

Overview - Backup Care Options



Backup Care Options is a unique backup care program to support employees when they experience a temporary breakdown in their normal care arrangements and need to get to work.

Through this benefit, you have access to experienced Backup Care Specialists 24 hours a day, 7 days a week. These Specialists find and schedule care on your behalf so you can get to work with confidence, knowing your loved ones are in skilled hands. Anyone who counts on you as their primary caregiver – infants through the elderly – qualifies for this program. Adult family members who need care do not have to be living with you.

When You Need It Most

Use *Backup Care Options* when you need temporary care for your loved ones. Example situations include:

- School or child care center is closed for holidays, parent/teacher conferences, etc.
- Your regular caregiver is ill or taking vacation time
- Your child or loved one is ill and requires care at home
- Your spouse or loved one is recovering from medical treatment
- You are traveling on business and need care either at home or in your destination city

Affordable Care

Your employer covers the majority of costs for the backup care program.

You are billed for the co-pay after care is received.

- \$2 co-pay / hour per child for center-based care
- \$4 co-pay / hour for home care (rate applies for up to 3 dependents)
- 80 hours of care / employee per calendar year

Getting Started: Registration

Registration is required before the first time you schedule care. To register, visit www.workoptionsgroup.com or call 800.557.0847. There is no cost to register for *Backup Care Options*. Once registered, your “Welcome Packet” with information about the program will be accessible on the web site after you log in.

How The Program Works: Scheduling Care

When you first realize you will need temporary care for a loved one, call *Backup Care Options* right away. You may call to schedule care up to 30 days in advance. To schedule care, call toll-free at 800.557.0847 or visit our website at www.workoptionsgroup.com. You will speak directly with a Backup Care Specialist who will gather pertinent information from you including:

- Names and ages of individuals needing care
- Dates and times care is needed
- Type of care preferred (child care center or home care provider)
- Location of care (close to home, close to work or at an adult family member's home)
- Any other special needs or requests

After collecting your information, the Specialist will begin scheduling care from a database of carefully selected and contracted child care centers and home care agencies. You will receive periodic updates throughout the scheduling process. The Specialist will identify available caregivers, discuss your options with you and schedule care on your behalf.

800.557.0847

www.workoptionsgroup.com

WORK OPTIONS GROUPSM

The Backup Care Company

Visit www.workoptionsgroup.com or call 866.312.4332 for detailed program policies, including the *Backup Care Options* cancellation policy.

The Industry's Best and Most Comprehensive **NATIONAL PROVIDER NETWORK**



Work Options Group has developed strategic alliances with the most reputable, high quality in-home health care agencies, nanny agencies and licensed childcare centers across the US and Canada; these partnerships form the foundation of a *National Provider Network* with unparalleled depth and breadth.



**Coverage throughout
the U.S. & Canada**

105,000 caregivers

3,000 centers

2,000 in-home
agencies and nanny
agencies

Work Options Group
monitors all providers for
quality assurance

Caregivers must pass
background / reference
checks, and must have
CPR & First-Aid training
and relevant experience

Centers must meet or
exceed state regulations
including background
checks, staff to child
ratios and health/safety
standards

**Call now to find a provider that best
fits your family's needs!**

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