Reference Information](#)) and click on the Babysitters, Nannies & Housekeepers placard under Additional Family Support. This will bring you to your employer's *Sittercity* homepage where you will create a username and password to gain access and begin to search for the solution to your care needs.

### **Do I need to register separately with *Sittercity*, even if I'm registered for the *Back-Up Care Advantage Program*?**

Yes. Simply go to your program's website (see [Reference Information](#)) and click on the appropriate link.

### **Will use in this program impact the use limit I have for the *Back-up Care Advantage Program*?**

No. Your use of these *Sittercity* resources does not impact your back-up care use allowance. However, many people find that *Sittercity* is a great solution for finding care once you have used up the back-up care visits available through your employer for the year (see [Reference Information](#)).

### **If I am already a registered *Sittercity* customer, do I have to re-register?**

No, you do not have to re-register. You can use your existing username and password to access the *Sittercity* website. You will however need to contact *Sittercity* Membership Services team to have your account moved under your employer's account.

### **Will I get a refund for fees paid as a retail customer?**

Please contact *Sittercity* Membership Services at 1-866-205-5625 for help with receiving a pro-rated refund.

## What is the typical cost of care on Sittercity?

The cost of care varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from school age children). In the Trust and Safety Center on the Sittercity site, you can use a Rate Calculator to determine the appropriate pricing based on region, number of children and years of experience the caregiver has. Also, when posting a job, you are able to indicate the rate preferred per hour and work with caregivers that best fit your financial requirements.

## How can I evaluate and select the caregiver that seems right for me?

Sittercity has a variety of filters to help match caregivers to your needs and preferences. You also have access to caregiver profiles, which may include pictures, references and reviews from other care seekers and users on the site. In addition, through your employer-sponsored program, you have access to run unlimited basic background checks and can run an up-to-date background check on any caregiver at any time, free of charge. If you'd like to run additional background checks, there are options available on the site at discounted pricing through your employer-sponsored program.

## What kind of background checks do I have access to?

As a Sittercity registered user, through the partnership negotiated by your employer, you can run or view results of previously run unlimited basic background checks.

## Can I get a more enhanced background check if I want it?

Yes. You can get an additional, enhanced background checks for an additional fee (ranging from \$20-\$60).

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## Elder Care

### **What services do I have access to under this program?**

Similar to your membership with *Sittercity*, the *Years Ahead* free online platform connects you with elder care tools and resources – including elder care planning and referrals.

### **What will Years Ahead help me with?**

*Years Ahead* will enable you to take a needs based assessment online of your loved ones needs, will allow you to navigate through elder care options, will provide you resources regarding elder care and provide guidance in finding assistance programs.

### **How do I access care through Years Ahead?**

To access these tools and resources, go to your program's landing page (see [Reference Information](#)) and click on the Elder Care placard under Additional Family Support – and then choose the “Find Care Online” option. This will bring you to your employer's *Sittercity* homepage where you can click to choose the Years Ahead resource and then create a username and password to gain access.

### **Can I register for Sittercity and Years Ahead under one account?**

No. You must register for *Sittercity* and *Years Ahead* separately. However, you are able and encouraged to use the same login credentials for each membership to ensure ease of use.

### **What resources are available to me through Years Ahead?**

*Years Ahead* is a referral resource offered by *Sittercity* and is only available through the partnership between your employer and Bright Horizons. On *Years Ahead* you are able to search a nationwide network that includes in-home agencies, independent living facilities, assisted living facilities, memory care, and nursing homes. As a *Years Ahead* user, you have access to an individual provider's profile, which may include comprehensive information, photos, experience and capabilities, pricing and reviews.

### **What do the Senior Care Advisors on Years Ahead assist with? What are their credentials?**

Senior Care Advisors are available to answer questions you may have surrounding the process of finding care for your aging loved one, from the initial conversations and decisions to determining the right caregiver or facility and moving your loved one. Senior Care Advisors carry a Master's in Social Work and go through a comprehensive course to become a CSA (Certified Senior Advisor). The CSA credential represents a qualified professional who understands the key health, social and financial factors that are important to the majority of seniors. The CSA is accredited by NCAA (The National Commission for Certifying Agencies). Senior Care Advisors are available via phone Monday – Friday, 9 a.m. – 5 p.m. CST.

### **What is the typical cost of care on Years Ahead?**

There is no cost to use the *Years Ahead* website resource. The cost of the agencies and facilities on *Years Ahead* will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities in the network will provide information regarding costs with you individually.

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## [Pet Care](#)

### **What services do I have access to under this program?**

As part of your free *Sittercity* membership, you can also easily connect to options for all your pet care needs – dog walking; coordinating check-ins, visits, pick-ups and drop-offs; pet sitters and/or overnight care; bathing, grooming and training resources; and more.

### **How do I access pet care services?**

Visit your program's landing page (see [Reference Information](#)) and click on the Pet Care placard under Additional Family Support. This will bring you your employer's *Sittercity* homepage – if you do not currently have an account, you will create a username and password to gain access and begin to search for the solution to your pet care needs.

### **What types of pet care resources does the *Sittercity* site offer?**

Post your own job listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on: years of experience; completed background checks; regular and short-notice availability; type of pet cared for; and more.

