

All About Your Bright Horizons Benefits

Solutions for family care,
education, and enrichments



Your Benefits 
Moving you forward


Bright Horizons.

Flexible family care and learning supports



Covering
caregiving gaps

Providing
academic support

Camp solutions
when care is out

Caring for aging
parents

Finding quality
child care options

Bright Horizons Back-Up Care

Subsidized program to help with care gaps

Use examples:

- School is closed or on break
- Your child's nanny is on vacation
- Your caregiver cancels or quits
- Your stay-at-home spouse/partner has an appointment
- Your child is mildly ill
- Your adult/elder loved one has surgery, or you need respite care
- You have surgery and need care through recovery



Your care benefits

Services:

Benefit	Copay	Benefit Details
Up to 20 days per employee per calendar year across these services:		
Back-Up Child and Elder Care	\$15/child	Center-Based Care
	\$25/family	Center-Based Care (2+ children; one day of care, regardless of the number of dependents)
	\$6/hour	In-Home Care (one day of care up to 3 care recipients, 4-hour minimum, 10-hour maximum)
Out-of-Network Care	No copay	\$100 reimbursement for care sourced on your own (only if care is not available through the Bright Horizons network)
Virtual Tutoring	\$15	Each back-up care use is exchanged for 4 hours of tutoring (12-hour maximum; use within 90 days of exchange)
Virtual Camps	No copay	Each back-up care use is exchanged for one day of virtual camp
Up to 3 days per calendar year: Pet Care	No copay	Each back-up care use is exchanged for a \$100 credit to use toward services on Rover (single or multiple animals) or exchanged toward services on Wag! (single animal); use within 90 days after exchange

Reserve back-up care:

- ✓ Up to 90 days in advance

Cancellations:

- ✓ Must be received two (2) business days prior to a reservation to avoid a copay or use deducted from your bank

Visit: clients.brighthorizons.com/bertelsmann

877-242-2737

Mobile App: Search for “Back-Up Care”



Quality back-up care for children

Nationwide Network

Centers, school-age camps, in-home care

Vetted Providers

- Licensed and accredited centers
- School-age camps created for working families
- Employed, vetted, insured, and trained in-home caregivers

For Sudden or Planned Needs

Reserve up care up to 90 days in advance, register and reserve care online, via phone, or mobile app.

Access **up to 20 days** of back-up care per employee per calendar year **across all services (excluding Pet Care)**. The copay is \$15/child or \$25/family for center-based care (one day of care, regardless of the number of dependents) and \$6/hour for in-home care (one day of care up to 3 care recipients, 4-hour minimum).





In-home back-up care for adults and elders

Quality you can trust

- Fully vetted
- Nationwide network

Care for family members

- Spouses/partners
- Adult children
- Parents, grandparents, and in-laws
- Regardless of location

For a wide variety of needs

- Companion care
- Recovery care – post-surgery, etc.
- Light housekeeping, meal preparation, personal care

Access up to 20 days of back-up care per employee per calendar year **across all services (excluding Pet Care)**. The copay is \$6/hour for in-home care (one day of care up to 3 care recipients, 4-hour minimum).

Out-of-Network Care

If Bright Horizons is unable to find a care option through our network

- Reservation will be changed to Out-of-Network Care
- Source your own care through your personal network and receive reimbursement of \$100/day of care
- Requires advance reservation and submission of two online forms

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OUT-OF-NETWORK CARE

[Home](#) // [Reservations](#) // [Reservation# CAS-5184472-MOG7X3](#) // Out-of-Network Care: Reimbursement Form

Request For Reimbursement Form

All Fields Required

This Request for Reimbursement must be received by Bright Horizons within ten days of the last date of Out-of-Network Care used as identified below. No care used more than forty days prior to the date of receipt by Bright Horizons of this Request for Reimbursement will be eligible for reimbursement. You are not eligible to be reimbursed for Out-of-Network Care until you submit this completed and signed Request for Reimbursement to Bright Horizons with these requirements. Reimbursements are processed as quickly as possible. Please allow 2-3 weeks for processing and mail time for receipt of your reimbursement.

Reimbursement requests may not be made for care that did not occur or for care provided by you or a member of your household. In addition, a reimbursement request may not be made for care provided when you did not work. Your request for reimbursement will be subject to audit. Any suspected inappropriate reimbursement requests may be denied, reported to your employer and subject to disciplinary action by your employer.

