

Bright Horizons

Back-Up Care Guide

Choose Well partners with **Bright Horizons**® to help you find the care you need. High-quality back-up care is available through a local in-home care agency. Keep these important guidelines in mind:

- ▶ Use back-up care when you are scheduled to work, and your regular care is not available.
- ▶ Make reservations 90 days in advance or up to the day you need care.
- ▶ If you no longer need care, cancel your reservation by 5 p.m. two business days in advance to avoid being charged a day and the applicable copayment.

Step 1 – Navigate to clients.brighthorizons.com/choosewell

First time?

1. Click “Join Today”
2. Enter your Employee ID number
3. Complete your profile

Returning?

1. Click “Log In”

myBright Horizons.

Log in

Join today

Benefits for your work and family journey

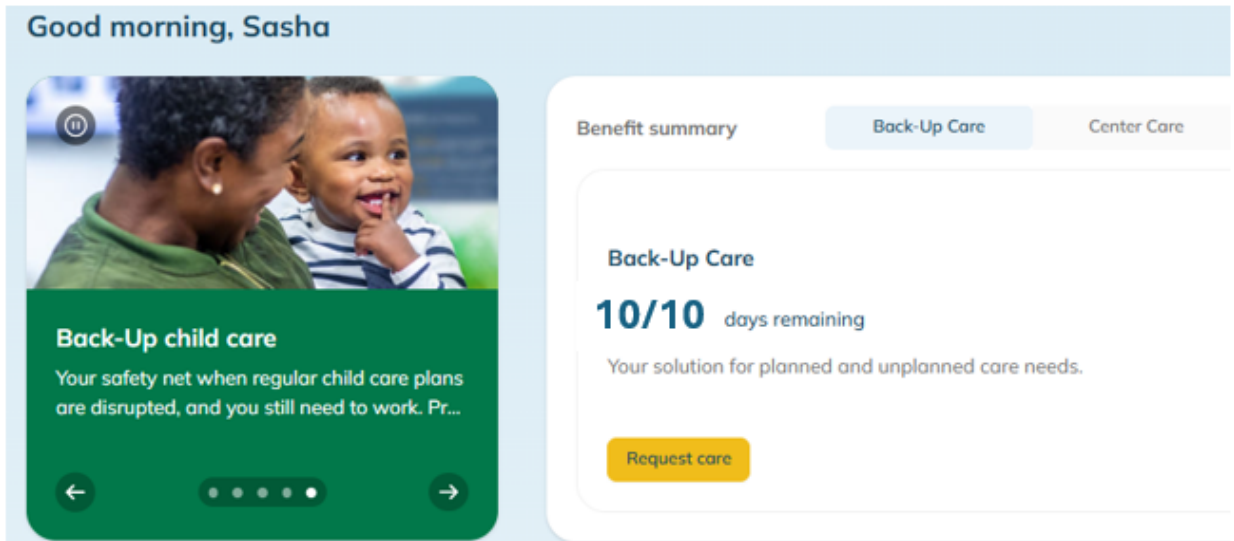
Discover all your Bright Horizons® benefits, supporting you personally and professionally.

Join today

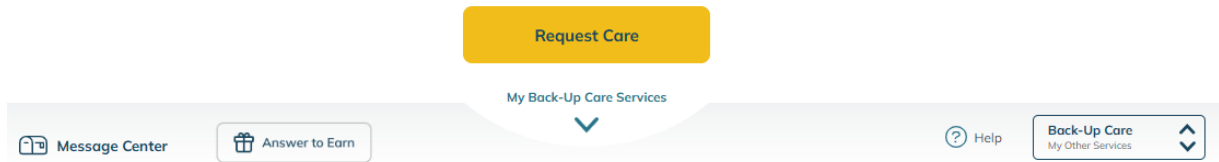


Step 2 – Navigate to Back-Up Care by clicking Request care

(If you click “Center Care” you will be taken to a search tool for full-time child care)



Step 3 – Click Request Care



Step 4 – Click Request Care again

I Want To Find



Care For My Family ⓘ

Nationally recognized, high-quality care when needed

Request Care



Camps ⓘ

Explore a variety of camp options with your Back-Up Care benefit

Request Camps

Step 5 – Select the care recipient(s), and the dates of care needed

Note: You can easily add a new care recipient at this step.

Request Care

Who needs care? *

Myself Kyle 5 yrs Emma 9 yrs

[Add care recipient](#)

When do you need care? *

February 2025							March 2025						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1							1
2	3	4	5	6	7	8	2	3	4	5	6	7	8
9	10	11	12	13	14	15	9	10	11	12	13	14	15
16	17	18	19	20	21	22	16	17	18	19	20	21	22
23	24	25	26	27	28		23	24	25	26	27	28	29
							30	31					

Choose Start and End Times

Individual Days Overnight

jack (9 yrs)

Feb 19 9:00 AM to 5:00 PM

[Add date\(s\)](#)

Step 6 – Select the location of care

Full Day - 9:00am to 5:00pm Choose Start and End Times

At or near? *

Home

New home

[Add a location](#)

[View Care Options](#)

Step 7 – Complete the required information for the type of care selected

Note: Centers are licensed by the state and forms are required by licensing (For Example: immunizations, medical release, emergency contact, etc.)

Care Options

Care Centers

In-Home Care



Qualified In-Home Childcare

All in-home caregivers are screened, trained, indemnified, and fully employed by their agencies. They are carefully selected and experienced in childcare. The caregiver will tend to all of your child's needs and engage with them throughout the day by providing hands-on, developmentally appropriate activities.

Day of Care Details

* = required

Greeter ⓘ

Releaser ⓘ

Same as greeter

Greeter Name*

Releaser Name*

Relationship to Care Recipient(s)*

Relationship to Care Recipient(s)*

Will anyone other than the care recipient be here? *

Yes No

Step 8 – Confirm care details and enter your payment method (copayment will be charged the day after the last day in your reservation)

Checkout



Requested Care Sessions Edit

Date	Start / End Time	Care Recipient
19 Feb 2025	09:00 am - 05:00 pm	Jack Wison

Estimated Benefit Utilization 1 Day

- One day is equal to one day of care for up to 10 hours for up to 3 care recipients.

Bright Horizons Back-Up Care™

Estimated Co-Pay \$48

Estimates are based on current reservation details. Charges are subject to change with changes to the reservation.

- \$6 per hour for unlimited care recipients with a 4 hour minimum.

Payment Method *

Choose payment method *

+ Add new payment method

I agree to payment [terms and conditions](#) *

Step 9 – Add the best way for us to contact you about your reservation, any special instructions, and emergency contacts/authorized pick-ups

Preferred Contact Method *

Email*

Phone

Enter valid 10-digit USA phone number. Example xxx-xxx-xxxx.

We'll use your preferred contact method for information/updates regarding this reservation.

Special Instructions ▼

Emergency Contacts / Authorized Pick-ups ▼

Step 10 - Acknowledge the cancellation policy (you must cancel two business days in advance) and submit your reservation

Cancellation Policy *

You may cancel or modify your reservation any time before 5:00 p.m. (local time) two business days prior to care without penalty. If you cancel or reschedule after 5:00 p.m. two business days prior to care, the care session will count against your remaining utilization and any applicable copay will be charged.

I agree to cancellation terms and conditions

Submit Request

You will get an email once we receive your reservation. You will get another email once your reservation is confirmed.