

# In-center Backup Care for children



When you have kids, you learn to expect the unexpected. Last-minute caregiver cancellations, school holidays—it's hard to cover it all. That's why Carnegie Mellon University provides Care@Work in-center Backup Care for children.

## Choose from our vetted network of centers

Just call, go online, or use the Care@Work app to reserve a spot in a vetted Backup Care center. We or our network partners review each center before it can participate in our network.

## Have a go-to center that's not in our vetted network?

With Personal Network, you can schedule care on your own and get easily reimbursed. Simply arrange care with your go-to center, make sure to get a receipt, and submit a claim. Note: Personal Network child care centers are not vetted by Care.com.

## Coverage across the U.S. and throughout the week

There are vetted Backup Care centers all across the country. And with your benefit, you have access to them Monday through Friday, during center hours.

## Find care for what's ahead, too

In-center Backup Care isn't just for help in a pinch. You can use your benefit to cover your regular caregiver's upcoming vacation, or even school holidays.

### Your benefit year:

April 15–April 14

### Backup Care Days:

Up to 10 days per year

### Backup Care rate:

\$10 per child per day at child care centers (\$30 family maximum)

# Frequently Asked Questions

## How does Care.com screen Backup Care centers?

Our dedicated staff thoroughly vets each facility before it becomes an approved Backup Care center. Centers must:

- Be state licensed
- Perform criminal background checks on the teachers and staff they employ
- Check against the National Sex Offender Registry
- Check against Central Abuse and Neglect Registry
- Confirm eligibility to work in the U.S.

## When can I use in-center Backup Care?

Backup Care is available for children during center hours, which may vary.

## How much advance notice must I give?

Care may be requested up to 90 days in advance. We typically respond to same-day requests within 2 hours, although we do prefer 48 hours' notice prior to the date of care when possible. In-center requests cannot be confirmed more than 30 days before the start date.

## My child is sick. Can I still use in-center Backup Care?

No. Children will be in close proximity to other children while being cared for at a Backup Care center. To help ensure any illnesses will not be spread among them, sick children are not eligible for In-center Backup Care.

## Can I talk to someone at the center before confirming?

Yes! You should feel comfortable contacting your Backup Care center prior to the day of care.

## 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 for team members contributing to a dependent care account. Ask your HR representative for more information.

## What's the cancellation policy?

Your credit card will be charged your daily copay if you cancel within 24 hours of the date of care. The day will be counted toward your allotted days of care.

## How does it work if I have my own center?

You can use a center of your choice and be easily reimbursed for a portion of the costs that exceeds your co-pay. Start by booking your center on your own. Reminder: when you use a center from your personal network, you are fully responsible for all vetting. After care is complete, make sure to get a receipt. To get reimbursed, log into your Care@Work account and go to "Reimburse me for care." If you have any questions, email us at [backupcare@care.com](mailto:backupcare@care.com).

## How it works:

- 1. Enroll** at [cmu.care.com](http://cmu.care.com) or the Care@Work app.
- 2. Log into your account** in the Care@Work app or at [cmu.care.com](http://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 center that meets your specific needs. Then, 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.