

# Say hello to your family care benefits



School closures. A sick nanny. A parent in the hospital. It just takes one mishap to throw your routine into chaos.

We're here to help mitigate some of the chaos. With your Care@Work family benefits you can find quality care to keep you and your whole family happy. All you have to do is register to get started.

## Care.com Membership

Post jobs, search, and reach out to local caregivers 24/7, with unlimited access.

## Backup Care for children

Vetted in-home or in-center child care when you need it most. Use your benefit any time you need a quality caregiver.

## Backup Care for adults

Vetted in-home care for any adult in your family—including you. Providers may be certified nurse's aides, home health aides, or experienced elder care companions.

## Care Select

10% tuition discount with the largest network of early childhood education programs in the U.S., for children ages six weeks to school age.

### Your benefit year:

April 15, 2020–April 14, 2021

### Backup Care days:

Up to 10 days per year

### Backup Care rate:

\$4/hr for in-home care

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

# Frequently Asked Questions

## **I have questions about my Care@Work benefits.**

### **Who should I contact?**

You can talk to a member of your HR department or contact Care@Work directly by calling 855.781.1303 or emailing [careteam@care.com](mailto:careteam@care.com).

### **What kind of information do I need to provide about my dependents?**

To ensure your care needs are met, the following information will be asked during registration:

- Name
- Age
- Gender
- Any special needs

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

You can use a caregiver or center of your choice and be easily reimbursed for a portion of the costs that exceeds your co-pay. Start by booking your caregiver or center on your own. Reminder: when you use a caregiver or 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 do I access my Care.com Membership?**

To the extent that Carnegie Mellon members with disabilities need assistance accessing any part of Care.com's user experience, Carnegie Mellon members may call the Care.com Expert Assistance team at this designated phone line 855-781-1303 ext. 4.

## How it works:

- 1. Enroll** at [cmu.care.com](http://cmu.care.com) or in 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. Identify the type of care you need** on Carnegie Mellon University's Care@Work portal or the app. If you're calling in, press the number that corresponds to your care needs.
- 4. Follow the prompts** to complete your search for care.
- 5. Give us your feedback.** Answer a brief survey that will be sent after care is complete. Surveys are sent based on the benefit used.