FREQUENTLY ASKED QUESTIONS

Bright Horizons Crisis Care
FAQs: Overview

Bright Horizons Crisis Care

Your employer has partnered with Bright Horizons® to help ease your way during this unprecedented time.

In response to the COVID-19 public health emergency, many area schools have announced temporary closures.

Effective March 18, 2020, all caregivers (full-time, part-time, per diem) now have access to Crisis Care through Bright Horizons. Crisis Care gives you the option to secure care using your own personal network – a family member, neighbor, friend, or babysitter – and receive a reimbursement of $100 per day. This option is available through April 30, 2020.

Benefit Details

Register is at no cost. Access your benefit by visiting:
https://backup.brighthorizons.com
Employer Username: choosewell | Password: Benefits4You

To learn about all your Bright Horizons benefits, please visit
https://clients.brighthorizons.com/choosewell

Download the back-up care app: Search “back-up care” on the App Store or Google Play.
Questions? Call 877-BH-CARES (242-2737)
Crisis Care

What is Crisis Care?

Crisis Care is available to you when there is a national or local health emergency, natural disaster, or other crisis event. Crisis Care is back-up care provided to a child or adult by a caregiver within your network of friends and family, or otherwise identified and selected by you outside of the Bright Horizons Back-Up Care network. Crisis Care is available only to assist you in meeting work demands during the current emergency. Bright Horizons will reimburse you $100.00 for each day of care you arrange on your own. You are responsible for all other costs of the care you arrange.

How do I elect Crisis Care?

Once registered, you can make a reservation online or on the mobile app (mobile app option available 4/6/20):

- When making a reservation first log into your Bright Horizons account
- Follow the prompts to “Make a New Reservation” for your dependents on file (each reservation made can be up to 5 days of care at a time)
- From the “Available Care Options” page, select the “Crisis Care” button.
- Complete the necessary Confirmation and Release
- You will receive a system-generated Reservation # and email confirmation for your dates of care submitted

Why can’t I submit for more than one reservation at a time?

Currently caregivers cannot submit for a reimbursement request until the last date of care has passed on their current reservations in the system. Each reservation or reimbursement form submitted can have up to five dates of care.

How do I know what my last date of care is in the system?

Each reservation or reimbursement form submitted to Bright Horizons has a starting date of care and an ending date of care or what is referred to as the last date of care. Once the last date of care on the reservation or reimbursement form has passed, the caregiver is able to make additional requests for reimbursement and will be reimbursed as described below in the reimbursement process.
How do I submit a reimbursement request for retroactive dates?

The Bright Horizons website only allows Crisis Care reservations for future dates of care. For retroactive dates, you will need to submit a Crisis Care Reimbursement form through the quick link on the COVID-19 Resources page and clicking on “Request for Crisis Care Now”.

What if I completed the Crisis Care Reimbursement Form and didn’t make a reservation while logged into my account? How will I know if my reimbursement was received without a Reservation# or email confirmation?

The Crisis Care Reimbursement Form quick link was initially created to help ease the way for our caregivers who were limited on time and needed to quickly submit for their request and come back at a later time to complete their registration. Each reimbursement form submitted can have up to five dates of care per submission. Caregivers will still need to register with the Bright Horizons main website for their reimbursement. If a caregiver has not registered, Bright Horizons will contact you via email with a link to their website for registration.

What is the turnaround time for Bright Horizons to enter my Reimbursement form on the quick link into my profile?

Once registered, Bright Horizons can then enter the quick link reimbursement form into your profile to begin the reimbursement process. It is a one week turnaround time for the reimbursement form on the quick link to be entered into your profile. These forms are being prioritized by the earliest date of care submitted. Once the reimbursement form has been entered into your profile, it will be assigned a reservation # so you can complete the final step by completing the Request for Reimbursement Form after the last day of care. This last step will serve as a confirmation and release for your Crisis Care request. See below for how to receive your reimbursement.

If I’m having trouble registering, how can I get assistance with logging in for the first time?

First time users can submit a ticket to the Bright Horizons “Contact the Help Desk” which is an option available at the bottom of the log-in screen on their website. Look for the link under “NEED HELP LOGGING IN?”
Would a family member living in the same household as the caregiver be eligible for the up to $100/day reimbursement to take care of the caregiver’s child(ren)?

Reimbursement cannot be provided if the person who is providing care lives in the same household. For example, caregivers would not be reimbursed if their spouse is at home and can care for the children.

How do I receive my reimbursement?

Bright Horizons has partnered with JP Morgan Chase Bank Corporate Quickpay. Caregivers will receive an email from Chase payments (donotreplyChasePayments@jpmorgan.com) within ten business days of their last date of care they submitted on their Crisis Care reservation through Bright Horizons. Caregivers will follow the instructions in the email from Chase and the reimbursement will be transferred directly to their bank account through Zelle which will be in their bank on the next business day. The subject line will read “BRIGHT HORIZONS has sent you a payment.” If you do not respond within 15 days or do not accept the reimbursement through Zelle, a live paper check will be mailed to your home address as noted in your profile.

How do I check on the status of my reimbursement?

Please check your email spam or junk folder if you have not received the email from JP Morgan Chase within ten business days of your last date of care. If you still have not received the email from JP Morgan Chase after 10 business days, please call us at 877-BH-CARES (242-2737).

What if I don’t need the full $100/day reimbursement?

The reimbursement program cannot be altered to reduce the daily $100 stipend, however we recommend submitting for half the days of reimbursement if your total care expenses fall within that range of money.
Back-Up Care Registration

How do I register?

You and your family member(s) must be registered for Bright Horizons Back-Up Care before you may make a reservation and use the back-up care services. There are a few ways to register: online, through the Bright Horizons Back-Up Care mobile app (available from the App Store or Google Play), or by calling the toll-free number at 1-877-BH-CARES (242-2737). Care consultants are available 24 hours per day, 7 days a week.

How do I create a “Care Profile” and what information do I need?

On the home page, click on the blue “First-Time User” button and follow these steps:

- **Employer Username:** choosewell  **Employer Password:** Benefits4You

- **Fill Out Your Employee Profile:** Provide your relevant contact and employment information.

- **Add Care Recipients:** Enter your relationship, care location(s), and health information, and download/complete any required care forms.

- **Enable Authorized Contacts:** Add any adults (e.g., spouse/partner, grandparent, friend) as emergency contacts and/or individuals who are authorized to pick up care recipients.

- **Enter Care Locations:** Let us know where you will typically need care.

Does the family member who needs care have to be covered under my insurance to receive care?

No. Any care recipient who relies on you as a primary caregiver, or a direct adult relative (i.e. parent, in-law, or grandparent) qualifies to receive care through Bright Horizons Back-Up Care when normal care arrangements break down. Those eligible care recipients are not required to be covered under your insurance.

What information is needed to register my family member?

Information such as the care recipient’s name, birth date, any known allergies, and emergency contact will be required.