



# Your Backup Care for adults benefit



If you're recovering from a broken leg, how do you make meals or get to appointments? What if your mom's caregiver calls in sick—but you still have to be at the office all day? This is where your Care@Work Backup Care for adults comes into play. So you can find the right care, right when you need it.

## Vetted caregivers available quickly.

Just call 855.781.1303 to reserve a vetted Backup Care professional. Once a caregiver has been selected and confirmed by the network agency we've engaged to provide services, a Care Specialist will call you to tell you about the caregiver. The network agency also will follow up to confirm the details. For new adult care requests, the agency will conduct an in-home assessment before starting care.

## Help for every adult family member.

Your Backup Care for adults benefit is available to every adult in your family and extended family—even if they live in another city. So you can provide quality care for your spouse, parents, in-laws, grandparents, and adult children.

## Available all day, every day.

Adult care is available 24/7 at your home, or the home of your family member needing care. Our specialists can help find the right caregiver quickly, but the further in advance you can make arrangements, the more we can maximize your care options.

## Ways to use Adult Backup Care:

- Mom or dad need a ride to doctor appointments
- You or your spouse is recovering from surgery
- Companion care for your adult child
- Cover a gap in your regular adult or senior care

Activate your benefits now.

Register at [tuftsuniversity.care.com](https://tuftsuniversity.care.com)

care@work  
BY CARE.COM

Tufts  
UNIVERSITY



# Frequently Asked Questions

## What if my loved one lives in another city?

While Care.com can't guarantee a network agency in all locations throughout the country, every effort is made to meet the needs of your adult dependents, wherever they live. Providing information on location and the type of care needed in advance will help ensure the right match.

## When are caregivers available?

Adult care is available 24/7, in either your home or the home of the adult needing care. When making arrangements, calling in advance will help to maximize your care options.

## How are caregivers screened?

Care.com's network of adult care agencies maintain a rigorous screening process for care providers they employ. Providers may be certified nurse's aides, home health aides, or experienced elder care companions, and will have:

- At least two professional references
- Criminal Background Check in accordance with state guidelines

## How do I pay for Backup Care?

The credit card you have on file will be charged after care takes place. Please see your company's service overview for details, or contact your HR department.

## Would I ever have to pay overtime?

The agencies we work with try to avoid instances of overtime. However, it can happen, for example, if you really like one caregiver and request them for multiple, typically longer, shifts. If a caregiver is expected to reach an overtime threshold (which may vary, depending on where you live), the agency or Care@Work will do its best to notify you in advance. Your co-pay for services may increase as a result of local overtime requirements.

## What's the cancellation policy?

Your credit card will be charged \$30 if you cancel after your reservation. If your caregiver has already arrived or is on their way, you will be charged \$60.

## How it works:

- 1. Register** through your company's Care@Work website or via the Care@Work app.
- 2. Call** 855.781.1303 and press 2, followed by the # sign. You will be connected with a Care Specialist who will help you find an Adult Backup Care provider.
- 3. Breathe easy** while our team works quickly to identify a caregiver that meets your specific needs. We'll even try to fulfill requests for specific caregivers if they're available. Once found, a dedicated Care Specialist will contact you directly to answer any questions you might have and confirm the booking.
- 4. Tell us how it went.** Please share your feedback by answering a brief survey that will be sent to you after care is complete.

Activate your benefits now.

Register at [tuftsuniversity.care.com](https://tuftsuniversity.care.com)

care@work  
BY CARE.COM

**Tufts**  
UNIVERSITY