Frequently Asked Questions
Bright Horizons Back-Up Care Advantage Program

Who is eligible?
Eligible participants are benefits eligible (eligible for DePaul’s medical plans) full-time and part-time faculty and staff.

How do I register?
http://backup.brighthorizons.com  Username DEPAUL  Password: VINCENT
You will be directed to set up a personal (case sensitive) Username and Password

Is back-up care just for children?

My partner/spouse also works for DePaul, how many days can our family use per year?
Each family receives a total of 15 days per year.

What if my dependent has special needs, can Bright Horizons Back-Up Care Advantage help?
Yes. When you place a reservation, you can provide any information concerning the special needs of your loved one. This information aids the Care Consultant in appropriately matching services to the needs identified. If medical care is needed additional fees may apply.

Is back-up care the same as a babysitting service?
No. Bright Horizons Back-Up Care Advantage Program is to assist you in getting back to work during a temporary lapse or breakdown in normal care arrangements during business hours.

Can my chairperson/manager demand that I use the program?
No. Only you and your family can decide what form of care is best for the person in need.

Is in-home overnight care available?
Yes. Please keep in mind that if anytime in-home care is greater than 10 hours it will count towards 2 days of care.

Can medical care be reserved for 1 hour at the medical rate and then augmented with non-medical care for 9 hours on the same day (up to a maximum of 10 hours)? Is the provider the same for both types of care?
Yes. The medical care is performed by a skilled professional and can provide the medical care for 1 hour. The 4 hour in home minimum does not apply to medical care. A separate care provider can be reserved on that day for non-medical care of 9 hours. The combined reservation is a single session.

Are additional forms needed for in-home or center based care? How often do they need to be updated?

Please consult the Bright Horizons Back-Up Care Advantage website for full details about the DePaul University program. Go to http://backup.brighthorizons.com
Speak with a Care Consultant: (877) BH.CARES or (877)242-2737
Certain forms may be required by state or local regulations or provider policies, if needed a Care Consultant will send those to you. We recommend updating forms once per year.

How are payments processed?
Payment information (debit card, credit card, or electronic funds transfer) is taken at the time of reservation. The payment is not processed until the day after services are provided.

Can the in-home 4 hour minimum be broken up within one day? Example: Respite care for a care provider of an older adult needs 2 hours in the morning and 2 hours in the early evening.
No. The Back-Up Care provider is reserved for a minimum of 4 hours of continuous care, regardless of the amount of time the provider care in a single care session.

How do I change my reservation?
Call (877)242-2737 to revise your reservation.

What are the minimum and maximum hours of care?
In-home care (Children or Adults) - 4 hour minimum, 10 hour maximum
Child Care Center – 4 hour minimum, hours follow the hours of operation of the center.

Does the adult have to be a tax dependent?
Not necessarily, as long as you are responsible for their care they are eligible. They may be local or long distance.

Is the co-pay reimbursable through my Dependent Care Flexible Spending Account?
Yes, if the individual is your tax dependent, as defined by the internal Revenue Service.