

# FREQUENTLY ASKED QUESTIONS

**Bright Horizons Additional Family Supports**



# FAQs: Overview

## Bright Horizons Additional Family Supports

Your employer has partnered with **Bright Horizons**<sup>®</sup> to help you better manage your many work, family, and personal responsibilities.

*Bright Horizons Additional Family Supports*<sup>™</sup> offers 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.

### Benefit Details

Access your benefit by visiting:  
<https://clients.brighthouse.com/Benesch>

# Additional Family Supports

## Overview

Through *Bright Horizons Additional Family Supports*™, your employer provides you with resources to help you secure your own regular, ongoing family care, including:

- Preferred Enrollment at select Bright Horizons child care centers
- Discounted tuition for full-time care at select partner centers in our child care network
- 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 and elder companion 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 Tutoring and Test Prep
  - Housekeepers — available through Sittercity

# Center-Based Child Care

## What is Preferred Enrollment?

Preferred Enrollment 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. Discounts are offered at select participating network centers.

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

While Preferred Enrollment is offered to you free of charge, you do pay a fee to register at a child care center. 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 download 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 benefit?

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

## **What age groups are eligible for a tuition discount?**

Tuition Discounts vary by center, and may only be available for children ages 2 and older. Check with your preferred center for details.

## **What if I am currently enrolled in a participating center for the Tuition Discount benefit?**

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 benefit. You will then be eligible to receive up to 10% off of your tuition moving forward. Some discounts are only available for new enrollments. Please refer to your benefit website 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 benefit website and click on the [Preferred Enrollment and Tuition Discounts](#) link under the Bright Horizons Additional Family Supports section. This will bring you to the Preferred Enrollment and 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 family members with special needs?**

We make every effort to accommodate care recipients with special needs, which may include physical, emotional, or developmental challenges.

## **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 his or her 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 through this benefit?

Your free membership with Sittercity provides you with access to a comprehensive online database, as well as 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, household help, and even pet care.

## Who is eligible for care?

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?

To access these tools and resources, go to your benefit website and click on Find Sitters, Nannies & Housekeepers under Bright Horizons Additional Family Supports. 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.

## Will use of this benefit impact the use limit I have for Bright Horizons Back-Up Care?

No. Your use of 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 all of the annual back-up care visits available through your employer.

## **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 the Sittercity Membership Services team at 1-888-748-2489 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 1-888-748-2489 for help with receiving a prorated 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 the cost of care for 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 benefit, you have the ability 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 benefit.

## **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 an unlimited amount of basic background checks or view results of those you previously completed.

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

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

# **Elder Care**

## **What services do I have access to through Years Ahead?**

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?**

Through Years Ahead, you can take a needs assessment online for your loved one, navigate through elder care options, access elder care resources, and get guidance in finding assistance programs.

## **How do I access care through Years Ahead?**

To access these tools and resources, go to your benefit website and click on Elder Care Support under Bright Horizons Additional Family Supports. Then choose the “Get Online Support” 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.

## **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. Through 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. You also have access to an individual provider's profile, which may include comprehensive information, photos, experience and capabilities, pricing, and reviews.

## **What do the Years Ahead Senior Care Advisors 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. Each Senior Care Advisor holds a Master's in Social Work and goes 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 NCCA (The National Commission for Certifying Agencies). Senior Care Advisors are available via phone Monday through Friday, 9 a.m.–5 p.m. CT.

## **What is the typical cost of care on Years Ahead?**

There is no cost to use the Years Ahead website resource. The cost of care through the Years Ahead agencies and facilities 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 pet care services do I have access to through Sittercity?

As part of your free Sittercity membership, you can easily use the online database to find 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 benefit website and click on “Use it” under Bright Horizons Additional Family Supports. This will bring you to 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 Sittercity offer?

Post your own 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 pets cared for; and more.

# Tutoring, Test Prep & Homework Help

## What types of services are available?

Your Tutoring and Test Prep benefit gives you easy access to a high-quality tutoring and test-prep provider, offering a variety of online options with exclusive discounts for Bright Horizons families.

## How do I access these services?

Go to your benefit website and click on Help with Tutoring and Test Prep under Bright Horizons Additional Family Supports. Then choose the “Get Started Now” button. Scroll down and complete the form to receive personalized options based on your family’s needs.

## What provider is associated with Tutoring and Test Prep?

Services are provided through Revolution Prep – a long-standing partner of Bright Horizons that has a history of supporting our clients and their families. Through Revolution Prep, you receive a 10% savings on standard tutoring rates, which can range from \$100-\$600 per hour (with the average closer to \$100-\$200 per hour).