

# Why Adult Backup Care?

Because we know how stressful it can be when your regular care falls through — especially when you need to work. Arrange for vetted Backup Care for adults with your Care@Work benefit.

## BACKUP CARE FOR **ADULTS**:

Maybe you need a ride home from the doctor. Or maybe your parent needs assistance and they live on the opposite side of the country. We all need extra care sometimes—that's why you have Backup Care for adults.

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

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

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### Your benefit year:

January 1–December 31

### Backup Care days:

Up to 20 days per year

### Backup Care rate:

\$5/hour for in-home care

care@work  
BY CARE.COM

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# Frequently Asked Questions

## When can I use Adult Backup Care?

Adult Backup Care is available in either your home or the home of the adult needing care. When making arrangements, calling in advance will help to maximize your care options. For new adult care requests, an in-home assessment is conducted before starting care.

## How are Adult Backup Care providers screened?

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

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

While we can't guarantee a network agency in all locations throughout the country, every effort is made 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.

## Can I talk to the caregiver beforehand?

Yes, this is encouraged. You and the in-home caregiver should feel comfortable with each other prior to the day of care. They will call prior to providing care to make an introduction.

## 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 \$30 if you cancel after your reservation. If your caregiver has already arrived or is on their way, you will be charged \$60.

## How does it work?

1. Login to your account in the Care@Work app or on your company's Care@Work website. You can also call 855.781.1303.
2. Follow the prompts to complete your request for 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.
4. Share your feedback. We will send you a brief survey after care is complete.