

# Adult Backup Care

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Finding and coordinating care when your regular care falls through is stressful. Arrange for vetted Backup Care for adults with your Care Backup Care benefit.

## BACKUP CARE FOR ADULTS:

Adult Backup Care is available when your regular care falls through or you need individual support.

### Use Backup Care for adults when you or an adult loved one need:

- A ride to and from an appointment
- An extra set of hands during recovery
- Companion care
- Senior care when regular care isn't available

### YOUR BENEFIT YEAR:

9/25/21-9/24/22

### BACKUP CARE WALLET:

Up to 10 days per year

### BACKUP CARE RATE:

\$6/hour for in-home care  
\$20/day for in-center care



## Frequently Asked Questions

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### When can I use Adult Backup Care?

Adult Backup Care is available in either your home or the home of the adult needing care. For new adult care requests, an in-home assessment is conducted by an agency in Care's network before starting care.

### How are Adult Backup Care providers screened?

Care's network of adult care agencies maintains a rigorous screening process for care providers they employ. Providers will have at least two professional references and a criminal background check in accordance with state guidelines, and may be certified nurse's aides, home health aides, or experienced elder care companions.

### What if my loved one lives in another city?

While we can't guarantee a network agency in all locations throughout the country, our team endeavors to meet the needs of your adult dependents, wherever they live. Providing information on location and the type of care needed in advance will help ensure the right match.

### How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Part of your Backup Care is subsidized, so you are only responsible for your co-pay.

### What's the cancellation policy?

Your credit card will be charged a \$30 cancellation fee if a Backup Care request is cancelled within 72 hours of the Backup Care reservation start time and a Backup Care provider has already been reserved to fulfill your Backup Care Request. Additionally, if the cancellation occurs within 24 hours of the Backup Care reservation start time, one (1) day will also be deducted from your Backup Care wallet.

## How it Works:

- 1 Enroll on your company's Care.com website.
- 2 Call 855.781.1303 to speak with one of our team members and make your request for Adult Backup Care.
- 3 Our team will work quickly with an agency who will identify a caregiver that meets your specific needs. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.

