



# Backup Care Options

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## Frequently Asked Questions

### When can I use *Backup Care Options*?

Receive temporary care for those family members who rely on you as a “primary” caregiver. Use *Backup Care Options* anytime you experience a breakdown in your normal care arrangements, so you can get to work. Some examples include:

- School or child care center is closed for holidays, parent/teacher conferences, etc.
- Your regular caregiver is ill or taking vacation time
- Your child or loved one is ill and requires care at home
- Your spouse or loved one is recovering from medical treatment
- You are traveling on business and need care either at home or in your destination city

### How do I schedule care?

When you first realize you will need temporary care for a loved one, call *Backup Care Options* right away. You may call to schedule care up to 30 days in advance. To schedule care, call toll-free at 800.557.0847 or visit our website at [www.workoptionsgroup.com](http://www.workoptionsgroup.com). You will speak directly with a Backup Care Specialist who will gather pertinent information from you including:

- Names and ages of individuals needing care
- Dates and times care is needed
- Type of care preferred (child care center or home care provider)
- Location of care (close to home, close to work or at an adult family member's home)
- Any other special needs or requests

After collecting your information, the Specialist will begin scheduling care from a database of carefully selected and contracted child care centers and home care agencies. You will receive periodic updates throughout the scheduling process. The Specialist will identify available caregivers, discuss your options with you and schedule care on your behalf.

### How much will this program cost? Is there a cost to register?

Registration is required before the first time you schedule care. To register, visit [www.workoptionsgroup.com](http://www.workoptionsgroup.com) or call 800.557.0847. There is no cost to register for *Backup Care Options*. Once registered, you will receive a welcome packet in the mail, which will outline the steps for scheduling care.

You have 100 hours of care available (9/1/2005 - 8/31/2006) and pay only a small co-payment *after* you receive care.

- \$15 co-pay per usage
- 1 usage = 1 day of center-based care (per child)
- 1 usage = up to 10 hours of home care for (for up to three dependents)
- A minimum of 4 hours of care must be scheduled. Up to five consecutive days of care are allowed.

### How far in advance do I need to cancel care?

Please contact Work Options Group immediately to cancel care. All care must be cancelled 6 hours before scheduled in-home care is to begin, or by 6 p.m. the night before center-based care is scheduled, or a \$100 cancellation fee will apply.

### Who provides care?

*Backup Care Options* has a carefully selected and contracted *National Provider Network*, which consists of outstanding child care centers and highly qualified home care professionals. To ensure quality care, all child care centers must meet or exceed state licensing regulations and guidelines including background checks, health and safety standards, and staff/child ratios. Contracted home care agencies in the network require that all caregivers are FBI background checked, CPR/First Aid certified, licensed, insured and have relevant child or adult/elder care experience.

**WORK OPTIONS GROUP**

**800.557.0847**

**[www.workoptionsgroup.com](http://www.workoptionsgroup.com)**