



Backup Care Frequently Asked Questions

How are in-home child Backup Care providers screened?

All caregivers are trusted and required to complete orientation and health and safety training. To access the screening information on the membership platform, navigate to proofpoint.care.com and select the Safety Center.

How does Care.com screen Backup Care centers?

Care.com has a dedicated staff that thoroughly reviews each facility before it becomes an approved Backup Care center in the network. To access the center screening information on the membership platform, navigate to proofpoint.care.com and select the Safety Center.

My child is sick. Can I still use Backup Care?

If your child has a low-grade fever, runny nose, mild cough, or has started an antibiotic, you can use in-home Backup Care. For the safety of the caregivers, Care.com cannot provide care to children with fevers over 100 degrees F (37 degrees C) or with highly infectious illnesses like chickenpox, coxsackievirus, or pinkeye.

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. You may also contact your Backup Care center prior to the day of care.

Will my Backup Care provider do all the things my regular caregiver does?

Caregivers come prepared to make sure your loved ones are safe and happy, and to keep your home in the same condition you left it. They are not expected to do laundry, errands, or house cleaning.

How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place.

What is the cancellation policy?

For in-home requests, your credit card will be charged if you cancel after your reservation is confirmed. You will be charged if your caregiver is on the way or has already arrived. For in-center requests, your credit card will be charged your daily co-pay if you cancel within 24 hours of the date of care. The day will be counted toward your allotted days of care.

How does it work if I have my own caregiver or center?

You will be reimbursed for in-home or in-center Backup Care.

Backup Care Frequently Asked Questions (FAQs) - Reimbursement

How do I get reimbursed for care?

Log into proofpoint.care.com and select *Child care reimbursement* or *Adult care reimbursement*. Follow the steps and information request, including a valid receipt. If you're submitting for multiple dates, please only enter consecutive dates

of care.

For example, if you used several weeks of care but this did not include the weekends, you'll need to enter each week separately. Select whether you prefer to be reimbursed through direct deposit or a mailed check. Your claim must be submitted within 30 days of care. Anything after this deadline will be automatically rejected.

After you submit a claim, your Backup Care balance will be deducted the appropriate number of days. Once a claim is approved, you will receive your company specific reimbursement via mailed check or direct deposit.

How long does it take to receive payment for a reimbursement claim?

Your claim will go through an initial approval process to ensure all the correct information is provided and the claim is valid. Once your receipt is approved, Care.com will send you a reimbursement via direct deposit or by mailed check. Reimbursement is typically issued within 2-4 weeks of claim approval.

What are some reasons my claim could be rejected?

In most cases, claims are rejected either because the information provided was incomplete, didn't match the receipt, or the receipt was illegible. If you follow the instructions carefully on claim submissions, your claim will very likely get approved!

What kind of information do I need to provide to submit a claim?

You will need to provide the following information to submit your claim:

- Date and time of care
- The care provider's name, address, and phone number
- Your full name plus your loved one's full name
- Receipt for care that took place, if available
- The amount you paid for care
- Direct deposit information

My caregiver/center provided their own receipt. What information should it contain?

The receipt will need to contain the following information:

- The care provider's name, address, and phone number
- Your full name plus your loved one's full name.
- Your child's age, if submitting for child care
- Type of service and number of hours provided
- Date of service
- Hourly rate and total amount paid, if applicable
- Signature of provider and date signed

What if I don't have a receipt?

If you do not receive a receipt from your caregiver/center, you can [download a sample receipt](#) and use that for your claim.

What if something changes after I've submitted a claim?

In the case of child or adult claims, you can edit or delete your claim at any time before it has been approved for payment. Login to your Care.com account, and select *Child care reimbursement* or *Adult care reimbursement*, then *Reimburse Me For Backup Care* then *View Claims*. Select *Edit* next to the claim you want to change or delete. If you delete a claim, the Backup Care utilization day will be added back to your account to be used at a later date.

What copay amount will I be responsible for?

Your copay will be the same amount as your in-center copay, as stated in your employer's policy. Your copay amount will be shown at checkout and deducted from any reimbursement.

Is there a maximum daily amount I can claim for?

Yes there is. You can find your maximum daily amount on the checkout confirmation page.

-