

# The *Back-Up Care Advantage Program*<sup>®</sup> Child Care Center User Guide



## 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*<sup>®</sup> 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**<sup>®</sup> *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.

As a benefits-eligible full-time employee at VMware, you are eligible for up to 10 uses of back-up care per employee per contract year. Center-based care is \$15/child/day with a maximum of \$25/family/day. In-home care is \$6/hour, with a four-hour minimum up to a ten-hour maximum.

Please reference your employer's *Back-Up Care Advantage Program* website at [www.backup.brighthorizons.com](http://www.backup.brighthorizons.com), (**UserName: VMware, Password: backup12**) or your employer's intranet for more information on the *Back-Up Care Advantage Program*.

### **Copayments**

Your employer has 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.

### **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 [www.backup.brighthorizons.com](http://www.backup.brighthorizons.com), (**UserName: VMware, Password: backup12**). 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**

Employees can make reservations for back-up care services up to one month in advance online or 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, some of our providers do not. As such, requests made during non-business hours for next day care will be researched promptly, but care may not be confirmed until the provider opens for business.

### **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.

### **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**

### **Center Fees**

You are responsible for any late fees incurred due to the late pick up of your child. Policies on late fees vary by center. You are also responsible for activity and/or field trip fees that may be required as part of your child's participation at the center.

### **Consecutive Days of Care**

Your employer may have established a limit on the number of consecutive days that may be requested. Requests that exceed the consecutive days of care limit 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.