

# Resources *for* Living<sup>®</sup>



## Help your employees miss less work — *Backup Care Connection*<sup>®</sup>

**Now your employees can have a solution at the ready for days when they might otherwise miss work.**

**Backup Care Connection helps employees:**

- Reduce stress from unexpected changes to child and elder care routines
- Save time by helping them locate backup care, even at the last minute
- Have peace of mind by choosing who they want to use for care
- Save money with low co-pays and reimbursement models

**Backup Care Connection helps employers:**

- Reduce the cost of absenteeism
- Improve employee focus
- Increase productivity

### **What is Backup Care Connection?**

Backup Care Connection is an employer-subsidized program that helps employees find and pay for temporary child or elder care. It's always there for those times when regular care plans get disrupted, such as a short school day or caregiver illness. Backup Care Connection provides:

- Temporary care for children and older adults (including mildly ill)
- Support for planned and emergency care needs
- 24/7 access via telephone and online
- A flexible program design that allows your organization to customize:
  - Number of visits
  - Amount of employee co-pay
  - Reimbursement limits

Backup Care Connection offers an open access network that gives employees choice and flexibility in who they use for care:

- Placement with credentialed child care centers or in-home care providers in our nationwide network
- Placement with “out-of-network” providers that members prefer to use
- “Friends and Family” plan that dramatically increases usage and satisfaction by reimbursing employees who prefer to use trusted friends or family members to provide care

**64% of employees choose the Friends and Family option for backup care.\***

You’ll have access to a whole suite of tools, including:

- Complete billing management for payments and reimbursements
- Custom promotion and engagement strategies
- Reporting and ROI analysis
- Fair pricing model

**Our program gets more employees to work by letting them choose who they want to use for care — whether it’s their own friends and family members or our nationwide network of providers — and helping them pay for the cost of care.**

### Why Choose Backup Care Connection?

Backup Care Connection	Benefits
<b>Member choice and flexible placement options</b>	We don’t force members to use our providers. Rather, we provide choice in who they use for care, including: <ul style="list-style-type: none"> <li>• Credentialed centers and in-home care providers in our network</li> <li>• Out-of-network providers they prefer to use</li> <li>• Their own friends and family members</li> </ul>
<b>Proven results</b>	<ul style="list-style-type: none"> <li>• 98% placement rate</li> <li>• 95% overall satisfaction rate</li> </ul>
<b>Highly customized solution and flexible program design</b>	<ul style="list-style-type: none"> <li>• Custom program design</li> <li>• Dedicated number and branded website</li> <li>• Custom promotions and reports</li> </ul>
<b>24/7 operations and support</b>	<ul style="list-style-type: none"> <li>• Online and telephonic reservations 24/7, 365</li> </ul>
<b>Expert guidance and consultation</b>	<ul style="list-style-type: none"> <li>• Trained and educated child and elder care specialists</li> <li>• Highly personal support</li> </ul>
<b>Full integration with Worklife</b>	<ul style="list-style-type: none"> <li>• One convenient access point for employees</li> <li>• Vendor consolidation for your organization</li> </ul>
<b>Quality assurance</b>	<ul style="list-style-type: none"> <li>• Rigorous provider credentialing</li> <li>• Extensive follow up</li> <li>• Service level guarantees</li> </ul>
<b>30 years of experience</b>	<ul style="list-style-type: none"> <li>• Industry leadership and expertise</li> <li>• Proven experience</li> </ul>
<b>Fair pricing model</b>	<ul style="list-style-type: none"> <li>• No company usage caps</li> <li>• No utilization penalties</li> </ul>

Discover more about how Backup Care Connection can help you dramatically reduce absenteeism in your organization.

Contact us today.

\*Based on January – June 2014 overall program utilization.

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