CHOICE OPTIONS, INC. (CO) serves as the 2015/2016 Sick Child and Emergency/Back-Up Care Program (SCP/EBCP) vendor for current employees eligible for full benefits, and currently enrolled students at the University of Arizona (UA).

References to CO throughout these FAQs and other SCP/EBCP information include CO and any of its contracted vendor(s). CO’s greater Phoenix area contracted vendor is Homewatch CareGivers. Access the Program Guidelines at www.lifework.arizona.edu.

The FAQs reflect general topics of interest. You are encouraged to contact CO and the University of Arizona as noted below with your specific questions and comments:

<table>
<thead>
<tr>
<th>Who to Contact</th>
<th>How to Contact</th>
<th>When to Contact</th>
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<tbody>
<tr>
<td>CHOICE OPTIONS, INC.</td>
<td>Telephone (520) 638-6538</td>
<td>For questions regarding sick and emergency/backup care services, the agency’s vendor registration form, how to access agency services, etc.</td>
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<tr>
<td></td>
<td>Fax (520) 344-9432</td>
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<tr>
<td></td>
<td>6262 N. Swan Rd, Suite 190</td>
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<tr>
<td></td>
<td>Tucson, AZ 85718</td>
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<td></td>
<td><a href="http://www.ChoiceOptions.net">www.ChoiceOptions.net</a></td>
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<tr>
<td>UA Life &amp; Work Connections’ Child Care and Family Resources</td>
<td>Telephone (520) 621-4365</td>
<td>For questions regarding SCP/EBCP administration, the University’s e-registration, UA registrant feedback, etc.</td>
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<td></td>
<td>Fax (520) 621-4474</td>
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<tr>
<td></td>
<td>1125 N. Vine, 2nd Floor, Tucson, AZ 85721</td>
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<td></td>
<td><a href="http://www.lifework.arizona.edu">www.lifework.arizona.edu</a></td>
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**Registration and Registration Process**

**Q:** How do I complete UA registration and vendor (Choice Options, Inc.) registration?

**A:** Annual UA registration and vendor registration must occur each July 1-June 30 fiscal year (prior year registrations will not be considered valid). Eligible individuals are fully registered with the SCP/EBCP after completing Steps 1 and 2:

**Step 1 of 2:** UA registrants in the greater Tucson and Phoenix areas complete and submit employee and student Sick Child and Emergency/Back-Up Care E-Registration forms at www.lifework.arizona.edu.

**Step 2 of 2:** Next, eligible registrants are requested to submit a completed CO form - Sick Child and Emergency/Back-Up Care Program Registration for University of Arizona Students and Employees - directly to CO by scanned copy to Staff@ChoiceOptions.net, by mail to 6262 N. Swan Rd., Suite 190, Tucson, AZ 85718 or by fax to (520) 344-9432.

**Business Hours and After Hours Procedures**

**Q:** What are CO’s business hours and after-hours procedures?

**A:** Business hours are Monday-Friday, 8:00 AM-5:00 PM. CO’s answering service will answer all calls made after business hours. A CO staff member will return calls until 9:00 PM. UA registrants requesting care after 9:00 PM will be contacted as early as 5:30 AM the next day (unless otherwise instructed). UA registrants are asked to identify themselves as a UA Corporate Care Client. When calling CO, the ONLY number UA registrants should use is (520) 638-6538, as this is the sole phone line designated for transferring calls to the CO answering service after business hours. Do not call the agency using other phone numbers that may appear on your caller ID.
Screening Process/Qualifications
Q: Can you describe the screening process/qualifications of the in-home child care providers?

A: Please visit www.ChoiceOptions.net for more information.

Sick Care
Q: When is Sick Care offered?

A: CHOICE OPTIONS, INC. (CO) serves children who are sick and unable to attend school or well child care. CO will not provide care for children with a fever of 103 degrees or higher. If the fever reaches 103 degrees or higher during the day, CO will request that the UA registrant return home immediately so that medical attention can be considered.

