



# Frequently Asked Questions

Bright Horizons Back-up Care



## PROGRAM OVERVIEW

### Bright Horizons Back-Up Care

ConocoPhillips has partnered with **Bright Horizons**® to help you better manage your work, family, and personal responsibilities.

*Bright Horizons Back-Up Care™* provides access to back-up care for your children, adult, and elder family members during a lapse or breakdown in normal care arrangements.

### Back-Up Care

#### 1. What is Bright Horizons Back-Up Care?

Bright Horizons Back-Up Care can be used anytime you need to be at work, but your family member needs assistance or support.

Examples of when you can use back-up child care include:

- Your child's school or center is closed.
- You have a change in your work schedule and need in-home child care for evening and weekend hours.
- You are in between child care arrangements.
- Your regular caregiver is unavailable.

Examples of when you can use back-up adult and elderly care include:

- Your parent's regular in-home care provider is unavailable.
- Your grandparents live out of state and need assistance.
- Your parents live with your sister...and your sister has a temporary conflict and is unable to care for them.
- Your mother-in-law is in the hospital and you would like someone to be with her for support.
- Your spouse or partner (or other adult family member) is recovering from an injury or surgery and needs assistance.
- You are recuperating from an injury or surgery and need assistance for yourself.

#### 2. Who can I use back-up care for?

You may use back-up care for the following family members:

- Parents, including in-laws
- Grandparents, including in-laws
- Spouse or domestic partner
- Yourself
- Children, including adopted and foster children
- Any child, adult or elder relative for whom you have care responsibilities

Note: You may only use dependent care FSA funds for eligible dependents as defined by federal tax law. See question 27.

#### 3. What type of back-up care is available?

Care in high-quality centers for well children, screened in-home caregivers for children, and in-home adult and elder care is available.

**4. How much does back-up care cost?**

ConocoPhillips is subsidizing back-up care to give you access to affordable care solutions.

<b>Child care center</b>	\$10 per child/ day or \$15 per family/day
<b>In-home</b>	\$4 per hour with a 4-hour minimum care visit

**5. Where is back-up care available?**

The benefit gives you access to a nationwide network of high-quality, licensed child care centers, including hundreds of accredited Bright Horizons child care centers across the United States. Chances are high that there are options near your home and your work site. In addition, Bright Horizons has partnerships with 450 in-home care agencies that employ a total of nearly 200,000 experienced caregivers who travel up to 35 miles to provide care in your home or the home of your relative. Care options depend on the availability of these network providers in your area. While care is not guaranteed, Bright Horizons will make every effort to accommodate your reservation request.

**6. I do not see a local provider on the Bright Horizons Back-Up Care website. What should I do?**

Bright Horizons will help to determine if there are contracted providers in your local area. The contact center has the most up-to-date information on our contracted network, and they will try to help you find options that will suit your care requirements.

**7. What is the age limit for care recipients?**

For center care, age limits will vary by location. Most centers can serve children from 6 weeks to 6 years of age; some serve children through age 12. For in-home care, there is no age limit.

**8. How can I provide feedback regarding my care experience?**

Your feedback is a critical part in helping Bright Horizons manage the quality and experience people have when using this program. Bright Horizons will email you a link to a survey following the last date of care each time you schedule care with us. Please take a few minutes to complete this survey and let them know how they're doing.

**In-Home Back-Up Child, Adult, and Elder Care**

**9. When can I use in-home care for my child?**

In-home child care can be used when you prefer to have care take place in your home, rather than in a child care center. One in-home caregiver can care for up to three children.

**10. When can I use in-home care for my adult and elder family members?**

In-home adult and elder care are available to cover a wide variety of care needs. In-home care is provided to your adult or elder family member in the comfort of his or her own home (or assisted living facility) and is available anywhere in the U.S. within established proximity of our in-home care agency partners. Any adult or elder for whom you have care-giving responsibilities is covered. Some reasons you may choose to use in-home care for adult and elder family members include:

- **Respite Care:** which is perfect if your adult or elder family member's normal caregiver is not available, or that primary caregiver needs a day outside of the house.
- **Recovery Care:** which is a great option if your adult or elder family member has had minor surgery and needs a caregiver for the first few days of recovery at home.