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## [Tutoring, Test Prep & Homework Help](#)

### What types of services are available?

Your *BrightStudy*<sup>™</sup> benefit is a referral service that provides easy access to high-quality tutoring and test prep providers, offering a variety of online and in-person options with exclusive discounts for Bright Horizons families.

### How do I access the services available through *BrightStudy*<sup>™</sup>?

To access these resources, go to your program's landing page (see [Reference Information](#)) and click on the Tutoring, Test Prep & Homework Help placard under Additional Family Support – and then choose the “Get Started Now” button. Scroll down and complete the form to receive personalized options based on your family's needs.

### Who are the providers associated with *BrightStudy*<sup>™</sup>?

Services are provided through *RevolutionPrep* and *College Nannies & Tutors* – two long-standing partners of Bright Horizons that have a history of supporting our clients and their families.

### What discounted services are available through *RevolutionPrep*?

You receive a 10% savings on standard tutoring rates which can range between \$100-\$600 per hour (with the average closer to \$100-\$200 per hour). For elementary and middle-school children, you receive a fixed discount of \$69 per hour for basic tutoring.

### What discounted services are available through *Colleges Nannies & Tutors*?

You receive two free tutoring sessions or a set of free test prep materials for your student. Tutoring rates vary by location and average around \$65 per hour.

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## MY CAREASSIST™

### What is My CareAssist?

*My CareAssist* is an option Bright Horizons offers to clients that participate in the *Back-Up Care Advantage Program*® when there is a geographical area in which Bright Horizons has limited center-based and in-home back-up care coverage.

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### When can I use My CareAssist?

You may use *My CareAssist* when you have a need to use center-based or in-home care child or adult/elder care program through Bright Horizons and there are no local providers available to you through the Back-Up Care Advantage Program. *My CareAssist* is back-up provided to a child or adult family member by a child care center or caregiver, identified and selected solely by you, which does not participate in the Bright Horizons *Back-Up Care Advantage Program* network. You may use *My CareAssist* only for specified dates authorized **in advance** by Bright Horizons.

### What is the reimbursement rate under the My CareAssist program?

Under *My CareAssist*, your employer has authorized Bright Horizons to offer to reimburse you for a limited number of uses annually. For care in a child care center outside of the Bright Horizons back-up center based network, the reimbursement rate is \$100/day. For in-home child or adult/elder care outside of the Bright Horizons in-home network, the reimbursement rate is \$100/day.

### Who can I use to provide care under My CareAssist?

You may use a child care center, neighbor, family member, or anyone you see fit to watch your dependent or adult/elder loved one, if Bright Horizons has exhausted all avenues in finding a provider for you through the *Back-Up Care Advantage Program*.

### Does this count against the uses provided to me annually by my employer?

Yes, use of *My CareAssist* will count towards all annual limits established by your employer and Bright Horizons for your use of back-up care in the *Back-Up Care Advantage Program*.

### Does My CareAssist provide the same insurance coverage and quality care as a provider or center in the Bright Horizons network?

Because employees in the area may arrange for care to be provided by a caregiver identified and selected by you - the employee - Bright Horizons will not be responsible for the caregivers selected, the services provided by those caregivers, or any other costs or expenses related to the use of *My CareAssist*.

### Can I use My CareAssist without going through the back-up care program call center?

No. PRIOR to ANY use of *My CareAssist*, employees must contact Bright Horizons at 1-877-BH-CARES (877-242-2737) and request to use *My CareAssist* before receiving authorization. At that time, you will be provided copies of forms you will need to complete before you are eligible to use the *My CareAssist* option.



### Is there a timeframe by which I must submit reimbursement to use My CareAssist?

Yes, all submitted requests for reimbursement, only for approved uses under *My CareAssist*, must be submitted within ten (10) business days of the last date of *My CareAssist* care used. You will be provided more information on the timeline and what is required of you at the time you contact Bright Horizons to request care.

### How does the reimbursement process work?

At the time you contact Bright Horizons to request care and receive authorization to use *My CareAssist*, you will be sent instructions, including a Confirmation & Release Form and a Request for Reimbursement Form, to complete according to the instructions. Once received, Bright Horizons will process reimbursement and a check will be sent to the address listed on the Request for Reimbursement Form within 2 to 3 weeks. Details on the process will be provided to you when requesting care.

### Who do I contact to request to use My CareAssist?

Please contact Bright Horizons at 1-877-BH-CARES (877-242-2737). The call center is staffed 24/7/365.

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## RESOURCES

The *Family Matters Webinar Series* brings **Bright Horizons**<sup>®</sup> families and educators together to learn from expert guest and internal speakers on a variety of parenting, education, and family life topics. From infants to elder care, the webinars serve all families types, at all stages, with various care needs, providing relevant, valuable information about parenting and caregiving. Our 2017 webinars topics include:

- January: Learning Through Play
- March: Long-Distance Elder Caregiving
- April: STEM for Children
- July: What's My Parenting Style
- October: Raising Caring Children

[Register online](#) for upcoming events and access recorded webinars.

### What if my primary language isn't English and I need help with translation services?

Our Contact Center Consultants are able to support employees who speak any language. We have Consultants that speak both English and Spanish and also use the support of a language line that assists callers in translating for 200 different languages. If you need assistance with another language or with translation services, please call 877-242-2737.

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