**Bright Horizons Back-Up Care Advantage Program — Frequently Asked Questions**

**How do I know if I can participate in the Back-Up Care Advantage program?**

Eligible participants are benefits eligible (eligible for DePaul’s medical plans) full-time and part-time faculty and staff. If you have a question concerning eligibility please contact the Benefits Department at ext. 28232 or hrbenefits@depaul.edu.

**I am having trouble with my login and password, what do I do?**

The initial access to [http://backup.brighthorizons.com](http://backup.brighthorizons.com) is: Username: **DEPAUL**  
Password: **VINCENT**

Each user will then set up her/his own personal Username and Password during the registration process. Note that the username and password are case sensitive (Example: Bxert43K).

If you forget, the Back-Up Care Advantage web site has a tool to remind users of their username and password information. It is based on the email you entered at the time of registration. If you continue to experience problems contact 1.877.BH.CARES (1.877.242.2737).

**Why do I need my employee ID (EMPLID) number for registration?**

Your employee ID number (7 digit EMPLID) is the unique identifier for registration. If your EMPLID begins with a zero, you need to enter the 0 and the remaining 6 numbers. This number is on your DePaul University ID card.

**Is back-up care just for children?**

No. The Bright Horizons Back-Up Care Advantage Program provides in-home solutions for adults and children, and day care based solutions for children.

**How are the 15 days distributed between the available care types?**

The 15 days per employee (per family) is for the combined types of back-up care: in-home child and adult care, and day care for children. Your registration account will indicate the days used and available.

**My partner/spouse also works at DePaul University. Can we both register our dependents to receive additional days over the 15 day allotment?**

No. Each family receives only 15 days of available care. Partners/spouses should determine which employee name the dependents will be registered under.

**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. The Back-Up Care Advantage Program is for the temporary lapse or breakdown in normal care arrangements. It is a service that the university offers to aid faculty and staff to return to work when otherwise it might not be possible. Examples include: a nanny that is ill, a regular day care program is closed, respite care for a care provider.
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. The Bright Horizons Back-Up Care Advantage Program is just another way to balance the demands of personal life and work.

Is in-home overnight care available?

Yes. Please keep in mind that anytime in-home care is greater than 10 hours in duration, it will count as 2 days of care for the employee.

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 (for a total maximum of 10 hours in a day)? Is this the same or different care provider?

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 the 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 use/session.

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

Additional forms may be required and the Care Consultant will send those to you, if needed. Certain forms may be required by state or local regulations or provider policies. Consider updating forms at least once a 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 they provide care in a single care session. Therefore, if a provider came for 2 hours in the morning and 2 hours in the evening, the care provider agency charges for 2, 4 hour minimum sessions.

What do I need to do if I need to make a change to my reservation?

Changes to reservations must be made by phone. Call 1.877.BH.CARES (1.877.242.2737) to revise your care arrangements.

What are the minimum and maximum hours of care for in-home (adult or child) or day care center (child)?

In-home care for children or adults is limited to 10 hours in one day. A reservation can be made for a minimum of 4 hours for in-home care (children or adult). Child care centers are restricted to the center’s hours of operation, typically 7:00 a.m. to 6:00 p.m.

Does the adult have to be a tax dependent?

Not necessarily. Back-up care can be reserved for a child or adult that you have responsibility for providing care whether or not they are a tax dependent. The person may be local or live at a distance. The Bright Horizons Back-Up Care Program is nationwide.
Is the co-pay reimbursable through the Dependent Care Flexible Spending Account (FSA)?

Yes, if the individual is your tax dependent as defined by the Internal Revenue Service (IRS). Please refer to the guidelines for the Dependent FSA (at [http://hr.depaul.edu](http://hr.depaul.edu)) as well as the IRS. If applicable, anticipate your co-pay expenses when planning your annual dependent care FSA amount. Bright Horizons provides the TAX ID# at the time of placing a reservation.

Where can I find the addresses to the day care centers?

When a reservation is placed online, the center options within a specified distance are viewable – both Bright Horizons operated centers and their network of centers. Location details are provided.

What are the locations of the Loop Bright Horizons back-up care centers?

The Loop centers are located in the East, Central and West Loop. Addresses are viewable online when making a reservation.

Please consult the Bright Horizons Back-Up Care Advantage web site for full details about the DePaul University program.

Go to: [http://backup.brighthorizons.com](http://backup.brighthorizons.com),

Speak with a Care Consultant: 1.877.BH.CARES (1.877.242.2737)