**11. How can I be assured the in-home caregivers provide a safe environment?**

In-home care is designed to provide comforting, individualized care for your child, adult, or elder relative in the familiar surroundings of home. When your family member needs temporary care or assistance, our qualified caregivers provide in-home support so you can get to work free of worry.

There is no age limit for in-home care. In-home caregivers are all employed by Bright Horizons, or the agencies Bright Horizons has contracted with, and they are professionally trained, screened, and credentialed. Experienced in child or geriatric care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid.

As in any situation where third parties have access to your home while you are out, please take reasonable precautions to secure your cash, credit cards, and other valuables or information of a financial nature.

**12. Can I set up a “meet and greet” with an in-home caregiver prior to needing care?**

You may request to set up a “meet and greet” with the caregiver in advance; however, Bright Horizons cannot guarantee that the specific caregiver you meet will be available on a day when you need back-up care. When a “meet and greet” is scheduled, it will count towards your 15 annual uses and will cost \$4/hour with a minimum 4-hour in-home visit. Please note, it is also a requirement for caregivers to contact you prior to care to introduce themselves, discuss your child or adult or elder relative’s care needs, and more.

**13. Who is authorized to greet and release the in-home caregiver?**

When the scheduled care is for a child, an adult (at least 18 years of age) must be present both when the caregiver arrives and departs. The adult must be willing to take responsibility for the care recipient(s) should the caregiver fail to arrive or otherwise be unable to provide care at the last minute. This can include, but is not limited to, a parent or guardian, a grandparent, an adult sibling, or a friend of the family. The adult, or adults, must be identified at the time care is requested.

**14. Can the in-home caregiver do light housekeeping?**

An in-home caregiver can perform light housekeeping as it relates to the care of the care recipient only. Light housekeeping normally includes cleaning kitchen after meal/snack preparation, straightening up family/living room and child’s room (if the child has played in the room during the day), etc. Light housekeeping does not include the following: vacuuming, laundry, dusting, cleaning of restrooms/bathing areas, etc. The only time a caregiver may provide any of the above services is when the care recipient has created a mess requiring the above services.

**15. Can the in-home caregiver prepare meals?**

An in-home caregiver can prepare meals as it relates to the care of the care recipient only. Meal preparation normally includes cooking meals and preparing snacks for the care recipient to be eaten during the hours of care. Meal preparation does not include preparing meals for upcoming days/weeks or preparing meals for other family members not using the benefit.

**16. Can the in-home provider administer medication?**

In-home caregivers may not dispense prescription or over-the-counter medication directly to any care recipient in their care. Caregivers may apply non-prescription topical ointments to a care recipient in their care. Caregivers are only allowed to remind the adult/elder care recipient to take his or her pre-measured medication at an assigned time where authorized by the employee. You may make other arrangements for third parties to dispense medications (such as a neighbor), provided the caregiver is notified in advance.

In-home care professionals that can dispense medication vary by state regulations, but generally are Registered Nurses (RNs) or Licensed Practical Nurses (LPNs). Medical care must be requested at the time the reservation is placed and an additional fee of \$50 per hour (1 hour minimum) will apply if dispensing of medication and/or certain medical procedures (including wound care) are required for the care provided.

**17. Can the in-home caregiver provide transportation?**

Caregivers may not transport any care recipient in a private vehicle. Caregivers are only allowed to accompany a care recipient using public transportation (i.e., taxi, bus, train, or special transit) when required in connection

with the care provided and only with the prior authorization of the employee and notification of Bright Horizons. In the case of adult or elder care, caregivers are allowed to accompany a care recipient when driven in a private vehicle by the care recipient or an acceptable family member or acquaintance of the care recipient.

**18. Can the in-home caregiver engage in outdoor activities with my family member?**

Caregivers are required to provide care for care recipients in the homes of employees, the adult or elder relative, or other authorized locations. Caregivers may leave the premises only with your prior authorization. Outdoor activities are limited by the transportation policy.

