

The *Back-Up Care Advantage Program*[®] In-Home Adult Care 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*[®] 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 adult 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.

You receive care through our National *Back-Up Care Advantage Program* Network. This group of in-home care agencies is available to provide you with temporary care for healthy or mildly ill adult relatives.

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

The **Bright Horizons**[®] *Back-Up Care Advantage Program* is designed to provide you with back-up care whenever your normal dependent care arrangements are unavailable. Our extensive network encompasses thousands of in-home care agencies that have been identified and invited to join our network to support the needs of employers across geographies. Each provider is monitored for performance through a comprehensive quality assurance program administered by Bright Horizons.

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.

Back-Up Care — In-Home Adult Care

Back-up adult care is available in your home or the home of your adult relative through a nationwide network of adult care providers who can assist in caring for an adult family member who requires homemaker or companion services (such as household tasks, cooking, shopping, and laundry) or personal care services (such as help with dressing, bathing, toileting).

Non-medical adult care is provided by sitter companions, personal care assistants, and home health aides. Non-medical care of adults can include meal preparation, bathing and grooming, and companion or personal care services.

Medical care is provided by Certified Nurse Assistants (CNAs), Licensed Practical Nurses (LPNs), or Registered Nurses (RNs), depending on the medical skill level required.

Medical care can include administration of medication, dressing and wound care, or diabetes monitoring (please see our "Medication Administration" policies below). Additional fees may apply where medical care is provided.

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 working 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, (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.

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

- Visit 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

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. 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.

Non-Solicitation of Caregivers

The caregivers providing services in the *Back-Up Care Advantage Program* are highly qualified professionals performing valuable services for a variety of participants in the program. Each caregiver has received specific training for this purpose. By using the services, you and your family members agree not to solicit, employ, or enter into any arrangements with any *Back-Up Care Advantage Program* caregiver to perform dependent care or similar services under any circumstances within one year following the most recent date of your family's use of the services, without the express written permission of Bright Horizons. A placement fee of up to \$5,000 shall be due and paid upon any employment or other arrangements with any caregiver. Other restrictions, permissions or fees required in connection with such employment or arrangements may be established by the caregiver's employer.

Program Policies

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.

Greet and Release

The care recipient(s) may greet and release the caregiver provided they are capable of taking responsibility for themselves should the caregiver fail to arrive or otherwise be unable to provide care at the last minute.

Hotel Care

Requests for care to take place at a hotel can be accommodated and are provided by our in-home agency network. The caregiver and care recipient(s) are not allowed to leave the room. Specific questions will be asked when the reservation is made related to what you will allow (ex. guidelines related to room service, watching TV/movies, etc.)

Housekeeping/Meal Preparation

Light housekeeping is reasonable as it relates to the care of the care recipient only. Light housekeeping normally includes: cleaning kitchen after meals/snack preparation and straightening up family/living room.

Meal preparation is related to 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.

Medication Administration

Caregivers may not dispense prescription or over-the-counter medication directly to any 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.
- Client employees may make other arrangements for third parties to dispense medications (e.g., a neighbor) provided the caregiver is notified in advance.