

You've got back-up! Remember that the next time something comes up that calls for a care provider. It's called Back-Up Care Advantage and it's part of your employee benefits. If your regular care provider is not available for your children, your spouse or parents, or — if you need care recovering from surgery or an illness — our provider Bright Horizons can step in with well-trained, well-qualified care.

Q. What is back-up care, exactly?

- A. Good question. It all depends on your need. Here's a few ways Back-Up Care can help:
- Your regular childcare is not available, and you need a place to park the kids.
 - You have a child at home who is under the weather.
 - You're transitioning back to work from Paid Parental Leave.
 - Your mom or dad or some other older relative needs services such as meal preparation and household tasks as it relates to care, or needs help with bathing or using the toilet, etc.
 - You need care recovering from surgery or an illness.

Q. Who is eligible to take advantage of the Back-Up Care benefit?

- A. Just about everyone at T-Mobile, that's who! All full- and part-time employees in the United States and Puerto Rico—as well as their spouses or domestic partners—are eligible. Temps, interns, vendors, and contractors aren't eligible.

Q. How does Bright Horizons—which manages the network—select providers?

- A. The child-care centers in Bright Horizon's network are accredited by the National Association for the Education of Young Children (NAEYC) or meet or exceed state licensing requirements. Bright Horizons selects centers whose teacher-to-child ratios are consistent with NAEYC guidelines where possible, or meet or exceed state licensing requirements. When centers join the Back-Up Care Advantage Program they are asked to verify that their employment screening process is consistent with state licensing requirements, including criminal background, education/credential, and reference checks; health exams; and CPR/first aid training. The Back-Up Care Advantage Program has the only center provider network that includes Bright Horizons' own network of high-quality child care and early education programs.

Q. How are home health care agencies selected? How does Bright Horizons ensure quality care?

- A. Here again, Bright Horizons is very careful. They select agencies that follow regulations in a given state. Those agencies also must have careful hiring policies. Bright Horizons also learns how caregivers are managed and trained. And they ensure that caregivers are matched with the right situation, so they can handle older adults or behavioral issues with youngsters. Moreover, Bright Horizons works with families to understand how the caretaker is doing. They also work with agencies to ensure they're up to speed on best practices, training, and competencies.

Q. Who provides adult/elder care? What types of care are available?

- A. Non-medical care is typically provided by sitter companions, while medical care is provided by certified nurse assistants, licensed practical nurses or registered nurses, depending on the medical skill level required. Personal-care assistants and home health aides may also provide care. Non-medical care of adults/elders can include meal preparation, bathing and grooming and companion services. Medical care for adults/elders can include administration of medication and blood pressure or diabetes monitoring. Additional charges may apply for medical and evening/weekend care.

Q. What is "mildly ill" back-up child care?

A. You know, the little stuff that kids always seem to catch. A cold, an ear infection, a rash, stuff like that. Not life-threatening, but not cool for school. Caregivers in these situations will most likely be a certified nurse assistant or a home health aide who specializes in child care. They'll be under the supervision of a registered nurse. These caretakers must be state-certified, which requires specific education, supervised experience and training. Additional charges may apply for medical and evening/weekend care.

Q. How do I request care?

A. There's two ways to start.

- First, call 1-877-BH-CARES (1-877-242-2737)
- Or, go to the [Bright Horizons](#) site and use **Live Connect**, which links you to a consultant for live chat. You'll get all set up for the Back-Up Care Advantage Program and the consultant will go over your particular needs.

Before you use a child-care center in the network, you will be asked to complete enrollment forms that are required to meet state licensing and provider requirements. Bright Horizon's consultants will get those materials to you. Before you use a home health care provider, you may be asked to complete forms required by agencies that require more information about your care needs. Care consultants will be able to provide you with the appropriate materials.

Q. How much will this cost?

A. You are responsible for a co-pay of \$15 per child per day (\$25 per family per day maximum) for center-based care and \$4 per hour (minimum of four hours) for in-home care.

Q. How do I make a co-payment?

A. It's easy. Just use a credit or debit card. Your card will be used for both center-based and in-home care co-payments.

Q. If I don't have a credit or debit card, can I still use the program?

A. Don't have one? Sign up for an ADP Aline Paycard. You can elect to have any amount withheld from your regular paycheck and deposited into this account. For more information, or to sign up, visit the [All About Pay](#) page on [T-Nation](#).

Q. Can I use my Dependent Care flexible spending account or the Childcare Subsidy program to be reimbursed for the Back-Up Care Advantage co-payment?

A. Sure can—for tax-eligible dependents. The confirmation email you receive when you make a reservation for care will contain the cost and the date. This will serve as the receipt you will submit for reimbursement through the program. You must currently be enrolled in the T-Mobile dependent-care flexible spending account or Childcare Subsidy program to take advantage of this. You may enroll only during Annual Enrollment periods.

Q. When does the 10 calendar days of back-up care renew?

A. On Jan. 1 of each year you'll have a fresh set of 10 days. Unused days do not roll over.

Q. OK, how is a 'day' defined?

A. Each reservation must be made for a minimum of four hours and a maximum of 10 hours. Partial days count as one day.

Q. Which dependents qualify for back-up care?

A. It includes children, step-children, grandchildren, spouse, parents and grandparents.

Q. If I have more than one child, do I get 10 visits per child?

A. Well, sort of. You get 10 days of care, period. But if you use back-up care for the entire brood for a day, that counts as one day. Same for home care. Partial days count as a full day.

Q. Is there an eligibility requirement based on income, like for the Childcare Subsidy program?

A. No. There is no income-based requirement to use the Back-Up Care Advantage program. Full-time and part-time employees at any income level can use this benefit.