Why Personal Network?

Because your go-to sitter or center of choice may not be in our network. Care@Work provides a deep network of vetted in-home and in-center Backup Care options. However, if you wish to use an existing, out-of-network child caregiver, Personal Network Backup Care allows for more flexibility and choice.

USING YOUR PERSONAL NETWORK

Personal Network is another option for your Backup Care for children benefit. You can use a caregiver or center of your choice and be easily reimbursed for a portion of the costs that exceed your co-pay.

Unlike when you select a Care@Work in-network Backup Care provider, when you use a caregiver or center from your Personal Network, you are fully responsible for all vetting. You can visit our Safety Center for guidelines on hiring safely.

HOW TO COORDINATE AND PAY FOR CARE

When you use Care@Work's in-network options, we coordinate all of the details. With Personal Network, you must arrange all details, timing, and vetting on your own.

Unlike our in-network caregivers and centers where we handle all payments outside your co-pay, with Personal Network you must pay your caregiver or center up front and submit a claim for reimbursement later in the Care@Work app.

Your benefit year:

July 1st – June 30th

Backup Care days:

Up to 10 days per year

Backup Care rate:

- $8/hour for in-home care
- $25/day for in-center care

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Frequently Asked Questions

What kind of information do I need to provide to submit a claim?

- Date and time of care
- Who received care
- Why you needed Backup Care
- Receipt for care that took place
- The amount you paid for care
- Who provided the care and their contact information

Do I need to let you know in advance that I'm using Personal Network?

No. While you're welcome to enter your claim as soon as you realize you need care, you have 30 days after the care takes place to submit the claim.

How do I get reimbursed for care?

For in-home or in-center Backup Care you will be reimbursed up to $125 per day. You're still responsible for your co-pay. Log into your Care@Work account and go to "Reimburse me for care." From this page you can add a claim and upload your receipt. Care that qualifies is work-related Backup Care and cannot include your family's regular care expenses. If your claim is already in the Care.com system, you can edit and upload your receipt. Once your receipt is approved, Care.com will send you a reimbursement via direct deposit or by mailed check. Your claim needs to be submitted within 30 days of care. Anything after this deadline will be automatically rejected. After you submit a claim, your Backup Care utilization count will be deducted. For adult Backup Care, please call 855-781-1303.

My caregiver/center offered to give me a receipt on their own. What info should it contain?

- The care provider's name, address, and phone number
- Your full name plus your child's full name
- Your child's age
- Type of service and number of hours provided
- Date of service
- Hourly rate and total amount paid, if applicable
- Signature of provider and date signed

How long will it take me to get my reimbursement?

You will need to provide your bank account information to get reimbursement via direct deposit. If you would prefer, we can mail you a check. It can take up to 10 business days after processing your claim to receive your reimbursement.

Is there a receipt template?

Yes, you can download a sample receipt at care.com/media/cms/receipt.pdf. You can also use a receipt from your Personal Network care center or caregiver if it includes all necessary information.

What if something changes after I've submitted a claim?

You can edit or delete your claim at any time before it has been approved for payment. Login to your Care@Work account, and select "My Kids" then "Reimburse Me For Backup Care" then "View Claims." Select "Edit" next to the claim you want to change or delete. If you delete a claim, the Backup Care utilization day will be added back to your account to be used at a later date.

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