Program Overview

What is Back-Up Care?
Back-up care is temporary care provided during a lapse or breakdown in normal care arrangements. The Back-Up Care Advantage Program® is a program designed to provide alternative care until normal care arrangements can resume.

How Can the Back-Up Care Advantage Program Help?
The Back-Up Care Advantage Program finds solutions! The Back-Up Care Advantage Program is a service, subsidized by your employer, to help you get to work when you need temporary care for a loved one. Any child who relies on you as a primary caregiver qualifies to receive care when normal care arrangements break down. Through this service, you have 24-hour access to a team of Back-Up Care Consultants who will find and schedule care on your behalf.

One of the best parts is that your employer has already covered some or all of the cost of care.

The Bright Horizons® Back-Up Care Advantage Program is designed to provide you with back-up care whenever your normal child care arrangements are unavailable. The program gives you access to a nationwide network of quality, licensed child care centers, including hundreds of Bright Horizons child care centers across the country. Your employer has engaged Bright Horizons to offer you this important benefit and we have worked together to tailor the Back-Up Care Advantage Program to your needs.

Every effort will be made by our Back-Up Care Consultants to solve your temporary breakdown in care and get you to work. Care availability will depend on the availability of providers on any given day.

Program Details

Back-up child care is available through a nationwide network of Bright Horizons and other quality child care centers.

Bright Horizons’ back-up child care centers were the first of their kind to be accredited by the National Association for the Education of Young Children (NAEYC). All child care and early education centers available through the Back-Up Care Advantage Program are either Bright Horizons-managed centers or meet established standards of quality for accreditation or state licensing, including developmentally appropriate curriculum, appropriate health and safety policies, teacher-to-child ratios, and teacher qualifications.

Your employer has engaged Bright Horizons to offer you this important benefit and we have worked together to tailor the Back-Up Care Advantage Program to your needs.

Eligibility and Limits on Use
Your employer participates in the Back-Up Care Advantage Program to assist you in balancing the competing demands of work and life.

- You can use the back-up care services when you need to be at work and your regular care arrangements are unavailable.
You can use the back-up care services up to a specified number of days per year.

Care can be scheduled for up to five consecutive days.

Please reference the Program Details page of your employer's Back-Up Care Advantage Program Web site at backup.brighthorizons.com or your employer's intranet for more information on use limits for the Back-Up Care Advantage Program.

Copayments
Your employer may have established a copayment requirement in connection with the use of the Back-Up Care Advantage Program. Copayments are payable by credit card, debit card, or Electronic Fund Transfer (EFT). Copayment information is collected on the day care is reserved; copayments are processed on the day following the utilization. You will need to provide payment information in order to place a reservation request and credit/debit cards will be pre-authorized. The charge for services provided will be processed after the services are provided. Please reference the Program Details page of your employer’s Back-Up Care Advantage Program Web site at backup.brighthorizons.com or your employer’s intranet for more information on copayments for the Back-Up Care Advantage Program.

Availability of Care
During periods of high demand (for example, vacation periods, holidays, etc.) and in some geographic areas it can be difficult to meet the back-up care needs of all employees. We encourage you to plan in advance whenever possible. The Back-Up Care Advantage Program accepts reservations up to one month in advance of the proposed day of care, which is particularly important for care requests during periods of high demand.

How the Program Works
Registration
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 Back-Up Care Consultant will help you complete registration for the Back-Up Care Advantage Program.

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.

Once care is scheduled, an enrollment packet (including all required health records), must be completed and submitted to the center prior to using care. 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.

There are two ways to register for the Back-Up Care Advantage Program:

- Visit backup.brighthorizons.com or your employer’s intranet. Your employer’s username and password are required. For more information, call the toll-free number below.

- Call 1-877-BH-CARES (1-877-242-2737). Back-Up Care Consultants are available 24 hours per day, seven days a week.
Reservations, Changes, and Cancellations

**Reservations**
Employees can make reservations for back-up care services up to one month in advance by calling 1-877-BH-CARES (1-877-242-2737). When you need to make a reservation for back-up care, a Back-Up 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 for care with you and will make the arrangements with the provider on your behalf. Based on your care preferences, the Care Consultant will educate you on the center’s enrollment requirements and assist you in accessing the required forms. For center-based care, a copy of current immunization records must be provided and additional health records may be required due to state or local regulations. You may send completed materials to the provider in advance, or provide them on the day of care. If at any time you choose to use a different provider other than what you initially selected, the Care Consultant will educate you on that provider’s enrollment requirements and assist you in accessing their required forms. After all care arrangements have been confirmed, you will receive an electronic copy of your reservation confirmation.

Please note that while our call center operates 24/7, many of our providers do not. As such, requests made during non-business hours for next day care will be researched promptly, but care will likely not be confirmed until the provider opens (typical operating hours are 7:00 a.m. to 6:00 p.m.)

**Changes**
If you need to make any changes to your reservation, including the hours of care, you must contact 1-877-BH-CARES (1-877-242-2737) in order to revise your care arrangements. We will contact the provider on your behalf to make the necessary changes, and will adjust any applicable copayment accordingly.

**Cancellations**
If you need to cancel your reservation you must call 1-877-BH-CARES (1-877-242-2737) before 5:00 p.m. (local time) on the business day prior to the day care is scheduled. Any cancellations received after this time will be considered late, will be counted as a use, and will result in your being charged any applicable copayment fee.

**User Surveys**
Following the delivery of back-up services, you will receive a brief survey from the Back-Up Care Advantage Program by e-mail. Your comments and suggestions will enable us to continually revise and improve the quality of services available to you. Thanks in advance for your cooperation.

**Program Policies**

**Consecutive Days of Care**
You may request up to five consecutive days of care. Requests that exceed five consecutive days of care will require client approval.

**Medication Administration**
Each child care center in our 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.

**Mildly Ill Care**
Mildly ill care is defined as care for an illness that is temporary and non-progressive in nature. We do not permit sick children to use centers in the Back-Up Care Advantage Program. The center staff will contact parents if a child becomes ill and will keep children comfortable in a quiet area until the parent arrives to take the child home.