

# Backup Care

Flexible care for the whole family

Backup Care offers a high quality, subsidized solution when your regular care is unavailable. School closed? Caregiver sick? Senior recovering from a fall? Our flexible care options let you find the right care, using your own preferred caregiver.



## Using Personal Network is easy.

- 1 Find and book care that works for your family.
- 2 Submit your Personal Network Reimbursement Form for processing.
- 3 Get reimbursed for the care.



**90% would recommend  
Backup Care**  
to a coworker

Visit your landing page to download your Personal Network form today

[www.care.com/yourbenefits](http://www.care.com/yourbenefits)



# Backup Care

## Frequently Asked Questions

### What is Personal Network?

Personal Network allows you to use a care provider/service of your choice and be easily reimbursed for a portion of the costs that exceed your co-pay. You are fully responsible for all vetting of the care provider/service and must arrange the details, timing, and payment directly with the provider. Care that qualifies to be reimbursed is work-related Backup Care and cannot include your family's regular care expenses.

### How does Personal Network work?

1. You privately arrange care with your preferred caregiver or service provider.
2. On the date of care, you will pay your provider directly, and then submit a reimbursement claim to [requestbackupcare@care.com](mailto:requestbackupcare@care.com) within 30 days of when the care took place.
3. When approved, your Backup Care day utilization count will be deducted from your annual allotment and you will be reimbursed within 4–6 weeks.

### What kind of information do I need to provide to submit a claim?

Download and fill out a Personal Network Reimbursement form that includes the following information:

- Date and time of care
- Employee name
- Employer name
- Invoice for care that took place (for in-center care only)
- The amount you paid for care
- Direct deposit information

### Do I need to let you know in advance that I'm using Personal Network?

No. You have 30 days after the care takes place to submit the claim.

### How much will I be reimbursed for Personal Network?

For in-home or in-center care, you will be reimbursed up to the equivalent of \$125 per day. You are still responsible for your co-pay.

### What happens if my care costs more than my co-pay plus my maximum reimbursement?

Any costs over the maximum reimbursement rate will be an out-of-pocket expense for you. For example:

- Your carer charges 25CAD/hour and you are using them for 8 hours
- Your co-pay is 5CAD/hour
- You would pay the carer 200CAD for the day and file a claim for the following:
  - 25CAD/hour x 8 hours = 200CAD
  - Your co-pay 5CAD/hour x 8 hours = 40CAD
- Reimbursement would be 142CAD and the 18CAD difference is an out-of-pocket expense.

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