Life is Full of Sticky Situations

Bright Horizons offers many solutions that address work-life challenges.
### Back-Up Care

- Urgent or planned back-up child and adult/elder care
- Center-based or in-home
- Indemnified caregivers
- Award-winning, 24/7/365 contact center
- Extensive network of child care centers and in-home caregiver agencies across the country
- Experienced care consultants to coordinate all care arrangements
- Custom website access and mobile app

### Additional Family Supports

- Online national database of self-selected care options powered by Sittercity
- Child/elder caregivers
- Before/after school care, nannies, babysitters, adult care, pet care, housekeeping
- Employee pays caregiver directly
- Senior care advising through Years Ahead
- Preferred enrollment at Bright Horizons centers
- Discount programs for a variety of family supports

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.launching january 1, 2020 with pre-registration available december 9th.
When You’re Prepared… Or Not

A dependable and affordable source of high-quality care for your family, when you need it most:

**Planned**
- Child has school vacation
- Gaps between summer camp and school
- Regular caregiver on vacation
- Teacher in-service days
- Business travel
- Spouse recovering from injury or illness
- Respite care for a parent

**Unplanned**
- Nanny called in sick
- Parent needs help in another state
- Regular caregiver quit
- School snow day
- Elder relative is injured
- Stay at home spouse is unavailable
Center-based and In-home Child Care

**Quality you can trust**

**Nationwide network**
- Centers: Infants through school-age care
- In-home: Infants – age 17
- Hours that fit parents’ workdays
- Warm, welcoming and engaging
- Bright Horizons centers
- Other child care centers in Bright Horizons’ network

**Quality assured**
- Licensed and accredited
- Background checks
- References verified
- CPR and First Aid
In-Home Adult and Elder Care

Quality you can trust

Nationwide network
Available for family members who live far away

Care for any adult family member

• Spouses/partners/in-laws/siblings
• Adult children
• Parents & grandparents

For a wide variety of needs

• Companion care
• Recovery care for mild illness
• Light housekeeping
Three Simple Steps

- Enroll online, with the mobile app, or by phone
- Request care 24/7/365 for same-day needs up to 30 days in advance
Back-Up Care FAQs

**What is Bright Horizons Back-Up Care?**
Bright Horizons Back-Up Care is a benefit that can be used anytime you need to be at work, but your family member needs assistance or support. It is for children and adults/elders.

**What type of back-up care is available?**
Care in high-quality centers for well children, care provided by prescreened in-home caregivers for well or mildly ill children, and in-home adult and elder care is available. And, out of network care if a center or in-home provider is not available.

**Who is eligible for the benefit?**
Benefits-eligible caregivers, leaders and providers on the aligned PTO plan. If you don’t know if you are on the aligned PTO program, Contact AskHR and they will be able to assist you.

**When can I use back-up child care?**
- Your child’s school or center is closed for breaks, holidays, or inclement weather.
- You have a change in your work schedule and need in-home child care for evening and weekend hours.
- Your usual child care arrangements have fallen through.

**When can I use back-up adult and elder care?**
- Your parent’s or in-law’s usual in-home care provider is out sick or on vacation.
- Your teenage/adult child is mildly ill or has an injury and needs someone with them while you are at work.
Back-Up Care FAQs

How do I get started?
We recommend that you register for the benefit ahead of time. Bright Horizons has a 24/7 365-day contact center, website and mobile App.

When can I register?
Eligible caregivers will receive an email from Bright Horizons the week of 12/9/19 with information on the program and instructions on how to register and enroll their children or adults/elders.

How far in advance can I reserve care?
You can reserve care up to 30 days in advance of when care is needed.

What are the language capabilities?
• Translation: Bright Horizons 24/7 contact center provides translation services. State the language you speak and Bright Horizons will bring an interpreter on the line to translate.
• Deaf or hard of hearing: for 24/7 assistance, go to clients.brighthorizons.com/caregiver, scroll to Back-Up Care and click “Use It” or download the mobile app by searching “Back-Up” in Google Play or the App Store. Once you are in the Back-Up Care site, use the chat feature on the upper right side of the page to chat with a consultant to ask a question, register or make a reservation.
Back-Up Care FAQs

What does it cost? How many times can I use this benefit?
There is a small co-pay:
In-center care: $20/day per child and $35/day per family
In-home care: $32 for up to four hours, each additional hour is $8
Caregivers can use the benefit 10 times annually

What if Bright Horizons can’t secure a center or in-home caregiver?
You will be contacted using the preferred method of contact you indicated on your account.

What is out-of-network care?
Out-of-Network Care is Bright Horizons reimbursement program that will be offered to you if Bright Horizons does not have an in-center space or in-home caregiver available. You can arrange your own care and get reimbursed (please note: this has to be approved ahead of time by Bright Horizons).

What is the reimbursement amount for out-of-network care?
It is $100 per day.

If I am offered out-of-network care, how do I get reimbursed?
Bright Horizons will email you a link to two forms you can complete online or via their mobile app. The “Confirmation and Release” form must be completed prior to the date of care as it sets you up in their system so you can be reimbursed. The “Request for Reimbursement” must be completed after the date of care, but no later than 40 days after.
Back-Up Care FAQs

How long does it take to get the $100 reimbursement?

- Bright Horizons has partnered with JP Morgan Chase Bank Corporate Quickpay® (CQP) for Out of Network Care reimbursement payment.
- Within ten business days of submitting the “Request for Reimbursement” form, you will receive an email from Chase Payments, donotreplyChasePayments@jpmorgan.

Questions?

- Call the Contact Center 24/7 at 877-BH-CARES (242-2737)