



A Bright Horizons Solution at Work

Frequently Asked Questions

2018

REFERENCE INFORMATION

CBIZ

Program Website

www.careadvantage.com/cbiz

Program Support

Contact us at (888) 748-2489

FAQS

OVERVIEW

What is the Bright Horizons Care Advantage Program®?

Your employer has partnered with **Bright Horizons®** to help you better manage your many work, family and personal responsibilities by providing the following programs and benefits:

- Additional Family Support – free access to an online database of regular caregivers, pet care services, elder care resources and household help; discounts on tutoring and test prep services; and regular child care benefits with preferred enrollment and tuition discounts at a network of centers

ADDITIONAL FAMILY SUPPORT

Overview

Your employer is also providing you with resources to help you secure your own regular, ongoing care needs, including:

- Preferred enrollment access at select Bright Horizons child care centers
- Discounts off tuitions for full-time care at select participating network child care centers
- Online, self-serve and self-pay resources to search for and connect with:
 - Babysitters and nannies for regular and weekend care (including children with special needs) and adult/elder caregivers – available through *Sittercity*
 - Pet sitters, dog walkers, groomers and more – available through *Sittercity*
 - Elder care resources, planning and referrals – available through *Years Ahead*
 - Tutoring, test prep and homework help – available through *BrightStudy™*
 - Housekeepers and additional homework help – available through *Sittercity*

Questions about Sittercity? Call (888) 748-2489

Center-Based Child Care

What is Preferred Enrollment?

Preferred Enrollment Access allows you to gain access to available full-time child care spaces in Bright Horizons centers ahead of the general community.

Will discounts be offered at Bright Horizons centers?

At this time, discounts are not offered at Bright Horizons Centers.

Do I have to pay for Preferred Enrollment?

No. Preferred Enrollment Access is offered free of charge to you.

Bright Horizons Care Advantage FAQs

Do I have to pay a registration fee for Preferred Enrollment?

Yes. You do pay a registration fee. However, that initial registration fee will be applied as a credit (up to a maximum of \$250) towards your next tuition payment after 30 days of enrollment at any participating Preferred Enrollment center. When selecting a center, you can click on a coupon which you should print and bring with you when you visit.

If I am already registered at another Preferred Enrollment Center location, am I still eligible for the Registration Fee Credit?

Yes. If you enroll your child at a new Bright Horizons center location, the Registration Fee Credit is applied when you enter your second full month of enrollment. Therefore, you will be eligible at any participating center where you choose to enroll your child.

What is the Tuition Discount program?

The Tuition Discount program provides you with a discount of up to 10% off of the child care tuition and a waived registration fee at select participating centers.

What age groups are eligible for a Tuition Discount?

Tuition Discounts are generally only available for children aged 2 and older.

What if I am currently enrolled in a participating center for the Tuition Discount program?

If you are currently enrolled in a participating center that offers a Tuition Discount, please reach out to your center director to inquire about the discount program. You will then be eligible to receive 10% off of your tuition moving forward. Some discounts are only available for new enrollments. Please refer to your landing page to identify the discounts available to you. Discounts cannot be applied retroactively.

How do I find child care centers where I have access to Preferred Enrollment and Tuition Discounts?

Visit your program website and click on the [Center-Based Child Care](#) link under the Additional Family Support section of the program website. This will bring you to the Preferred Enrollment & Tuition Discounts site where you will be able to use the center search locator to find center options in your desired area.

Is care available for special needs family members?

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges. Our programs also strive to accommodate parents/guardians with disabilities, so that they can fully participate in our programs and services.

Bright Horizons Care Advantage FAQs

What if I am in the process of custody arrangements for my child?

Bright Horizons cannot limit any parent's or guardian's access to their child without legal authority. If you believe any access or custody issues will arise during the course of your child's care, you must provide a copy of a signed court order prior to care.

Babysitters, Nannies & Housekeepers

What services do I have access to under this program?

Your free membership with *Sittercity* provides you with access to online forums, tools, and resources that will help you find and choose caregivers that meet your preferences and needs for occasional and everyday child care, care for children with special needs, homework and household help, and even pet care.

Who is eligible for care through *Sittercity*?

Anyone. Since you are responsible for all arrangements and costs, you can use these tools and resources to self-select care through *Sittercity* for anyone you want, as many times as you want.

How do I access care through *Sittercity*?

To access these tools and resources, go to your program's landing page and click on the Babysitters, Nannies & Housekeepers placard under Additional Family Support. This will bring you to your employer's *Sittercity* homepage where you will create a username and password to gain access and begin to search for the solution to your care needs.

Do I need to register separately with *Sittercity*, even if I'm registered for the *Back-Up Care Advantage Program*?

Yes. Simply go to your program's website and click on the appropriate link.

Will use in this program impact the use limit I have for the *Back-up Care Advantage Program*?

No. Your use of these *Sittercity* resources does not impact your back-up care use allowance. However, many people find that *Sittercity* is a great solution for finding care once you have used up the back-up care visits available through your employer for the year.

If I am already a registered *Sittercity* customer, do I have to re-register?

No, you do not have to re-register. You can use your existing username and password to access the *Sittercity* website. You will however need to contact *Sittercity* Membership Services team to have your account moved under your employer's account.

Will I get a refund for fees paid as a retail customer?

Please contact *Sittercity* Membership Services at (888) 748-2489 for help with receiving a pro-rated refund.

What is the typical cost of care on Sittercity?