I confirm that I have used a child care center or caregiver identified and selected solely by me for valid and appropriate Out-of-Network Care for the care recipient(s) and on the date(s) identified below:

Employee Name Employer

Employee Address Child Care Center/Caregiver Name

City, State, Zip Reservation Number CAS-5184472-MOG7X3

I confirm that I have used a child care center or caregiver identified and selected solely by me for back-up care for the care recipient(s) identified above on the following date(s):
Care Provider Type Child Care Center In-Home Care

Date(s)	Hours	Minutes	Care Recipient(s)
3/28/2019	10 Hours <input type="text"/>	0 Minute <input type="text"/>	
3/29/2019	10 Hours <input type="text"/>	0 Minute <input type="text"/>	



In-person camps

Fill care gaps with camps for school-age children

- Camps include Steve & Kate's, Galileo, and more
- School holiday and vacation camps, including summer
- Hours that support working families

Access through your Back-up Care benefit. Access **up to 20 days** of back-up care per employee per calendar year **across all services (excluding Pet Care)**. The copay is \$15/child or \$25/family (one day of care, regardless of the number of dependents).

1:1 tutoring support

To support your busy family and increase care & education supports available, we offer tutoring via back-up care

Families with children K-12 are matched with a tutor that meets their needs (e.g. specialists in math or reading)

Tutoring for learners in undergraduate and graduate school subjects

High-quality, expert tutors

Easy-to-access virtual option available on their schedule

Reserve through your back-up care benefit. Access **up to 20 days** per employee per calendar year **across all services (excluding Pet Care)**. \$15/session for 4 hours (12-hour maximum). Use within 90 days of exchange.



Virtual camps

Fill their day with activities for learning and fun so you can get work done

- Exchange one back-up care use for one full day of virtual camps
- Sessions for children ages 3-12
- Wide range of activities to choose from; able to come and go throughout the day
- Available weekdays from 9 a.m.-6 p.m. ET (excluding major holidays)

Reserve through your back-up care benefit. Access **up to 20 days** of back-up care per employee per calendar year **across all services (excluding Pet Care)**. No copay.

 S&K BOOK CLUB Leah Duff 8:00AM-8:50AM Join us to discuss some of your favorite books! Ages 3-12.	 KARAOKE Leah Duff 9:00AM-9:50AM Join Seve & Kata's in where campers can sing along to popular recorded songs! Ages 3-12.	 PUZZLES, RIDDLES, & MORE! Charmelle Bailey 9:00AM-9:50AM Get your thinking caps on for this tricky session! Ages 3-12.	 GAMES 'N THINGS Leah Duff 10:00AM-10:50AM Nobody at home available to play? Join us for a game. Ages 3-12.
 KARATE Charmelle Bailey 10:00AM-10:50AM Join Seve & Kata's camp in learning a beginner-level Karate class to help kids with movement, discipline, and body control! Ages 3-12.	 PAINTING Charmelle Bailey 11:00AM-11:50AM Do you love to paint? So do we!! For this reason all devices should be put on a surface that is HIGHER than the area where you're going to paint (for example on top of a box). This is to prevent any spills from damaging your family's electronic devices! Ages 3-12.	 STORYTELLING SHOWCASE Allie Donaldson 11:00AM-11:50AM Ever wanted to write your own story? Show up to create, read, and listen to stories! Ages 3-12.	 ACTING GAMES Celia Monahan 12:00PM-12:50PM Join us for lots of fun and laughs! Ages 3-12.



Your pets are family, too.

Book with Back-Up Care

- Access up to 3 days/calendar year. No copay. Use within 90 days of exchange.
- Use your back-up care benefit to access a \$100 credit towards pet care through Rover (single or multiple animals) or a service coupon through Wag! (single animal).

Make Life Easier

- Manage work and family responsibilities with peace of mind, knowing your pet is cared for.

Rely on Flexibility

- Access a variety of pet care options for dogs and cats including:
 - Dog walking
 - Cat drop-ins
 - Overnight boarding
 - Pet sitting



We are here to help support you!

Visit: clients.brighthorizons.com/bertelsmann

Call: Back-Up Care: 877.242.2737

If prompted for registration:

Employer Username: Bertelsmann

Employer Password: backupcare

Employee ID #: Located on UKG
(Myself>Jobs>Compensation>Job Details)

“Back-Up Care” Mobile App