CO requires that a working oral or ear thermometer be present in the home in order to receive sick child care services; services may be denied if a thermometer is not available.

Emergency/Back-Up Care
Q: When is Emergency/Back-Up Care offered?

A: CO serves children when there is an unscheduled interruption in regular school and/or child care arrangements. CO will not provide care due to holidays or other planned school closures (such as, but not limited to, Tucson’s “Rodeo Days,” spring break, etc.), nor for the period of time between the end of summer programming in the community and the beginning of school.

The University of Arizona Blackout Dates*
Q: What dates are considered non-serviceable or “blackout dates?”

A: For College of Medicine - Phoenix (COM-P) student registrants, the Sick Child and Emergency/Back-Up Care Program will reference the schedule maintained by the University of Arizona COM-P. Visit http://www.medicine.arizona.edu for more information.

Employee and student registrants, in addition to Program Guidelines’ examples such as Tucson’s Rodeo Days, blackout dates - official University holidays, closures or days when classes are not in session - are also in effect for this fiscal year as identified in the:
- academic calendar at http://catalog.arizona.edu/acadcalcs.html

Employee and student registrants, call (520) 621-4365 if you have SCP/EBCP questions.

The University of Arizona Employee and Student Registrant Co-Pay (Payable at the End of Each Usage)
Q: What is the employee and student registrant co-pay rate?

A: All UA registrants are required to pay the following at the end of each usage:

<table>
<thead>
<tr>
<th></th>
<th>Employee/Student Pays</th>
<th>UA Pays</th>
<th>Full Hourly Rate</th>
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<tbody>
<tr>
<td>One Child</td>
<td>$4.00 per hour*</td>
<td>$26.00 per hour</td>
<td>$30.00 per hour for one child</td>
</tr>
<tr>
<td>Two Children</td>
<td>$5.00 per hour*</td>
<td>$26.00 per hour</td>
<td>$31.00 per hour for two children</td>
</tr>
<tr>
<td>For Each Additional Child Thereafter</td>
<td>$1.00 per hour*</td>
<td>$26.00 per hour</td>
<td>Per hour cost will vary with the number of children</td>
</tr>
</tbody>
</table>

* Any amount of service on a day will constitute a usage. All usages will incur a 4-hour minimum charge regardless of the actual number of hours worked, and registrants will pay the co-pay for the 4-hour minimum plus actual hours used in excess of four hours. Usage time will be rounded up to the next 15-minute increment as applicable.

Note: The continuation of the SCP/EBCP is contingent upon funding and as such, Child Care and Family Resources is unable to guarantee the future availability of these services.
UA Employee and Student SCP/BCP Full Payment Responsibilities

Q: Are there circumstances where the University employee or student will be responsible for paying the non-subsidized rate ($30 or more) per hour?

A: In certain circumstances, a University employee or student will be responsible for paying the non-subsidized rate ($30 or more) per hour. Some examples of situations where this might occur are set forth below:

Cancellation of SCP/BCP Services

Q: What is the procedure if I need to cancel my service request?

A: Cancellation of service requests must be made at least 1 hour before the caregiver’s scheduled arrival. If the UA employee/student registrant cancels a service request without giving this 1 hour advance notice, the registrant must pay the unsubsidized rate, i.e. the full hourly amount (user cost and UA cost), for the requested number of care hours.

For example, if a registrant calls to cancel an eight (8) hour service request for one child just 30 minutes before the scheduled caregiver arrival time, the amount the registrant would have to pay to CO would be calculated as:

8 hours x $30.00/hour, for a total of $240.00.

This applies to non-cancellations as well.

For example, if a registrant fails to provide any advance notice of cancellation of a service request (such as having no one at home when the caregiver arrives at the scheduled arrival time, or cancelling the caregiver upon arrival at the home), the registrant must pay the full hourly amount (user cost and UA cost) for the requested number of care hours.