Caregivers may not accompany care recipients to any body of water (public or backyard pools, lakes, etc.), other than in connection with a pre-arranged activity that a third party is responsible for (such as a swimming lesson with an instructor), and only with your prior authorization.

**19. Are visitors allowed to come to my home while I am using in-home care?**

No visitors are permitted on the premises without your prior authorization. No authorized visitors may be under 18 years of age (unless they reside in the home). Authorized individuals must provide photo identification to be given access to the care recipient.

**20. If I like a specific in-home caregiver, can I request him or her in the future?**

Yes. Bright Horizons will work to secure care with your preferred in-home caregiver. However, the caregiver may not always be available if he or she is confirmed for another family's back-up care request.

**21. If I am traveling for work and need to bring my child, is care available in my hotel room?**

Yes. Care that takes place at a hotel is provided by our in-home agency network. With approval from you, the caregiver and the care recipient(s) are allowed to leave the room during care. Additionally, the caregiver and the care recipient(s) are allowed to leave the grounds of the hotel during care with written consent from you, which must be provided to Bright Horizons prior to care taking place.

## Center-Based Back-Up Child Care

**22. How can I be assured a center is a safe environment for my child?**

All the child care centers that provide back-up care meet stringent quality requirements and are licensed by the state in which they operate. Each center offers a developmentally appropriate curriculum led by qualified teachers, follows strict health and safety policies, and ensures appropriate teacher-to-child ratios for each age group.

These centers are specifically designed to provide a warm, inviting, and engaging environment where children actively explore and participate. Teachers in back-up care settings are specially trained to tune into your child's needs and interests, to help you comfortably transition at drop-off time, and to help your child feel welcome, secure, and at ease in what is usually an unfamiliar and new environment.

**23. Can center staff administer medication?**

Each child care center in the back-up care network has its own policies regarding medications based on local and state regulations. Please check with the center you will be using, should the need for medication administration exist or arise at any point during the provision of care.

**24. What information will I need to bring to a child care center?**

Once you schedule care, you will need to complete some information and forms to submit to the center. The specific materials required vary based on state and local requirements, but may include birth certificate, immunization records, and primary care physician contact information. The information is required by state

licensing for the safety and care of your child and must be completed and given to the center to receive back-up care. The Bright Horizons care consultants can provide more details on specific requirements.

## Back-Up Care Payments and Reimbursements

### 25. How do I pay for the service?

Any applicable copayments are collected by Bright Horizons at the time of making a reservation. See question 4 for your copay amounts.

### 26. Can I find my own provider to use for back-up care?

You are required to utilize centers and in-home providers that are contracted with Bright Horizons Back-Up Care.

### 27. Can I use a flexible spending account (FSA) to pay the copay associated with care?

Your copayment must be paid with a standard payment method, i.e., credit card, however, back-up care is considered an eligible expense and may be reimbursable through The ConocoPhillips Dependent Care FSA program. To get reimbursed, you must submit the proper paperwork to your FSA vendor.

Please note, the Dependent Care FSA lets you use pre-tax money to pay for the care you and your spouse need in order to work. It only reimburses care expenses for eligible dependents as defined by federal tax law. To learn more, please visit the [Flexible Spending Account](#) page or see the Flexible Spending Plan in the [Employee Handbook](#).

### 28. If my child becomes sick and must leave the care facility, will I receive a refund for that day of care?

As with any child care program, if your child becomes sick while at the child care facility, you will need to remove your child to prevent the illness from spreading to other children. There will be no monetary refund or credit to your back-up care allotment.

## Back-Up Care Eligibility and Registration

### 29. 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. We strongly recommend that you register in advance so that you are ready to use the benefit when you need care. There are a few ways to register:

- We recommend using [clients.brighthorizons.com/conocophillips](https://clients.brighthorizons.com/conocophillips) for our ConocoPhillips population.
- You may also 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.
  - Please note, if you go directly to the Bright Horizon website that is not specific to ConocoPhillips or use the app to register, you will need to use the log in information below.

