

# Backup Care for Adults (including you!)

If you're recovering from an injury, how do you make meals or get to appointments? What if your mom's caregiver calls in sick and she lives across the country, or if your spouse has a procedure and needs a ride? Lucky for you, you have Care@Work Backup Care for adults. So you can find the right care when you need it most.

## Vetted caregivers, just a call away

Just call 855.781.1303 to reserve a vetted Backup Care professional. Once we've found an agency with a caregiver that fits your needs, a Care Specialist will call you to confirm the details.

## Available all day, every day

Adult care is available 24/7 at your home, or the home of your family member needing care, anywhere in the United States. Our specialists can help find the right caregiver quickly—but the further in advance you can make arrangements, the more we can maximize your care options.

## When to use Backup Care for adults

- Mom or dad need a ride to doctor appointments
- You or your spouse are recovering from surgery
- Companion care for adult child
- Cover gap in regular care or senior care

### Your benefit year:

April 15–April 14

### Backup Care Days:

Up to 10 days per year

### Backup Care rate:

\$4/hour for in-home care

# Frequently Asked Questions

## How are caregivers screened?

Care.com's network of adult care agencies maintain a rigorous screening process for care providers they employ. Providers may be certified nurse's aides, home health aides, or experienced elder care companions, and will have:

- At least two professional references
- Criminal Background Check in accordance with state guidelines

## How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Please see Carnegie Mellon University's service overview for details. These benefits may be taxable. Ask your HR representative for more information.

## Would I ever have to pay a higher co-pay?

Care@Work tries to avoid instances of overtime. However, it can happen, for example, if you really like one caregiver and request them for multiple shifts. If a caregiver is expected to reach an overtime threshold (which may vary, depending on where you live), Care@Work will do its best to notify you in advance. Your co-pay for services may increase as a result of local overtime requirements.

## What's the cancellation policy?

Your credit card will be charged \$30 if you cancel after your reservation. If your caregiver has already arrived or is on their way, you will be charged \$60.

## How it works:

- 1. Enroll** at [cmu.care.com](https://cmu.care.com) or in the Care@Work app.
- 2. Log into your account** in the Care@Work app or at [cmu.care.com](https://cmu.care.com). You can also call 855.781.1303.
- 3. Follow the prompts** to complete your request for care.
- 4. Our team will work quickly** to identify a caregiver that meets your specific needs. We'll even try to fulfill requests for specific caregivers if they're available. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.
- 5. Give us your feedback.** Answer a brief survey that will be sent after care is complete.