

# Personal Network Backup Care

## FREQUENTLY ASKED QUESTIONS

Care@Work provides a deep network of professional, vetted in-home and in-center Backup Care options. However, if you wish to use an existing, out-of-network child caregiver, Personal Network Backup Care allows for more flexibility and choice.

### What is Personal Network?

Personal Network is another option for your Backup Care for children benefit. You can use a caregiver or center of your choice and be easily reimbursed for a portion of the costs that exceed your co-pay. Reminder: Unlike when you select a Care@Work in-network backup child care provider, when you use a caregiver or center from your Personal Network, you are fully responsible for all vetting. You can visit our Safety Center for guidelines on hiring safely.

### How is In-Network different from Care@Work Personal Network options?

#### In-Network Vetting

In-home child backup caregivers are vetted via a detailed process including:

- Child care reference checks
- Video or in-person interviews
- Employment-level criminal background check
- National Sex Offender Public Website search
- CPR Certification and First Aid Training
- U.S. work eligibility verification

All childcare centers are licensed in accordance with applicable laws.

Personal network child caregivers and centers are not vetted by Care.com. You are fully responsible for all vetting.

#### Coordination

When you use Care@Work's In-Network options, we coordinate all of the details. When you use Personal Network, you must arrange all details, timing, and vetting on your own.

### Payment

With our In-Network caregivers and centers, we handle all payments to them, so you only have to worry about paying your co-pay. With Personal Network, you must pay your caregiver or center up front and submit a claim for reimbursement later.

### How much will I be reimbursed?

For in-home or in-center child care, you will be reimbursed up to \$125 per day. You're still responsible for your co-pay.

### What happens if my care costs more than my co-pay plus my maximum reimbursement (\$125.00/day)?

Any costs over the maximum reimbursement rate will be an out-of-pocket expense for you. For example:

- If your caregiver charges \$18/hour and you are using them for 10 hours
- Your co pay is \$2.00/hour
- You would pay the caregiver \$180.00 for the day and file a claim for the following:
  - \$18.00/hour x 10 hours = \$180.00
  - Your co pay \$2.00/hour x 10 hours= \$20.00
  - Reimbursement would be \$125.00 and the \$35.00 difference is an out-of-pocket expense

### How do I get reimbursed?

Log into your Care@Work account and go to "Reimburse me for care." From this page, you can add a claim and upload your receipt (see below for receipt template). If your claim is already in our system, select edit and upload your receipt. Either way, your Backup Care day utilization count will be deducted. Once your receipt is approved, we'll send you a reimbursement via direct deposit.

**Have any further questions?**  
**Feel free to email us at [backupcare@care.com](mailto:backupcare@care.com).**

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## Is there a receipt template?

Yes, you can download a sample receipt at [care.com/media/cms/receipt.pdf](https://care.com/media/cms/receipt.pdf).

## What kind of information do I need to provide to submit a claim?

- Date and time of care
- Who received care
- Why you needed Backup Care
- Receipt for care that took place
- The amount you paid for care
- Who provided the care and their contact information

## My caregiver/center offered to give me a receipt on their own. What info should it contain?

- The care provider's name, address, and phone number
- Your full name plus your child's full name
- Your child's age
- Type of service and number of hours provided
- Date of service
- Hourly rate and total amount paid, if applicable
- Signature of provider and date signed

## How long do I have to submit a claim?

Your claim needs to be submitted within 30 days of care. Anything after this deadline will be automatically rejected.

## How long will it take me to get my reimbursement?

You will need to provide your bank account information to get reimbursement via direct deposit. If you would prefer, we can mail you a check. It can take up to 10 business days to receive your reimbursement.

## I haven't received a check and it's been over 2 weeks.

To check the status of a claim or if you have a question regarding your reimbursement, please check your "My Claims" page for the status of the payment. If you have additional questions, you can email us at [backupcare@care.com](mailto:backupcare@care.com).

## Do I need to let you know in advance that I'm using Personal Network?

No. While you're welcome to enter your claim as soon as you realize you need care, you have 30 days after the care takes place to submit the claim.

## What if something changes after I've submitted a claim?

You can edit or delete your claim at any time before it has been approved for payment. Login to your Care@Work account, and select "My Kids" then "Reimburse Me For Backup Care" then "View Claims." Select "Edit" next to the claim you want to change or delete. If you delete a claim, the Backup Care utilization day will be added back to your account to be used at a later date.

**Have any further questions?**  
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# RECEIPT FOR CARE

Payment received: \$

Date:

## PROVIDER INFORMATION

Provider/business name

Street address

City

State

Zipcode

Phone number

## CLIENT INFORMATION

Parent's name

Child name

Age

Child name

Age

Child name

Age

## SERVICE DETAIL

Service description

Service Rate  Per hour  Per day

SERVICE DATE	HOURS (IF APPLY)		RATE	SUBTOTAL
	From	To		
			\$	\$
			\$	\$
			\$	\$

**TOTAL \$**

I certify that the above is true. I have provided the services and received the payment from my client.

Provider signature

Date