

Care.com Overview for CU Anschutz Video Transcript

Your family care benefits through Care.com include free premium, care.com, membership, adult and child backup care, as well as a discount platform called LifeMart.

On the backup care front, you have ten days available per year.

So, you have ten days of child and adult backup care that you can utilize.

CU Anschutz heavily subsidizes the backup care benefit.

You are only responsible for paying the per hour copay for in-home backup care or the per child per day copay for in-center backup care.

If you do need additional information, you can go to cuanschutz.edu/caregivers for more information.

You can also email hr.familysupportprogram@cuanschutz.edu if you have any additional questions.

As a university employee, you have a free premium Care.com membership.

Some of you may be familiar with Care.com; the largest global marketplace for families to find care.

Through your free premium Care.com membership. You can find care for your children or adult loved ones.

You can even find pet caregivers, tutors, as well as housekeepers on the Care.com marketplace.

CU Anschutz fully subsidizes the premium membership fee, so you automatically get that free premium membership.

With that being said, you would be responsible for paying any caregivers that you book through the Care.com marketplace directly.

You would pay the caregiver depending on your family's needs and that caregivers' rates.

On the Care.com marketplace, you can search through detailed profiles of caregivers that include their availability, their experience with caregiving, as well as reviews and ratings from other families that have used that caregiver in the past.

All of the caregivers on the Care.com marketplace have been background checked.

They go through a Care Check process on an annual basis, and you'll be able to see when the last Care Check took place for all the caregivers on the marketplace.

You can also purchase additional background checks if you'd like, and you can access that at care.com/safety.

You can access this 24-7 whether that be through the mobile app, mobile web, or through your desktop.

If you already have a premium Care.com membership account that you've paid for, you can get reimbursed for that.

You would just reach out to our Member Care team and let them know that you have a previously paid-for membership while you were covered under the CU Anschutz plan. And they will help merge your accounts and then also get you a reimbursement.

And we really like to think of the Care.com membership as help finding regular and planned care needs.

So, if you know that you need an ongoing afterschool nanny, that you need an ongoing dog walker, or an ongoing tutor for your child; you can utilize the Care.com membership to find those regular and ongoing caregivers.

On the flip side of planned care, we understand sometimes things happen.

Life doesn't always go according to plan. And that's why CU Anschutz offers backup care.

So, backup care is there for you when your regular child or adult care isn't available, and you need to go to work. So, you can utilize this to help when there's a lapse in care.

Maybe a nanny is going to be on summer vacation or there's a teacher workday at school. There's a school vacation and your children are going to be out of school when you're going to need to be on campus or working. You can utilize backup care for that.

As I mentioned earlier, CU Anschutz heavily subsidizes the backup care program.

So, you are only going to be responsible for the per hour copay if you utilize in-home care or the per child per day copay, if you utilize one of our partner centers for childcare.

We have both in-home and in-center childcare options for in-home backup care.

We would provide a vetted caregiver to come to your home and provide that backup care.

You would have the opportunity to speak on the phone with the caregiver ahead of time to let them know any specific nuances with your family before they come to your home.

All of our backup care is also personalized and needs-based.

So, when you are requesting backup care, you're able to let us know of any specific needs that your child may have before booking that backup care.

And we'll be sure to pair a caregiver that best fits your family's needs.

You can schedule backup care ahead of time. So, for in-home backup care, you can schedule that up to 90 days in advance.

And in-center backup care, you can schedule up to 30 days in advance.

So, if you know ahead of time there's going to be a teacher workday or your regular caregiver is going to be out on vacation, you can book backup care ahead of time.

You can request the care very easily online or by calling us.

You can request the care at cuanschutz.care.com

Or call the number listed here on the screen and one of our backup care representatives will be able to assist.

As I mentioned earlier, you have ten days of this backup care available per year.

You also have access to adult backup care, which is requested the same way through cuanschutz.care.com or by calling the number listed here on the screen.

And with adult backup care, all of our caregivers are specifically trained to work with adults, just like on our childcare side, the caregivers are specifically trained to work with children.

So our adult backup caregivers may be certified nurse's aides, home health aides, or experienced elder care companions.

And with adult backup care, you can use this for yourself.

For example, if you're recovering from a surgery. You can also use it on parents, grandparents, spouses, family members and other adult loved ones, even if they don't live in the same state as you.

Our adult backup caregivers are able to assist with providing transportation to and from appointments, helping adult loved ones run errands and like I said, are available throughout the United States, even if you don't live in the same state as that adult loved one.

And, of course, adult backup care can be utilized to help alleviate stress and missed work due to caring for older adults.

And the adult backup care accumulation does count towards the ten-day allotment.

So, you can use any combination of adult and child backup care up to ten days maximum per year.

The minimum backup care hours that can be booked is four and the maximum is ten.

If you do need 12 hours, for example, two days of backup care would be reduced from your bank.

Then the last bit I want to walk you all through today is LifeMart.

This is our discount platform that provides discounts on different products and services nationwide.

You can find discounts on childcare centers. We partner with Kindercare and Learning Care Group centers throughout the U.S.

We also have discounts on different gym memberships, travel, and discounts on amusement park tickets. And really a little bit of something for everyone on LifeMart.

Lots of different discounts and they are available all year round through that same portal, cuanschutz.care.com

And to access LifeMart, it's really easy. As I mentioned, you log in to cuanschutz.care.com

You'll scroll to the bottom of the page. And then in the LifeMart discount section, you'll always see a few discounts highlighted, but you'll just select View All Offers and then from there you'll go on to the LifeMart site and will be able to view the thousands of different discounts available.

For childcare centers, in particular, you would select the childcare title at the top of the screen and then enter your zip code.

And from there you'll be shown childcare centers that are offering discounts within your area.

Care.com also has a few additional resources that I'd like to highlight like our monthly expert webinars.

And if you are enrolled in the benefit, you'll automatically get emails that notify you of these webinars and what they entail.

We also have a podcast called Equal Parts Podcast that features a lot of different experts in the family care space, whether that be bestselling authors, childcare experts, or psychologists.

So, lots of good interviews on that Equal Parts Podcast, and you can find that online at care.com/equalparts or through the Apple Podcast app or Spotify.

And then lastly, we have the Care Resource Center where all of our past webinar recordings and podcast episodes are featured.

And you can enroll today!

This is not tied to an open enrollment period like health insurance. You can enroll at any point in the year.

Just go ahead and go to cuanschutz.care.com and enroll in the benefit. You will need your employee ID to enroll.

You can also download the Care.com app and search through the Care.com marketplace, as well as book backup care directly through the app.

Our team is also available via phone if you'd like to call us and ask any questions that may come up.

You can call the number listed here on the screen and we'll be happy to help.

If you have additional questions on how to sign in, we would ask that you first go to cuanschutz.edu/caregivers, and at that point you can establish your account and get additional information.

If you have any further questions, just give us an email at hr.familysupportprogram@cuanschutz.edu and we will be happy to assist you.

Frequently Asked Questions

Are there resources for home maintenance or lawn care, for example?

On the adult backup care side, caregivers able to help with like small errands, like maybe taking an adult loved one to the store if they need additional support with that or helping them to and from doctor's appointments or any health appointments that they may need.

Unfortunately, our caregivers aren't able to help with like lawn care or home maintenance.

There are errand runners and people that can help kind of with yard and garden things as well.