**Employer Code:** ConocoPhillips

**Password:** Benefits4You

You will also be asked to provide your 8-digit employee number.

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

On the home page, click on the blue “Create Your Care Profile” button and follow these steps:

- [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.

**31. Can I access back-up care from my phone?**

Yes — you have back-up care at your fingertips with the Bright Horizons Back-Up Care mobile app. You can download it by searching “back-up care” in the App Store or Google Play. And once you’ve downloaded the app, be sure to register for your back-up care benefit so you can submit reservation requests anytime, anywhere — even when you’re on the go. Please note, if you register via the app, you will need to use the log in information below.

**Employer Code:** ConocoPhillips

**Password:** Benefits4You

You will also be asked to provide your 8-digit employee number.

**32. What can I do with the back-up care mobile app?**

Once you’ve downloaded the Back-Up Care mobile app, you’ll have the ability to:

- Register for back-up care
- Submit new or duplicate previous back-up care requests
- Request a child care provider you used previously
- Find nearby child care centers and view each location on a map
- Add confirmed reservations to your device’s calendar
- Stay updated with real-time notifications and confirmations
- Easily manage your payment methods

**33. Does the family member who needs care have to be covered under my insurance with ConocoPhillips to receive care?**

No, care recipients are not required to be covered under your insurance with ConocoPhillips.

**34. Is my adult family member who needs care required to live with me to be eligible for the services?**

No, the adult family member does not have to live with you. Back-up care is available nationwide, so even if the family member lives in a different community or state, you can still take advantage of the benefit.

**35. Can spouses or domestic partners register?**

Upon registration, Bright Horizons will verify your eligibility by requesting specific information related to your employment. For that reason, you are required to initiate the registration process online or over the phone. Once a username and password has been created for your online account, your spouse or partner can complete the registration on your behalf.

**36. 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. When you contact Bright Horizons, a care consultant will help you understand the specific registration materials needed.

**37. Do I have to register every year?**

No. You only have to register once and can do this anytime. However, depending on the care needed, you may need to provide additional information for the unique center or in-home provider you use.

## **Back-Up Care Reservations**

**38. Is registering the same as making a reservation?**

No. 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.

**39. Why do I have to make a reservation?**

Reservations allow Bright Horizon care consultants to secure the type of care you need, on the specific day(s) that you need care and alert the care provider to the specific needs of your family so he or she is prepared. You can make reservations for back-up care up to 60-days in advance of the date care is needed. Reserve care either [online](#), through the back-up care mobile app, or by calling the Bright Horizon contact center. When you need to make a reservation for back-up care by phone, a care consultant will ask you a few questions to fully understand your needs, such as information about your family member, when you need care, and the location where care is needed. The care consultant will review potential options with you and make the arrangements with the provider on your behalf. You will then receive confirmation of care email including details of the care arrangement.

**40. If I do not use all of my back-up care allotment during the year, does it rollover?**

Your annual allowance of back-up care must be used during your allocated use year. Any unused days are forfeited.

**41. If I work non-traditional hours, such as evenings and weekends, can I still use the benefit?**

Evening and weekend care (typically in-home) is available and ConocoPhillips's standard benefit details will apply. However, you must be working during the time care is needed.

**42. Am I required to use this benefit?**

Bright Horizons Back-Up Care is a service, subsidized by ConocoPhillips, designed to assist with temporary care for your family members. You are not required to use this benefit; however, ConocoPhillips will only subsidize care provided through Bright Horizons Back-Up Care.

**43. Will ConocoPhillips know that I am using the benefit?**

Yes, Bright Horizons will provide monthly utilization reports to ConocoPhillips to show who has registered for and used the benefit.

**44. What is the cancelation policy?**

You must cancel by 5:00 p.m. local time two business days prior to the day of care. If care is cancelled after 5:00 p.m. local time two business days prior to the day of care, you will be charged the use against your annual limit and any applicable copayment will be collected per ConocoPhillips's benefit parameters.