The cost of care varies based on geographic region, type, number of children or pets and level of care (i.e., infant care prices often differ from school age children). In the Trust and Safety Center on the Sittercity site, you can use a Rate Calculator to determine the appropriate pricing based on region, number of children and years of experience the caregiver has. Also, when posting a job, you are able to indicate the rate preferred per hour and work with caregivers that best fit your financial requirements.

How can I evaluate and select the caregiver that seems right for me?

Sittercity has a variety of filters to help match caregivers to your needs and preferences. You also have access to caregiver profiles, which may include pictures, references and reviews from other care seekers and users on the site. In addition, through your employer-sponsored program, you have access to run unlimited basic background checks and can run an up-to-date background check on any caregiver at any time, free of charge. If you'd like to run additional background checks, there are options available on the site at discounted pricing through your employer-sponsored program.

What kind of background checks do I have access to?

As a Sittercity registered user, through the partnership negotiated by your employer, you can run or view results of previously run unlimited basic background checks.

Can I get a more enhanced background check if I want it?

Yes. You can get an additional, enhanced background checks for an additional fee (ranging from \$20-\$60).

Elder Care

What services do I have access to under this program?

Similar to your membership with Sittercity, the Years Ahead free online platform connects you with elder care tools and resources – including elder care planning and referrals.

What will Years Ahead help me with?

Years Ahead will enable you to take a needs based assessment online of your loved ones needs, will allow you to navigate through elder care options, will provide you resources regarding elder care and provide guidance in finding assistance programs.

How do I access care through Years Ahead?

To access these tools and resources, go to your program's landing page and click on the Elder Care placard under Additional Family Support – and then choose the “Find Care Online” option. This will bring you to your employer's Sittercity homepage where you can click to choose the Years Ahead resource and then create a username and password to gain access.

Bright Horizons Care Advantage FAQs

Can I register for Sittercity and Years Ahead under one account?

No. You must register for *Sittercity* and *Years Ahead* separately. However, you are able and encouraged to use the same login credentials for each membership to ensure ease of use.

What resources are available to me through Years Ahead?

Years Ahead is a referral resource offered by *Sittercity* and is only available through the partnership between your employer and Bright Horizons. On *Years Ahead* you are able to search a nationwide network that includes in-home agencies, independent living facilities, assisted living facilities, memory care, and nursing homes. As a *Years Ahead* user, you have access to an individual provider's profile, which may include comprehensive information, photos, experience and capabilities, pricing and reviews.

What do the Senior Care Advisors on Years Ahead assist with? What are their credentials?

Senior Care Advisors are available to answer questions you may have surrounding the process of finding care for your aging loved one, from the initial conversations and decisions to determining the right caregiver or facility and moving your loved one. Senior Care Advisors carry a Master's in Social Work and go through a comprehensive course to become a CSA (Certified Senior Advisor). The CSA credential represents a qualified professional who understands the key health, social and financial factors that are important to the majority of seniors. The CSA is accredited by NCAA (The National Commission for Certifying Agencies). Senior Care Advisors are available via phone Monday – Friday, 9 a.m. – 5 p.m. CST.

What is the typical cost of care on Years Ahead?

There is no cost to use the *Years Ahead* website resource. The cost of the agencies and facilities on *Years Ahead* will vary based on the level of care and, in the case of in-home providers, the number of hours per week. Agencies and facilities in the network will provide information regarding costs with you individually.

Pet Care

What services do I have access to under this program?

As part of your free *Sittercity* membership, you can also easily connect to options for all your pet care needs – dog walking; coordinating check-ins, visits, pick-ups and drop-offs; pet sitters and/or overnight care; bathing, grooming and training resources; and more.

How do I access pet care services?

Visit your program's landing page and click on the Pet Care placard under Additional Family Support. This will bring you your employer's *Sittercity* homepage – if you do not currently have an account, you will create a username and password to gain access and begin to search for the solution to your pet care needs.

What types of pet care resources does the Sittercity site offer?

Post your own job listing or use the search filter to find just the right fit for you and your pet. Access information and screen potential candidates based on: years of experience; completed background checks; regular and short-notice availability; type of pet cared for; and more.

Tutoring, Test Prep & Homework Help

What types of services are available?

Your *BrightStudy*™ benefit is a referral service that provides easy access to high-quality tutoring and test prep providers, offering a variety of online and in-person options with exclusive discounts for Bright Horizons families.

How do I access the services available through *BrightStudy*™?

To access these resources, go to your program's landing page and click on the Tutoring, Test Prep & Homework Help placard under Additional Family Support – and then choose the “Get Started Now” button. Scroll down and complete the form to receive personalized options based on your family's needs.

Who are the providers associated with *BrightStudy*™?

Services are provided through *RevolutionPrep* and *College Nannies & Tutors* – two long-standing partners of Bright Horizons that have a history of supporting our clients and their families.

What discounted services are available through *RevolutionPrep*?

You receive a 10% savings on standard tutoring rates which can range between \$100-\$600 per hour (with the average closer to \$100-\$200 per hour). For elementary and middle-school children, you receive a fixed discount of \$69 per hour for basic tutoring.

What discounted services are available through *Colleges Nannies & Tutors*?

You receive two free tutoring sessions or a set of free test prep materials for your student. Tutoring rates vary by location and average around \$65 per hour.

RESOURCES

The *Family Matters Webinar Series* brings **Bright Horizons**® families and educators together to learn from expert guest and internal speakers on a variety of parenting, education, and family life topics. From infants to elder care, the webinars serve all families types, at all stages, with various care needs, providing relevant, valuable information about parenting and caregiving. Our 2018 webinars topics include:

- September: Skills for the future
- November: Common Caregiving Challenges

[Register online](#) for upcoming events and access recorded webinars.