



Join Our Family

Become Part of the
Back-Up Care Advantage Program[®]
Network Today!



Why is There a Need for Back-Up Care?

Employers have chosen to invest in back-up care because:

- When breakdowns in care occur, employees miss work. Back-up care reduces absenteeism.
- High-quality back-up care provides peace of mind to employees, which boosts productivity.
- Back-up care offers equitable solutions across the workforce because it supports employees with dependents of all ages, in all locations.
- Back-up care enables employees to balance their work and family responsibilities.





Working families encounter difficulties coordinating trusted, reliable and affordable care when their regular caregiving arrangements are unavailable. As a result, family members often miss work to personally care for their loved ones. The *Back-Up Care Advantage Program*[®] acts as a “safety net” and provides temporary care so they can get to work with the confidence that their loved ones are in skilled hands.

Through the *Back-Up Care Advantage Program*, **Bright Horizons**[®] offers our clients’ employees trusted and affordable temporary care for their loved ones. Organizations turn to Bright Horizons as the back-up care expert because of our proven track record and ongoing dedication to excellence in back-up care.

About the Network

To support the delivery of the *Back-Up Care Advantage Program*, Bright Horizons has created an extensive network of back-up care providers for children and adults/elders.

This nationwide network serves employers who wish to offer their employees high-quality alternative care for children and adult/elders when regular care arrangements are not available. The network includes a select group of child care providers and home health care agencies.

Working with the Back-Up Care Advantage Program is a true privilege and joy for our offices. The communication and customer service are top notch and the timely and fair payment really make this back-up care business a win for us.

–Jennifer Tucker, Vice President Business Development, Homewatch International, Inc.

Why Join Us?

One of the unique aspects of the *Back-Up Care Advantage Program* is the positive impact this program has on the agencies that join our network.

Benefits include:

- **No Costs or Fees:** Be part of a nationally recognized network of top providers at no additional cost to your agency.
- **Increased Revenue:** In 2008, agencies participating in the program earned \$13 million in additional revenue. What's more, back-up care is the fastest-growing employer-sponsored work/life benefit. By partnering with Bright Horizons, your agency can experience increased financial gains without taking on financial risks.
- **Ongoing Referrals:** Often families are so pleased after using one of our contracted providers for temporary care that they request the same provider for future back-up care needs, contract privately with the provider for full-time care needs, or refer the provider to their friends or peers.
- **Local Recognition:** Collaboration with Bright Horizons also helps you gain much-deserved local recognition as a trusted care provider that helps working families.

How Does It Work?

It's easy! You provide the care, Bright Horizons handles the process.

As soon as an employee of one of our clients realizes a need for temporary care, the employee calls the program and speaks directly with a consultant at one of our two contact centers, which are staffed 24/7. The employee may also submit care requests online. All families are required to register with the program, ensuring that current information is available at the time of need.

The consultant then works directly with you to arrange for qualified temporary caregivers as needed. Your caregivers do not collect payment from the employee; after care has been provided, you bill Bright Horizons directly for your contracted hourly rate and receive prompt payment.

Bright Horizons employs a full-time Provider Relations Team to support you in providing back-up care. The team focuses on strengthening critical relationships with providers through training, sharing of best practices, trouble-shooting and ongoing communication.



To learn more about joining Bright Horizons'
Back-Up Care Advantage Program
and find out if you qualify,
please call **866-312-4332, ext. 2005**.
For more information about the program,
visit **www.brighthorizons.com/back-up**.