UA will not pay for the cost of any care that is the responsibility of the registrant. UA registrants may cancel their request for care 24 hours a day via telephone at (520) 638-6538. CO requests as much notice as possible when canceling a service request. Any outstanding balance due to cancellation must be paid promptly and before placing the next service request.

Compensation for Travel

Q: How is compensation for travel addressed?

A: As defined by CO, there is no compensation to the caregiver for travel within the greater Tucson area. The greater Tucson area includes Oro Valley, Continental Ranch and Rita Ranch.

Travel compensation outside the greater Tucson area is as follows:

<table>
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<tr>
<th>Travel Distance</th>
<th>Compensation</th>
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<tbody>
<tr>
<td>1-10 miles</td>
<td>$5.00 per usage</td>
</tr>
<tr>
<td>11-20 miles</td>
<td>$10.00 per usage</td>
</tr>
<tr>
<td>21-29 miles</td>
<td>$15.00 per usage</td>
</tr>
<tr>
<td>30 or more</td>
<td>*compensation to be discussed between CO and UA</td>
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</table>

Please discuss with CO any applicable travel compensation fees related to the greater Phoenix area, and what locations comprise this area. Any applicable travel compensation fees are the full responsibility of the UA registrant.

Daily Reporting

Q: How will I be informed of my child’s daily activities?

A: Caregivers will arrive prepared and ready to focus on the daily needs of the children. Together, caregivers and UA registrants develop a care plan for the day.

Registrants will be informed of the children’s activity verbally and in writing on the day of care, via CO’s “Daily Report” form (or, in Phoenix, Homewatch CareGivers’ “Daily Notes”). The form will remain in the home each day for the registrant to read.
Sick Child and Emergency/Back-Up Care Timecard

Q: How does the timecard process work?

A: In the greater Tucson area, caregivers will arrive at the home of the requesting registrant with who the child resides, with a CO company t-shirt and ID badge, and provide a “Timecard” designated for UA registrants. UA registrants may request to see caregiver photo ID. UA registrants are expected to write “the day’s instructions” on the back of the timecard before leaving the home. All UA registrants will be expected to sign each timecard at the end of each job. A receipt will be given for co-pay.

In the greater Phoenix area, caregivers will arrive at the home of the requesting registrant with whom the child resides, with Homewatch CareGiver company identification. UA registrants may request to see caregiver photo ID. Caregivers are authorized to accept UA registrant’s co-pay (major debit or credit card). Registrants, please confirm your card’s payment acceptance with CO when scheduling your request. Caregivers will verify their beginning and ending job times with Homewatch CareGivers by phone. The registrant’s statement will serve as a receipt for co-pay.

Transportation of Children

Q: Is transportation available when using the SCP/ECBP?

A: Caregivers are responsible for providing their own transportation to/from the registrant’s home. Caregivers are not allowed to transport children in vehicles; registrants will need to make alternative arrangements with another party(ies) if they are interested in transportation services. Please visit www.lifework.arizona.edu for further information.

Location of Sick Child and Emergency/Back-Up Care Services

Q: Where is care provided?

A: Care will only be provided in the home of the requesting registrant with whom the child resides.

Using the Services

Q: How many times may I use the services at University-subsidized rates?

A: Registrants are eligible for up to ten (10) University-subsidized SCP and/or EBCP usages per fiscal year; all 10 usages can be used for either type of service or for a combination. After 10 usages, registrants can contact CO to inquire about non-University subsidized, private residential use services.

Availability

Q: Can you describe the caregiver availability process?

A: Care is provided on an availability basis and is influenced by the volume of requests, the duration of time discussed for each care request, etc. CO and the University of Arizona make no guarantee that every job can be filled. To increase the likelihood of receiving care, you are strongly encouraged to request services with as much advance notice as possible.