

# FREQUENTLY ASKED QUESTIONS

## Virtual Tutoring Through Bright Horizons Back-Up Care

*Last Updated: April 23, 2021*



# FAQs: Overview

## Virtual Tutoring Through Bright Horizons Back-Up Care

Your employer has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

*Bright Horizons Back-Up Care*<sup>™</sup> provides access to virtual tutoring for your child, including instant homework help in reading, math, science, social studies, and 300+ other subjects.

### Benefit Details

#### Get Tutoring Support

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

If Prompted: Employer Username: DEPAUL | Password: VINCENT

Download the App: Search "back-up care" in the [App Store](#) or [Google Play](#)

## **VIRTUAL TUTORING THROUGH BACK-UP CARE**

### **Why did Bright Horizons add virtual tutoring to back-up care?**

Bright Horizons continues to add and enhance services to meet working parents' evolving needs. In response to continued high demand for academic support, we are adding the capability to reserve tutors (via virtual sessions) through *Bright Horizons Back-Up Care™*.

This enhancement allows those eligible to use the back-up care reservation process to arrange personalized tutoring in 300+ subjects to help their children stay on track.

### **Which ages are served by virtual tutoring?**

Tutoring is available for your dependents aged 5-18.

### **Which subjects are available?**

Virtual tutoring can assist children and teens with reading, math, and more than 300 other subjects.

### **How much tutoring is provided per reservation?**

You will receive 4 hours of virtual tutoring for each back-up care use.

### **How much does tutoring through back-up care cost?**

Any applicable copayments are collected by Bright Horizons or by your employer. Visit the back-up care website at <https://backup.brighthouse.com> prior to reserving tutoring to learn about your employer's specific copay method.

### **How can I see and access tutoring through my Bright Horizons benefits?**

Virtual tutoring through the back-up care program can be accessed through the back-up care site (<https://backup.brighthouse.com>). If prompted, please use the benefit information provided at the beginning of these back-up care FAQs to reserve tutoring.

### **Can tutoring hours be scheduled at different days and times?**

Yes! You receive 4 hours of tutoring for each back-up care use, and can schedule tutoring in 1-hour increments according to your child's needs.

### **How long will tutoring hours be available?**

Tutoring hours are available for 12 months from the date when they are credited in your tutoring provider account.

### **Do I need to create a Bright Horizons Back-Up Care account to reserve tutoring?**

Yes, because you will request virtual tutoring through the back-up care site. Log in or create an account at <https://backup.brighthouse.com> to access this program.

### **Do virtual tutoring requests count toward my back-up care use bank?**

Yes. Virtual tutoring requests will be deducted from your back-up care use bank.

### **How do I reserve tutoring?**

[View this interactive user guide](#) to learn about the reservation process.

### **Can I request virtual tutoring hours through the back-up care mobile app?**

Currently, virtual tutoring requests must be submitted through the back-up care website.

### **When do I select the subject matter for a tutoring session?**

Within 1 business day of submitting a Bright Horizons Back-Up Care reservation, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find a tutor and select the subject matter from that site.

### **Are same-day reservations available?**

Not at this time. Tutoring providers will respond within 1 business day of a reservation submitted through Bright Horizons. From there, you can request immediate help or a more detailed tutor matching process.

### **Can I reserve the same tutor for multiple tutoring reservations?**

Yes. If you choose the matching option, you can continue to work with the same tutor (based on the tutor's schedule and availability).

### **Can I reserve tutors for multiple children?**

Yes.

### **Can I reserve tutors on different subjects?**

Yes. Within 1 business day of submitting a Bright Horizons Back-Up Care reservation, you will receive an email from the tutoring provider with instructions on creating an account on their website. You can find tutors from that site.

### **How far out can I reserve virtual tutoring?**

Virtual tutoring requests follow existing back-up care reservation policies for your organization, which is generally up to 30 days in advance. However, the exact time of tutoring sessions is not bound to that window.

### **What is the cancellation policy for virtual tutoring reservations?**

When you request “virtual tutoring” through the back-up care website, you effectively “trade” a use of back-up care for tutoring hours. At that point, the hours are credited to your tutoring account and any adjustments to your tutoring schedule will be managed with the tutoring provider. You have lots of flexibility in scheduling and using the tutoring hours you receive. The hours will remain in your tutoring provider account for 12 months and can be scheduled in small increments according to your needs.