

## Back-Up Care Advantage Program® for Professional Staff

# FAQs

**Quality backup child and elder care for Cleveland Clinic's Professional Staff: When you need to be at work and your regular care is unavailable.**

### What is the *Back-Up Care Advantage Program*®?

Cleveland Clinic has partnered with Bright Horizons to offer the *Back-Up Care Advantage Program*® to assist Professional Staff in balancing the competing demands of work and life. The program provides Cleveland Clinic's Professional Staff access to temporary care for both children and elders during a lapse or breakdown in normal care arrangements. For example, you can use backup care when:

- You have a new baby and need care while you transition back to a normal work schedule.
- Your child's school or center is closed for breaks, teacher in-service days or inclement weather.
- Your parents have a regular in-home care provider who is out sick or on vacation.
- An adult relative is home after a hospital stay and you would like someone to be with her during the day.
- Your spouse/partner is called for jury duty or has an appointment.
- You are in between child care arrangements.
- Your spouse/partner (or other adult relative) is recovering from an illness or injury and needs assistance.
- Your child is mildly ill and cannot attend regular care program or school.
- Anytime your regular care provider or arrangement is temporarily unavailable.



### What type of care is available?

Center-based child care, in-home child care, and in-home elder care is available. Care recipients (whether healthy or mildly ill) include infants, toddlers, preschoolers, school-age children, teens, adults and elderly family members.



### Who is eligible to participate in the program?

All members of the Professional Staff are eligible for up to 10 days in a calendar year of backup care as a part of this program. Care recipients can be of any age (whether healthy or mildly ill). This can include children, spouses, domestic partners and adult relatives, such as parents, in-laws and grandparents. Self care is also available.

### How does the program work?

**Professional Staff must register with Bright Horizons before using the backup care service.** Backup care can be requested one month in advance by calling (877) 242-2737, 24 hours/day, 7 days/week. Urgent needs will be responded to within 4 hours.

### How do I register?

You and your family member/s must be registered for the *Back-Up Care Advantage Program*® before you make a reservation and use the backup care services. There are two ways to register: Online at [www.careadvantage.com/ClevelandClinic](http://www.careadvantage.com/ClevelandClinic) (username: ClevelandClinic; password: CCFbackup4you). Or call (877) 242-2737 and speak with a Bright Horizons Care Consultant 24 hours/day, 7 days/week.

### [Can spouses/partners register?](#)

Professional Staff members are required to initiate the registration process online or over the telephone. Once a unique username and password has been created for your online account, your spouse/partner can complete the registration on your behalf and can reserve backup care.

### [Is registering the same as making a reservation?](#)

No, you and your family member/s must be registered for the *Back-Up Care Advantage Program*® before you may make a reservation and use the backup care services.

### [What if I do not receive benefits through Cleveland Clinic? Or if I work Part-time? Am I still eligible?](#)

Yes. All members of the Professional Staff are eligible for this program regardless of whether you receive benefits through Cleveland Clinic and regardless of your FTE status. If you are a member of the Professional Staff, you are eligible for this program.

### [Does the family member who needs backup care have to be covered under my insurance? Or declared my dependent?](#)

No. Any care recipient who relies on you as a primary caregiver, or a direct adult relative (e.g. parent, in-law, grandparent) qualifies to receive backup care through this program when normal care arrangements break down.

### [Is there an age limit for children to receive backup care?](#)

For center care, age limits will vary by location. Most centers can serve children from 6 weeks to 6 years of age; some serve children through age 12. For in-home care, there is no age limit.

### [Who is considered an adult/elder relative?](#)

Any adult relative for which you have care responsibilities, such as a parent, grandparent, spouse, partner, in-law, adult child, etc.

### [Does an adult family member needing backup care have to live with me?](#)

No, the adult family member does not have to live with you. Bright Horizons' network is nationwide, so even if the family member lives in a different community or state, you may utilize the program.

### [What is available for special needs family members?](#)

Bright Horizons will make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges. This should be discussed with the Bright Horizons Care Consultants in the initial registration process.

### [What if I've used my 10 days and need additional backup care?](#)

Additional backup care beyond the 10 day annual allotment is not available. However, included in Cleveland Clinic's program is access to the Bright Horizons comprehensive database of self-pay services for ongoing and/or long term care needs, nannies, sitters for evenings and weekends, elder care resources and pet sitters. See the Bright Horizons website or call a Care Consultant for more info.

### [If I work non-traditional hours, such as evenings and weekends, can I still use the program?](#)

Evening and weekend care (typically in-home) is available and there are no additional charges (standard co-pays apply). However, you must be working during the time care is needed.

### [If I am traveling for work and need to bring my child, is care available?](#)

Yes. A Bright Horizons Care Consultant can provide you with all the information you need. There are unique considerations in these situations, but this is a part of Cleveland Clinic's backup care program for the Professional Staff.

### [What if I need to cancel a backup care reservation?](#)

You must cancel a backup care reservation by 5 pm local time on the business day prior to the day of care. If care is cancelled after that, it will go against your 10 day annual backup care allotment and you will be responsible for the applicable co-pay.

### [What is the cost to me?](#)

Cleveland Clinic subsidizes the cost for up to 10 days/year. You are responsible for a co-pay for each use of the program which increases after 5 uses. For up to 5 uses, center-based childcare starts at \$15/child/day and in-home care for all ages starts at \$6/hour.

**[Additional information and more details about the \*Back-Up Care Advantage Program\*® can be found at the Bright Horizons website or by calling \(877\) 242-2737 or contact Cleveland Clinic's Caring for Caregivers Professional Staff Assistance Program \(216\) 445-6870 or find on the intranet off doc.com \(see: my services/physician resources/professional staff assistance\)](#)**